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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.

The Web client runs on both MS SQL Server database and SAP HANA database technology. It offers SAP Business One core business logic and processes with enhancements in business data analytics, 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 installation and configuration of the Web client component, see the Administrator's Guides:

- 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 2605

Topic	Description	Links to Related Sections
Localization-Specific Information	Updated the field name from *Create by Reference* to *Duplicate* in *Managing DATEV Export*.	Managing DATEV Export

1.1.2 Change Log 10.0 FP 2602

Topic	Description	Links to Related Sections
Getting Started	• Added a new *SAP Companion* topic. • Updated the note for *More Email Options*, the option name and description for *Send Multiple Emails with PDF Attachments Directly to Document Emails*, and the description for *Send by Email*, as well as added a note for *Send Meeting Request* in the *Header Tools* topic. • Updated the description for *Preview* in the *Table Toolbar* topic. • Updated the description for *Preview, Choose Layout and Preview*, and added a description for *Print, Choose layout and Print* in the *Header Area* topic.	• SAP Companion • Header Tools • Table Toolbar • Header Area
Home Page	Updated the description for the enhancements in notifications settings and notifications panel.	• Notifications • Notifications
CRM	Added descriptions for the *Attachments* tab in the *Working with Opportunities* topic.	Working with Opportunities

Topic	Description	Links to Related Sections

Sales	• Added descriptions for the *Send in Email* checkbox and *Email* field in all *Working with ...* topics except for A/R down payments, blanket agreements, A/R correction invoices, and A/R correction invoice reversals.
	• Updated the note for drafting and sending emails on document addition in all *Creating ...* topics except for A/R down payments, blanket agreements, A/R correction invoices, and A/R correction invoice reversals.
	• Updated the description for *Preview, Print, Choose Layout and Preview, Choose Layout and Print* in the *Managing Drafts* topic.
	• Added explanation for a confirmation message for identical drafts in the *Managing Drafts* topic.
	• Updated description for list view options in *Managing Recurring Transaction Templates* and *Managing Recurring Transactions*.
	• Updated A/R Down Payments
	• Added two topics on *Document Generation Wizard*
	• Added four topics on correction invoice.
	• Added four topics on correction invoice reversal.
	• Added description for *Available to Promise* in the following *Creating ...*topics:
	  • Sales Quotation
	  • Sales Order
	  • A/R Reserve Invoice
	  • Delivery
	  • Return Request
	  • Return
	  • A/R Invoice
	  • A/R Reserve Invoice
	  • A/R Credit Memo
	• Added description for *Item Availability Check* in the following *Creating ...*topics:
	  • Sales Order
	  • A/R Reserve Invoice
	  • A/R Invoice
		• Working with Sales Quotations
		• Working with Sales Orders
		• Working with Deliveries
		• Working with Return Requests
		• Working with Returns
		• Working with A/R Invoices
		• Working with A/R Credit Memos
		• Working with A/R Reserve Invoices
		• Creating Sales Quotations
		• Creating Sales Orders
		• Creating Deliveries
		• Creating Return Requests
		• Creating Returns
		• Creating A/R Invoices
		• Creating A/R Credit Memos
		• Creating A/R Reserve Invoices
		• Managing Drafts
		• Managing Recurring Transaction Templates
		• Managing Recurring Transactions
		• A/R Down Payments
		• Document Generation Wizard
		• Creating Documents Using Document Generation Wizard
		• A/R Correction Invoices
		• Managing A/R Correction Invoices
		• Working with A/R Correction Invoices
		• Creating A/R Correction Invoices
		• A/R Correction Invoices Reversal
		• Managing A/R Correction Invoices Reversal
		• Working with A/R Correction Invoices Reversal
		• Creating A/R Correction Invoices Reversal

Topic	Description	Links to Related Sections

Purchasing	• Updated the note for drafting and sending emails on document addition in all *Creating ...* topics except for A/P down payments, blanket agreements, A/P correction invoices, and A/P correction invoice reversals.
	• Added descriptions for the *Email* field in all *Working with ...* topics except for A/P down payments, blanket agreements, A/P correction invoices, and A/P correction invoice reversals.
	• Updated the description for *Preview, Print, Choose Layout and Preview, Choose Layout and Print* in the *Managing Drafts* topic.
	• Added description for new app *Procurement Confirmation Wizard*.
	• Added two topics and updated one topic for landed costs.
	• Updated A/P Down Payments
	• Added four topics on correction invoice.
	• Added four topics on correction invoice reversal.
	• Added description for *Available to Promise* in the following *Creating ...*topics:
	  • Purchase Quotation
	  • Purchase Order
	  • Purchase Request
	  • A/P Reserve Invoice
	  • Goods Receipt PO
	  • Goods Return Request
	  • Goods Return
	  • A/P Invoice
	  • A/P Reserve Invoice
	  • A/P Credit Memo
		• Creating Purchase Requests
		• Creating Purchase Quotations
		• Creating Purchase Orders
		• Creating A/P Reserve Invoices
		• Creating Goods Receipt POs
		• Creating Goods Return Requests
		• Creating Goods Returns
		• Creating A/P Invoices
		• Creating A/P Credit Memos
		• Working with Purchase Requests
		• Working with Purchase Quotations
		• Working with Purchase Orders
		• Working with A/P Reserve Invoices
		• Working with Goods Receipt POs
		• Working with Goods Return Requests
		• Working with Goods Returns
		• Working with A/P Invoices
		• Working with A/P Credit Memos
		• Managing Drafts
		• Procurement Confirmation Wizard
		• Creating Purchase Orders from Sales Orders
		• Creating Procurement Documents from Production Orders
		• Landed Costs
		• Working with Landed Costs
		• Creating Landed Costs
		• A/P Down Payments
		• A/P Correction Invoices
		• Managing A/P Correction Invoices
		• Working with A/P Correction Invoices

Topic	Description	Links to Related Sections
		• Creating A/P Correction Invoices • A/P Correction Invoices Reversal • Managing A/P Correction Invoice Reversals • Working with A/P Correction Invoice Reversals • Creating A/P Correction Invoice Reversals
Business Partners	• Updated the descriptions for the *Attachments* tab in the *Working with Business Partners* and *Working with Activities* topics. • Updated the descriptions for the *Create* button and added a description for *Create Activity of "Email" Type* in the *Working with Business Partners* topic. • Added descriptions for the *Send in Email* checkbox, *Activity Type*, *Subject* field, and *Content* tab, as well as added a note for *Hide in Calendar* in the *Working with Activities* topic. • Added descriptions for the *Type* dropdown list, *Subject* field, and *Content* tab in the *Creating Activities* topic. • Added new topic on preparing a Microsoft Excel import file for Business Partners.	• Working with Business Partners • Working with Activities • Creating Activities • Preparing a Microsoft Excel Import File for Business Partners
Payments	• Added description for *Check Register* • Added two topics on payment run.	• Check Register • Payment Runs • Managing Payment Runs
Item Management	• Added descriptions for the *Attachments* tab in the *Working with Items* topic. • Added new topic on preparing a Microsoft Excel import file for items.	• Working with Items • Preparing a Microsoft Excel Import File for Items

Topic	Description	Links to Related Sections
Inventory Transactions	• Added or updated the descriptions for the *Attachments* tab in the *Working with Goods Issues*, *Working with Goods Receipts*, *Working with Inventory Counting*, *Working with Inventory Transfer Requests*, and *Working with Inventory Transfers* topics. Updated description for *Working with Inventory Counting*. Added descriptions for newly added apps:*Inventory Postings*, *Create Inventory Posting*, *Inventory Opening Balances*, and *Create Inventory Opening Balance*. • Added the topic *Available-to-Promise Report*. • Added new topic on preparing a Microsoft Excel import file for Serial Numbers and Batches.	• Working with Goods Issues • Working with Goods Receipts • Working with Inventory Counting • Working with Inventory Transfer Requests • Working with Inventory Transfers • Working with Inventory Counting • Inventory Postings • Manage Inventory Postings • Working with Inventory Postings • Creating Inventory Posting • Inventory Opening Balances • Managing Inventory Opening Balances • Working with Inventory Opening Balances • Creating Inventory Opening Balance • Available-to-Promise Report • Preparing a Microsoft Excel Import File for Serial Numbers • Preparing a Microsoft Excel Import File for Batches
Resource Management	Added description for the new *Resource Management* group.	Resource Management
Production	Added descriptions for *Working with Production Orders* and *Create Production Order*. Added descriptions for *Relationship Map* and *Functions* . Added description for the copy and paste functionality in the *Production Orders* list view.	• Production Orders • Managing Production Orders • Working with Production Orders • Creating Production Order
Accounting	• Added a description for *Selecting Views* in the *Managing G/L Accounts* topic. • Added descriptions for the *Used in Recommended Payment Run* checkbox, and *Attachments* tab in the *Working with Journal Entries* topic. • Added description for the *Import* feature in *Working with Exchange Rates and Indexes*. • Updated *Importing a Single Journal Entry from Microsoft Excel Files*.	• Managing G/L Accounts • Working with Journal Entries • Working with Exchange Rates and Indexes • Importing a Single Journal Entry from Microsoft Excel Files

Topic	Description	Links to Related Sections
Service	• Added descriptions for the *Attachments* tab in the *Working with Service Calls* and *Working with Service Contracts* topics. • Added explanation for a confirmation message for inactive business partners in the *Creating Equipment Cards* topic. • Added description for the *Service Call Solution* quick view in the *Creating Service Calls* topic.	• Working with Service Calls • Working with Service Contracts • Creating Equipment Cards • Creating Service Calls

Analytics	• Added a new topic *Creating User-Defined Queries with Parameters*.
	• Updated the following topics:
	  • *User-Defined Queries*
	  • *Working with User-Defined Queries*
	• Renamed *Creating User-Defined Queries* to *Creating User-Defined Queries Without Parameters* and updated the content.
		• Creating User-Defined Queries with Parameters
		• User-Defined Queries
		• Working with User-Defined Queries
		• Creating User-Defined Queries Without Parameters

Crystal Reports	Added a new *Crystal Reports* chapter.	Crystal Reports
Reports	Added a new *Reports* chapter.	Reports
Configuration	• Added descriptions for *Validate the Folder by Uploading a File* in the *Attachment Settings* topic. • Added descriptions for *Copy Price List from Base Document to Target Document* and updated the description for *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* in the *Sales and Purchasing Settings* topic. • Added a description for definition page *Distribution Lists* in the *Activities Definitions* topic. • Updated the description for *Dunning Terms* and *Dunning Levels* in *Business Partners Definitions* • Added *Landed Costs* tab in *Purchasing Document Settings* • Added *Deposit Settings*	• Attachment Settings • Sales and Purchasing Settings • Activities Definitions • Business Partners Definitions • Purchasing Document Settings • Deposit Settings

Topic	Description	Links to Related Sections
Administration	• Added two topics about the job monitor. • Updated three existing topics and added one new topic for User-Defined Values (UDVs). • Updated *Importing from Microsoft Excel* and *Working with Import from Microsoft Excel*.	Job Monitor: • Job Monitor • Monitoring Jobs User-Defined Values: • Copying User-Defined Values • Importing User-Defined Values • Troubleshooting Test Errors During Import • Supported Business Objects and Customizable Fields • Importing from Microsoft Excel • Working with Import from Microsoft Excel
Process Maps	Added topics about the process maps.	• Process Maps • Managing Process Maps • Working with Process Maps • Creating Process Maps • Predefined Process Maps • Quote to Cash • Procure to Pay
Localization-Specific Information	Added a new chapter about localization-specific information, with topics specific to Argentina and Germany.	• Fiscal ID • DATEV Export

1.1.3 Change Log 10.0 SP 2511

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.4 Change Log 10.0 FP 2508

Topic	Description	Links to Related Sections
Getting Started	• Updated the section *Distribution Rules* in the *SAP Business One Settings* topic. • Updated the descriptions for *Send by Email* and *More Email Options* in the *Header Tools* topic. • Updated the descriptions for *Export to Microsoft Excel*, *Export to Microsoft Word*, *Send by Email*, and *More Email Options* in the *Header Area* topic. • Updated the description about what you can see in relationship maps, such as *Document Referenced To*, *Document Referenced By*, *Related Packing Slip*, or *Related Pick Lists* in the *Relationship Map* topic. • Updated description about the tool bar and the yellow status in the *Element* section of the *Layout Structure* topic.	• SAP Business One Settings • Header Tools • Header Area • Relationship Map • Layout Structure
Home Page	Added a topic *Set Up a Default Branch* for the option *Set Up a Default Branch* in the tool bar.	Set Up a Default Branch
Sales	• Updated the description for the *Logistics* tab in *Working with ...* topics and *Creating ...* topics for return requests, returns, and A/R credit memos. • Updated the description for the *Attachments* tab in all *Working with ...* topics and *Creating ...* topics except for blanket agreements. • Updated the Microsoft 365 related note in all *Creating ...* topics except for blanket agreements. • Added topics related to A/R down payments, blanket agreements, recurring transaction templates, and recurring transactions. • Added a description about the button *Pay* in the *Working with Sales Orders* topic.	• Working with Sales Quotations • Creating Sales Quotations • Working with Return Requests • Creating Return Requests • A/R Down Payments • Blanket Agreements • Recurring Transactions • Managing Recurring Transaction Templates • Managing Recurring Transactions • Working with Sales Orders

Topic	Description	Links to Related Sections
Purchasing	• Updated the description for the *Logistics* tab in *Working with ...* topics and *Creating ...* topics for goods return requests, goods returns, and A/P credit memos. • Updated the description for the *Attachments* tab in all *Working with ...* topics and *Creating ...* topics except for blanket agreements. • Added a Microsoft 365 related note in all *Creating ...* topics except for blanket agreements. • Added topics related to A/P down payments, blanket agreements, landed costs, recurring transaction templates, and recurring transactions. • Added a description about the *Pay* button in the *Working with Purchase Orders* topic. • Added descriptions about the *Advanced* dropdown list in *Managing ...*and *Working with ...* topics of goods receipt POs and A/P invoices.	• Working with Purchasing Quotations • Creating Purchasing Quotations • Working with Goods Return Requests • Creating Goods Return Requests • A/P Down Payments • Blanket Agreements • Landed Costs • Recurring Transactions • Managing Recurring Transaction Templates • Managing Recurring Transactions • Working with Purchase Orders • Managing A/P Invoices • Working with A/P Invoices
Business Partners	Added the description for the *Assign To* filter in the *Managing Activities* topic.	Managing Activities
Deposits	Added four topics related to deposits.	• Deposits • Managing Deposits • Working with Deposits • Creating Deposits
Inventory Transactions	Added topics about recurring transaction templates and recurring transactions.	• Recurring Transactions • Managing Recurring Transaction Templates • Managing Recurring Transactions
Production	Added descriptions of batches, serial numbers, and bin locations in the *Working with ...* topics of receipts from production and issues for production.	• Working with Receipts from Production • Working with Issues for Production • Managing Batches, Serial Numbers, and Bin Locations
Accounting	• Added one topic about exchange rates and indexes. • Updated the *Journal Vouchers*, *Managing Journal Vouchers*, and *Working with Journal Vouchers* topics. • Added the *Creating Journal Vouchers* topic.	• Working with Exchange Rates and Indexes • Journal Vouchers • Managing Journal Vouchers • Working with Journal Vouchers • Creating Journal Vouchers

Topic	Description	Links to Related Sections

Analytics	• Updated the *Card View*, *Designing Overview Page*, and *Header Tools* topics:
	  • Added descriptions for the following new fields:
	  • *KPI Formula*
	  • *Test Result*
	  • Updated descriptions for the following fields:
	  • *KPI*
	  • *KPI Description*
	• Updated the following topics in the *Linked List Views* section:
	  • *Linked List Views*
	  • *Creating a Linked List View from Detailed View Rows*
		• Card View
		• Designing Overview Page
		• Header Tools
		• Linked List Views
		• Creating a Linked List View from Detailed View Rows

Configuration	• Updated the description for *Multi-Language Support* in *Comapany Settings*. • Added topics for *Relationship Map Settings*, *Attachment Settings*, and *Accounting Settings*. • Deleted the description of *Enable Filtering by Branch* in the *Branch Settings* topic. • Updated the description for *Send Approval Process Notification via Email* in the *Approval Process Settings* topic. • Added descriptions for exchange rate related settings in *Sales and Purchasing Settings*. • Added the description for *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* in the *Sales and Purchasing Settings* topic. • Updated the description for *Freights* and *Landed Costs* in *Sales and Purchasing Definitions*. • Added a description for *Remarks* in the *Accounting Definitions* topic. • Updated the description for *Queues* and *Contract Templates* in the *Service Definitions* topic. • Updated the description for *Account Segmentation* in the *Accounting Definitions* topic.	• Company Settings • Relationship Map Settings • Attachment Settings • Accounting Settings • Branch Settings • Approval Process Settings • Sales and Purchasing Settings • Sales and Purchasing Definitions • Accounting Definitions • Service Definitions
Multiple Branches	Added a topic *Setting Up a Default Branch* for the feature *Set Up a Default Branch*.	Setting Up a Default Branch
Inventory Transactions	Added the following new topics for inventory counting by importing from Microsoft Excel: • *Importing Counting Results from Microsoft Excel* • *Fields for Import* • *Preparing Import Data for Inventory Counting* • *Merge of Lines with the Same Item*	• Importing Counting Results from Microsoft Excel • Fields for Import • Preparing Import Data for Inventory Counting • Merge of Lines with the Same Item

Topic	Description	Links to Related Sections
Administration	Updated the description of *Unit of Measure Groups* in *Inventory Definitions* accessed through *Configuration*.	• Inventory Definitions
Administration	Updated *Inventory Settings* for the setting *Duplicate Prices* under *On Item Duplication*.	• Inventory Settings

Customization	• Added the following new topics:
	  • *Managing User-Defined Values*
	  • *Global Variables*
	  • *String Functions*
	  • *Mathematical Functions*
	  • *Logical Functions*
	  • *Utility Functions*
	  • *Importing User-Defined Values*
	  • *Copying User-Defined Values*
	  • *Supported Business Objects and Customizable Fields*
	• Updated the following topics:
	  • *Administration*
	  • *Customization*
	  • *User-Defined Values*
	  • *Customizing Field Values with a Filtered List*
	  • *Customizing Header Field with a Mathematical Formula*
	  • *Customizing Table Field with a Mathematical Formula*
	  • *Customizing with a Mathematical Formula That References a Database Field*
	  • *Customizing Checkbox Selection with a Logical Formula*
	  • *Guidelines for Effective Formulas*
	• Changed the previous topic *Activating User-Defined Values and Showing Indicator* to *Creating, Editing, and Identifying User-Defined Values* and updated the content.
	• Divided the previous topic *Date and Time Expressions* into *Date Functions and Expressions* and *Time Functions and Expressions* and updated the content.
		• Administration
		• Customization
		• User-Defined Values
		• Managing User-Defined Values
		• Creating, Editing, and Identifying User-Defined Values
		• Customizing Field Values with a Filtered List
		• Customizing Header Field with a Mathematical Formula
		• Customizing Table Field with a Mathematical Formula
		• Customizing with a Mathematical Formula That References a Database Field
		• Customizing Checkbox Selection with a Logical Formula
		• Guidelines for Effective Formulas
		• Global Variables
		• String Functions
		• Date Functions and Expressions
		• Time Functions and Expressions
		• Mathematical Functions
		• Logical Functions
		• Utility Functions
		• Importing User-Defined Values
		• Copying User-Defined Values
		• Supported Business Objects and Customizable Fields

1.1.5 Change Log 10.0 SP 2505

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.6 Change Log 10.0 FP 2502

Topic	Description	Links to Related Sections
Getting Started	• Updated the section *Distribution Rules* in the *SAP Business One Settings* topic. • Added a new section *Viewing Selected Chart Data in List View* for the Open in List View function available in the *Details* popover in charts.	• SAP Business One Settings • Viewing Selected Chart Data in List View
Sales	• Updated the field name from *Batch/Serial Numbers* to *Serial/Batch Numbers* in relevant *Working with ...* topics and those about batches, serial numbers, and bin locations. • Added a description about the *Journal Entry Preview* option in the *Creating ...* topics for the A/R reserve invoice, delivery, A/R invoice, return, and A/R credit memo documents. • A description about the *Without Qty Posting* field in the *Working with A/R Credit Memos* topic is added.	• Working with Deliveries • Creating A/R Reserve Invoices • Working with A/R Credit Memos
Purchasing	• Updated the field name from *Batch/Serial Numbers* to *Serial/Batch Numbers* in relevant *Working with ...* topics and those about batches, serial numbers, and bin locations. • Added a description about the *Journal Entry Preview* option in the *Creating ...* topics for the A/P reserve invoice, goods receipt PO, goods return, A/P invoice, and A/P credit memo documents. • A description about the *Without Qty Posting* field in the *Working with A/P Credit Memos* topic is added. • A description about the *Currency* field in the *Working with Purchase Requests* topic is added.	• Working with Goods Receipt POs • Creating A/P Reserve Invoices • Working with A/P Credit Memos • Working with Purchase Requests

Topic	Description	Links to Related Sections
Business Partners	• Added the desciption about the *Withholding Tax* subtab of the *Accounting* tab in the *Working with Business Partners* topic. • Changed the app name from *Business Partner Catalog Numbers* to *Business Partner Catalog Numbers by BP*.	• Working with Business Partners • Managing Business Partner Catalog Numbers by BP
Payments	Added a description about the *Journal Entry Preview* option in the *Creating Payments* topic.	Creating Payments
Item Management	• Updated the *Managing Business Partner Catalog Numbers* topic. • Updated the *Selecting Alternative Items* topic with a new field *Price After Discount* and a new button *Show Tree*. • Updated the *Creating Items* topic with a new field *Create QR Code From*.	• Managing Business Partner Catalog Numbers • Selecting Alternative Items • Creating Items
Inventory Transactions	• Added topics about inventory transfer requests and inventory transfers. • Added the description about the button *Duplicate* in inventory counting. • Updated the field name from *Batch/Serial Numbers* to *Serial/Batch Numbers* in relevant *Working with ...* topics and those about batches, serial numbers, and bin locations. • Changed the app name from *Inventory Counting Transactions* to *Inventory Counting*. • Added a description about the *Journal Entry Preview* option in the *Creating ...* topics for the goods issue, goods receipt, and inventory transfer documents.	• Inventory Transfer Requests • Inventory Transfers • Working with Inventory Counting • Creating Goods Issues
Accounting	• Added topics about chart of accounts, account code generator, journal vouchers, and recurring journal entries. • Added the description about the *Template Type* and *Template* fields in the *Creating Journal Entries* topic. • Added topics about importing a single journal entry from Microsoft Excel files.	• Chart of Accounts • Creating G/L Accounts with Account Code Generator • Journal Vouchers • Recurring Journal Entries • Creating Journal Entries • Importing a Single Journal Entry from Microsoft Excel Files • Preparing a Microsoft Excel Import File for a Journal Entry

Topic	Description	Links to Related Sections
Service	• Updated the description for the *Ship To* and *Bill To* fields in the *Business Partner* tab of service call documents. • Updated the description for the *Equipment Card Type* field in the *General* tab of equipment card documents.	• Working with Service Calls • Working with Equipment Cards
Analytics	Updated the *Linked List Views* section: • Updated the *Linked List Views* topic. • Changed the topic title *Creating Linked List Views* to *Creating a Linked List View from Detailed View Header* and updated the content. • Added two new topics.	• Linked List Views • Creating a Linked List View from Detailed View Header • Creating a Linked List View from List View • Creating a Linked List View from Detailed View Rows
Configuration	Topics for the various settings, and additional object definitions for configuring are added or updated in SAP Business One, Web client: • Added topics for *Branch Settings*, *Blanket Agreement Settings*, *Inventory Document Settings*, and *Service Call Settings*. • Updated topics *Company Settings*, *Approval Process Settings*, *Sales and Purchasing Settings*, *Sales Document Settings*, and *Purchasing Document Settings*. • Added topic for object definition of *Branch Details*. • Updated topics for object definitions of *Journal Entry Templates*, *Opening Balances*, and *Warehouses*.	• Branch Settings • Blanket Agreement Settings • Inventory Document Settings • Service Call Settings • Company Settings • Approval Process Settings • Sales and Purchasing Settings • Sales Document Settings • Purchasing Document Settings • Branch Details • Accounting Definitions • Inventory Definitions
Customization	Updated the *Customization* section: • Changed the topic title *User Defined Objects, Tables, and Fields* to *Customization* and updated the content. • Added new topics about user-defined tables and user-defined objects. • Added a new section about user-defined values.	• Customization • User-Defined Objects • User-Defined Tables • User-Defined Values

1.1.7 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

1.1.8 Change Log 10.0 SP 2408

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.9 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

Topic	Description	Links to Related Sections
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
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

1.1.10 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 7]

1.1.11 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

1.1.12 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

Topic	Description	Links to Related Sections
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
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

1.1.13 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*.	

Topic	Description	Link to Related Section
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
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

Topic	Description	Link to Related Section
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

1.1.14 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

Topic	Description	Link to Related Section
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
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

1.1.15 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 602] and Working with Service Calls [page 604].
		• **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.

1.1.16 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.

1.1.17 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.

1.1.18 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.

You can enable support for multiple languages in SAP Business One, Web client.

Related Information

Company Settings [page 702]

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 page that appears once you log in to Web client. Functions as the “desktop” of Web client and can be customized by the user.

Terminology	Description
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.
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 Page	A page 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 page comprises multiple Analytic Cards.
Analytic Chart	A page 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 applied in the detailed view of the marketing documents (including the freight charges) and payments. In the detailed view, distribution rules for multiple dimensions are displayed in unified or separate columns according to your settings.

In sales documents of type *Item*, you can specify distribution rules for the cost of goods sold (COGS) account. The *COGS Distr. Rule* column is active at the row level.

> ⓘ Note
>
> If you selected the *In Separate Columns* radio button on the *Cost Accounting* tab of the *General Settings* window in the SAP Business One client, the distribution rules for the cost of goods sold (COGS) account is defined in the *COGS XXX* columns, where *XXX* is the description of active dimensions.

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 50].

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 40].

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 notifications.

You can choose to sort the notifications by date (default) or by importance.

Choose *By Date* to display the notifications grouped by date. Choose *By Importance* to display the notifications according to priority. The notification types marked as high priority in the *Notifications* tab under *User Actions* > *Settings* are labelled in red as *Important*.

Clicking the notification opens the respective record.

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

To change notification settings, see Notifications [page 50].

1.2.5.5 SAP Companion

To open SAP Companion, choose in the upper-right corner of the Web client pages.

SAP Companion is a web-based help system to provide you with context-sensitive in-app help. It enables you to get started quickly and to find all relevant information easily without needing to leave the Web client.

After starting SAP Companion, the user interface with the help content is displayed. SAP Companion has the following interface elements:

Icon	Name	Description
	Context Help	It shows the *Help Topics* view with a list of help topics. The context help provides on-screen information about specific screen elements such as fields, buttons, and table headers. Context help within the relevant apps also includes links to the Web Client User Guide and SAP Business One learning videos. These links let you quickly access the web pages.
	Guided Tour	It shows the *Guided Tour* view a list of guided tours. A guided tour leads you through steps to complete a process, either within a single app or through several apps..
	In-App What's New	It shows the *What's New* view with the What's New help topics. The in-app What's New provides information about new features or changes in apps.

1.2.5.6 Set Up a Default Branch

If you are assigned to more than one active branch, you can set up a default branch for the current logon.

To set up a default branch:

1. Choose *(Set Up a Default Branch)* in the upper-right corner of the Web client pages.
   The icon also shows how many branches are assigned to you. If you have not selected a default branch, the number of branches is displayed in red.
2. The *Select Default Branch* window displays the active branches to which you are assigned.
3. Select a branch and set it as the default branch.
   The default branch is displayed in the header.

> **Note**
>
> The option to set up a default branch is available if *Enable Multiple Branches* is enabled under *Administration* > *Configuration* > *General* > *Company Settings*.

When a default branch is set, then while creating documents, the branch is prefilled with the default branch value. You have the option to change the branch.

1.2.5.7 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 44].
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 44].
App Finder	A convenient tool for searching for apps and adding them to your home page. For more information, see App Finder [page 44].
Settings	A central area where you can view and maintain your personal preferences and settings. For more information, see Settings [page 46].
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 50].
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.

Feature	Description
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.

1.2.5.7.1 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.

1.2.5.7.2 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 50].

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 50].

1.2.5.7.3 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 47].
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 48].
User Activities	Specify whether to track recent activities and frequently used apps. For more information, see Recent Activities & Frequently Used [page 44].
Language & Region	Change the display language and view the date and time format. For more information, see Language & Region [page 48].

Feature	Description
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 49].
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 49].
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 50].

1.2.5.7.3.1 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.

1.2.5.7.3.2 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.

1.2.5.7.3.3 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 44].

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.

1.2.5.7.3.4 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.

1.2.5.7.3.5 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.

1.2.5.7.3.6 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*.

1.2.5.7.3.7 Notifications

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

- 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).
- Select the *Show High-Priority Notification Alerts* checkbox if you want to show high-priority notification alerts from the notification panel.

You can set your preferences for the following notification types:

- Activity reminders
- Recurring transactions execution
- Daily exchange rate entry
- Approval decisions
- Approval requests
- Service call assignments
- Service contract renewal reminders
- Blanket agreement renewal reminders
- Wizard tasks

> **Note**
>
> The list of available notification types may vary according to user authorizations. For example, if the user has no authorization for service calls, the notification type *Service Call Assignments* is not available.

You can choose whether to display alerts for a notification type from the notification panel in the upper-right corner of the Web client pages. You can set notification types as high priority. If the *Show High-Priority Notification Alerts* checkbox is also selected, the notification type is labelled as *Important* on display from the notification panel.

For more information about notifications, see Notifications [page 41].

1.2.5.7.4 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 44].

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 52]
- Apps for Managing Records [page 52]
- Apps for Creating Records [page 89]
- Analytic Apps [page 90]

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 53]

Working with Detailed Views [page 83]

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.
  If the records filtered in a list view or choose from list exceed the threshold maximum of 5000 records, the *Select All* checkbox is not available. You can still select individual records or a range of records. A *Deselect All* control lets you clear all selections. If the total number of records is less than or equal to 5000, the *Select All* checkbox is available. It operates as usual, allowing both selection and deselection of all records.

Related Information

Header Area [page 54]
Views [page 54]
Filter Bar [page 54]
Header Tools [page 65]
Table Toolbar [page 68]

1.2.6.2.1.1 Header Area

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

- Views [page 54]
- Filter Bar [page 54]
- Header Tools [page 65]

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 65].

> ⓘ 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.

If you want to retain your customized filter settings, see Views [page 54].

- **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 57].
- **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 63].

  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 57]
Using the Filter Dialog to Enter Date Offset Formulas [page 63]

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 63]

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 57]

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 draft 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.

More Email Options

There are five options available in the *Email Options* window based on different conditions:

- *Draft Email with Microsoft Excel Attachment*: available for table view and chart view. Select this option to draft 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*).
- *Draft Email with Hyperlink in Email Body*: available for table view, chart view, and card view. Select this option to draft 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.
- *Draft Email with PDF Attachment*: select this option to draft an email with a PDF attachment of your selected records. Microsoft 365 integration must be set up.
- *Draft Multiple Emails with PDF Attachments*: select this option to draft multiple emails, each of which contains one PDF attachment for each of your selected records. The maximum number of records that the system can process is 20. Microsoft 365 integration must be set up.
  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 open multiple email draft pages 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*.
- *Send Multiple Emails with PDF Attachments Directly to Document Emails*: select this option to have multiple emails sent out directly to the document email addresses, with each email containing one PDF attachment for each of your selected records. The maximum number of records that the system can process is 20. Microsoft 365 integration must be set up.
  Once you select this option and choose *OK*, emails with the selected documents are submitted to Microsoft 365 for sending. To check the results, log in to your Microsoft 365 account or the Microsoft 365 account of the user *Workflow*, according to your settings below.

The emails are sent out using the Microsoft 365 account of the logged-in user by default. However, with the checkbox *Use Microsoft 365 Account of User "Workflow" to Send Emails Directly* on the *Account Management* page of SAP Business One Microsoft 365 integration, administrators can choose to use the Microsoft 365 account of the user *Workflow* to directly send out the emails.
After the emails are sent, you can check the corresponding email log in the *E-mails Sent* window for the documents in the SAP Business One client.

> **Note**
>
> The above three 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.
>
> > **Note**
> >
> > The three options are not supported in blanket agreements or landed costs.
>
> > **Note**
> >
> > Option *Send Multiple Emails with PDF Attachments Directly to Document Emails* is not available for journal entries.
>
> - You have selected single or multiple records.
> - You have the authorization for *Document Printing* under *Sales* in the *Authorizations* window in the SAP Business One client.

> **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 Key Performance Indicator (KPI) on the tile by specifying details for the following fields:

- *KPI*
  Choose one of the following options from the dropdown list:
  - *None*
    If you choose this option, no KPI value will appear below the tile subtitle in the lower right corner.
  - *Measure*
    If you choose this option, you can use a single measure field available from the tile data source as the KPI. The KPI value appears below the tile subtitle in the lower right corner.
  - *Formula*

If you choose this option, you can apply a simple mathematical formula to the KPI. The calculated KPI value appears below the tile subtitle in the lower right corner.

- *KPI Value*
  This field appears only when you choose *Measure* for the *KPI* field above.
  The *KPI Value* field has a dropdown list box, allowing you to choose a single *Measure* field. The calculated KPI value is the cumulative total of the selected *Measure* field across all records filtered by the header filter bars.
- *KPI Formula*
  This field appears only when you choose *Formula* for the *KPI* field above.
  In the text area, enter the formula that will calculate the desired result for the KPI.
  You can select the measure fields available from the data source of a tile as variables within your formula. The measure value represents the cumulative total of a selected *Measure* field across all records filtered by the header filter bars. To include a measure field in your formula, choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables*. From the flyout dropdown list, choose a field name. The uname of the selected field will then be inserted into the text area for calculation purposes. For more information about uname, see Finding the uname for a UI Field.
  In your formula, you can utilize the following components to perform calculations:
  - Arithmetical operators:
    Addition(+), subtraction(-), multiplication(*), and division(/).
  - Numeric functions:
    ABS, CEILING, FLOOR, MAX, Min, and ROUND.
  - Additional Symbols:
    Numerals, commas, and parentheses.

  You can enter arithmetical operators, parentheses, commas, and numeric functions either by typing them manually or by choosing the icons and the ••• *Additional Options* menu above the text area.
- *Test Result*
  This field appears only when you choose *Formula* for the *KPI* field above.
  After you enter a formula in the *KPI Formula* filed, choose *Test* below the text area to verify the formula. The calculated result will then be displayed in this *Test Result* field.
  After you save this tile to the *Home* page, the result will be shown on the tile using a shorthand representation that retains significant digits for quick comprehension. If the number includes decimal places, it will be rounded to the nearest integer. For large numbers, a simplified format using metric prefixes will be applied, such as *K* for thousands and *M* for millions. For example, the number 6327275.71 will be represented as 6.3M.

Example

In the *Sales Orders* list view, you are saving a custom view as a *Home* page tile, specifically filtering all sales orders from all customers for the year 2024. To calculate the average sales order value for all customers in 2024 and show it as a KPI on the tile, proceed as follows:

1. In the *KPI Formula* field, choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > *Document Total*. This action inserts the uname for the *Document Total* field, `DocTotal`, into the text area.
2. Manually type the division symbol `/` in the text area.

3. Choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > *Record Count*. The uname `__groupCount` is inserted into the text area.
4. Choose *Test* above the text area to verify your formula, **`DocTotal/__groupCount`**. The calculated result is shown in the *Test Result* field. After you save the tile and return to the Home page, the result is represented on the saved tile.

- *KPI Description*
  Enter descriptive information for your KPI and its value.

1.2.6.2.1.2 Table Area

The table area in list view contains the following features:

- Table Toolbar [page 68]
- Table View [page 70]
- Chart View [page 71]
- Card View [page 73]

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.

  Delete Deletes 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 the selected documents using a different Crystal Reports layout, choose *Choose Layout and Preview* in the dropdown list.

To print the selected documents using the default or a different Crystal Reports layout, choose *Print* or *Choose Layout and Print* in the dropdown list. All the selected documents are printed in a single PDF file. Once printing is confirmed, the document status changes to *Printed*.

Views Shows links from a list view to another particular list view or *General Overview* view.

If no link exists, choose *Define New* to create a link.

If a link already exists in the *Views* menu, when you select one or more entries from the table in the source view, and then choose the link name, you go directly from the source view to the target view. The target view is additionally filtered by specific fields and their values of the selected entries.

To edit existing link settings or create a link, choose *Manage*.

For more information, see Linked List Views [page 660].

- **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 or SharePoint as an online Microsoft Excel file. Grouping, sorting, and filtering done in the *View Settings* or *Select Columns* dialog are 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 70]
Chart View [page 71]
Card View [page 73]

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 68].
- 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.

There are three dropdown fields in the upper-left corner of the chart area. You can use them to customize your chart attributes based on fields from the list view.

The first dropdown groups all measurable numeric fields, which contain quantitative values, such as *Document Total*.

The remaining two dropdowns to the right group dimensional non-numeric fields, which contain qualitative values, such as *Customer Name* and *Posting Date*.

> ### Example
>
> In the *All Sales Invoices* list view, you group your invoices by *Customer Name* using the *View Settings* option in the table toolbar. Follow the instructions below to explore different chart presentations.
>
> - Line Chart: All Sales Invoices by Customer Name
>
> Choose the *Chart View* icon. By default, a line chart appears.

The line chart displays the total number of all sales invoices for each customer, with *Record Count* selected automatically as the measure on the vertical axis, and *Customer Name* as the dimension on the horizontal axis.

- Line Chart: Comparison of Invoice Values and Gross Profit
  From the measure dropdown field, deselect *Record Count* and select both *Document Total* and *Gross Profit Total*. Keep the first and only dimension *Customer Name* as is.
  In the resulting line chart, you can view and compare two distinct color-coded lines with data points that represent all the *Document Total* and *Gross Profit Total* values for all customers.
- Stacked Column Chart: Monthly Sales by Customer
  Choose the *Stacked Column Chart* icon in the upper-right corner. Select only *Document Total* from the measure dropdown field. Select *Posting Date (Year and Month)* from the first dimension dropdown field and *Customer Name* from the second.
  A stacked column chart appears. The measure field is mapped onto the vertical axis. The first dimension field is mapped onto the horizontal axis. The second dimension field values appear as columns along the horizontal axis. Each column is divided into color-coded sections that represent different customers. This layout allows you to compare the invoice values for each customer across multiple months.

In chart view, you can do the following:

- Hover over a data element to view a tooltip with relevant information.
- Export all data in the chart to Microsoft Excel for further processing.
- Sort the data in the chart using the *Sort* icon.
- Switch between the following chart types by choosing a chart icon:
  - *Line Chart*
  - *Column Chart*
  - *Bar Chart*
  - *Stacked Column Chart*
  - *Stacked Bar Chart*
  - *Pie Chart*
  - *Donut Chart*
  - *Heat Map Chart*
- View and analyze specific data points in charts.
  You can select multiple data points in a chart in the following ways:
  - Click or press the `Ctrl` key and click to select data points.
  - Use the mouse to draw an add-hoc selection area around the desired data points.
  - Choose one or multiple legend labels to select the corresponding groups of data points represented by those legends.
  - Click or press the `Ctrl` key and click one or more category labels on the horizontal or vertical axis to select groups of data points (applicable only for specific chart types).

  The total value of the selected data points is displayed in the *Selected Total* field to the left of the *Details* button in the upper right corner of the chart.

> ### Example
>
> In a stacked column chart example, **`Monthly Sales by Customer`**, if you select the legend that represents a specific customer, you can see the sales total of the customer across all months.

Choose *Details* to view a popover displaying the values of each data point and the option to export the data to Microsoft Excel.
Choose *Open in List View* in the *Details* popover to enable drilldown analysis of the selected data points. For more information, see Viewing Selected Chart Data in List View [page 76].
To deselect the selected data points, choose a blank area of the chart.

- Show or hide the legend using the *Legend* icon.
- Zoom in/out using the magnifying glass.

After you customize a chart view, you can save it and link it to a home page tile to enable it to be opened directly from the home page.

Related Information

Working with List Views [page 53]
Header Tools [page 65]

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:

- Add a card.
  To add a card, choose *Edit* in the table toolbar and choose the + *Add* icon 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 Choose one of the following options from the dropdown list:

  - *None*
    If you choose this option, no KPI value will appear below the card subtitle in the upper left corner.
  - *Measure*
    If you choose this option, you can use a single measure field available from the card data source as the KPI. The KPI value appears below the card subtitle in the upper left corner.
  - *Formula*
    If you choose this option, you can apply a simple mathematical formula to the KPI. The calculated KPI value appears below the card subtitle in the upper left corner.

KPI Value

This field appears only when you choose *Measure* for the *KPI* field above.

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

KPI Formula

This field appears only when you choose *Formula* for the *KPI* field above.

In the text area, enter the formula that will calculate the desired result for the KPI.

You can select measure fields available from the data source of a card as variables within your formula. The measure value represents the cumulative total of a selected *Measure* field across all records filtered by the header filter bars. To include a measure field in your formula, choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > Σ. From the flyout dropdown list, choose a field name. The uname of the selected field will then be inserted into the text area for calculation purposes. For more information about uname, see Finding the uname for a UI Field.

In your formula, you can utilize the following components to perform calculations:

- Arithmetical operators:
  Addition(+), subtraction(-), multiplication(*), and division(/).
- Numeric functions:
  ABS, CEILING, FLOOR, MAX, Min, and ROUND.
- Additional Symbols:
  Numerals, commas, and parentheses.

You can enter arithmetical operators, parentheses, commas, and numeric functions either by typing them manually or by choosing the icons and the ••• *Additional Options* menu above the text area.

Test Result

This field appears only when you choose *Formula* for the *KPI* field above.

After you enter a formula in the *KPI Formula* filed, choose *Test* above the text area to verify the formula. The calculated result will then be displayed in this *Test Result* field.

Meanwhile, the result will be shown in the upper left corner on the card using a shorthand representation that retains significant digits for quick comprehension. If the number includes decimal places, it will be rounded to the nearest integer. For large numbers, a simplified format using metric prefixes will be applied, such as *K* for thousands and *M* for millions. For example, the number 6327275.71 will be represented as 6.3M.

> ### Example
>
> In the card view of the *Sales Orders* list view, you added a card featuring a column chart to visualize the total sales order value by customer for the year 2024, with *Document Total* as the Y-axis measure and *Customer Name* as the X-axis dimension. To calculate the average

sales order value for all customers in 2024 and show it as a KPI on the card, proceed as follows:

1. In the *KPI Formula* field, choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > *Document Total*. This action inserts the uname for the *Document Total* field, `DocTotal`, into the text area.
2. Manually type the division symbol `/` in the text area.
3. Choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > *Record Count*. The uname `__groupCount` is inserted into the text area.
4. Choose *Test* above the text area to verify your formula, **`DocTotal/__groupCount`**. The calculated result is shown both in the *Test Result* field and below the card subtitle.

KPI Description Enter descriptive information for your KPI and its value.

- **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.

- Edit 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.

- Duplicate a card.
  After editing a card, choose *Save As* to save the changes as a new card.
- Reorder cards.
  Drag and drop a card to a new location on the screen.
- Delete a card.
  Choose ⊗ *Remove* in the top-right corner of the card you want to delete.
- View and analyze specific data points in charts.
  You can select multiple data points in a chart in the following ways:
  - Click or press the `Ctrl` key and click to select data points.
  - Use the mouse to draw an add-hoc selection area around the desired data points.
  - Choose one or multiple legend labels to select the corresponding groups of data points represented by those legends.
  - Click or press the `Ctrl` key and click one or more category labels on the horizontal or vertical axis to select groups of data points (applicable only for specific chart types).

  The total value of the selected data points is displayed in the *Selected Total* field to the left of the *Details* button in the upper right corner of the chart.

  > ### Example
  >
  > In a stacked column chart example, **`Monthly Sales by Customer`**, if you select the legend that represents a specific customer, you can see the sales total of the customer across all months.

  Choose *Details* to view a popover displaying the values of each data point and the option to export the data to Microsoft Excel.
  Choose *Open in List View* in the *Details* popover to enable drilldown analysis of the selected data points. For more information, see Viewing Selected Chart Data in List View [page 76].
  To deselect the selected data points, choose a blank area of the chart.

1.2.6.2.1.2.5 Viewing Selected Chart Data in List View

When you select specific data points in a chart, you can use the button *Open in List View* at the bottom of the *Details* popover to view a breakdown of the selected data in a list view in a new browser tab. This function is available for the following charts

- All charts in the chart views of list views
- Charts within the card view cards of list views
- Charts within *General Overview* cards with data sourced from list views

This function is also available when you create or edit these cards.

This function is unavailable for SAP HANA-specific overview views and charts in the *Analytics* group, as well as any other views or charts created from SAP HANA calculation views in any app across all groups.

This feature empowers you to utilize list views for comprehensive drilldown into pre-filtered data, providing deeper insights and enhanced analysis.

In the topics below, we will show you how to utilize this function, as well as the guidelines for effective data selections.

Selecting Chart Data and Opening in List View [page 77]
In this topic, we provide an example to show you how to use the button *Open in List View* in the *Details* popover to view the breakdown of selected chart data in a new list view.

Guidelines for Data Selections in Charts [page 78]
In this topic, we provide clear examples of both valid and invalid data selections for charts with two dimensions.

1.2.6.2.1.2.5.1 Selecting Chart Data and Opening in List View

In this topic, we provide an example to show you how to use the button *Open in List View* in the *Details* popover to view the breakdown of selected chart data in a new list view.

Context

In a line chart, you want to view the breakdown of the Gross Profit Total of all the sales orders for a specific posting year in a new list view after selecting a data point for the year from the line chart.

Procedure

1. In the *Sales Orders* list view, choose the *All Sales Orders* view.
2. Choose the icon in the table toolbar and go to the default line chart in the chart view.
3. In the line chart, choose *Gross Profit Total* for the measure on the vertical axis and *Posting Date (Year)* for the first and only dimension on the horizontal axis.

   A blue line appears in the chart, displaying the gross profit total amount by posting year. Each data point in the chart has a *Gross Profit Total* value in the *Posting Date (Year)* dimension.
4. Choose the data point for a specific year, for example, year 2024.
5. Choose *Details* in the upper right corner of the chart to open a popover.

   In the popover, the values of both the year and the gross profit total are displayed, for example, the gross profit total is 620,000 for the year 2024. The gross profit total is the sum of the subtotal from 2,000 sales orders, which can be manually filtered from the table view.
6. In the popover, choose *Open in List View* at the bottom.

Results

A list view opens in a new browser tab, showing a breakdown of the contribution of 2,000 sales orders to the gross profit total of 620,000. Each sales order was posted in the year of 2024.

If you choose the *View Settings* icon in the table toolbar and choose to display the *Gross Profit Total* column in the table, you can see the total amount of 620,000 at the bottom of the table.

If you choose *Adapt Filters* in the list view header area to display the *Posting Date (Year)* filter field, you'll see the text `=2024` in the filter field, with the year 2024 being automatically applied as a filter condition.

If you want to view a breakdown of data across multiple years, you can select multiple data points in Step 4 and then choose *Open in List View*.

Related Information

Working with List Views [page 53]
Chart View [page 71]
Card View [page 73]
Working with General Overview [page 659]

1.2.6.2.1.2.5.2 Guidelines for Data Selections in Charts

In this topic, we provide clear examples of both valid and invalid data selections for charts with two dimensions.

Charts with One Dimension

If your chart has only one dimension, the result will be displayed properly in a list view, regardless of how you select data points or the number of measures selected.

This rule applies to all types of charts: line charts, column charts, bar charts, stacked column charts, stacked bar charts, pie charts, donut charts, and heat map charts.

Charts with Two Dimensions

If your chart has two dimensions, the result in the list view may not match your expectations based on how you select the data points, regardless of the number of measures selected.

As a general rule, due to the filtering mechanism of the list view, you need to ensure the selected data points meet either one of the following conditions in order to get the expected result:

1. All available values of one dimension have been selected for the values selected in the other dimension.
2. All selected values in one dimension have been paired with all selected values in the other dimension.

This applies to line charts, column charts, bar charts, stacked column charts, stacked bar charts, and heat map charts.

Let's take the stacked column chart as an example to explain how to apply the above two guidelines to make valid data point selections.

Example Scenario

In the *All Sales Orders* view of the *Sales Orders* list view, you want to show the gross profit total of each customer by posting year in the stacked column chart of the chart view. You select *Gross Profit Total* for the measure on the vertical axis, *Posting Date (Year)* for the first dimension on the horizontal axis, and *Customer Name* for the second dimension on the vertical axis.

In the resulting chart as below, each rectangular shaped data point has a *Gross Profit Total* value in the *Customer Name* dimension and in the *Posting Date (Year)* dimension. You can view the details of the data points and compare the gross profit total of all color-coded customers across four consecutive years.

Application of Guideline 1

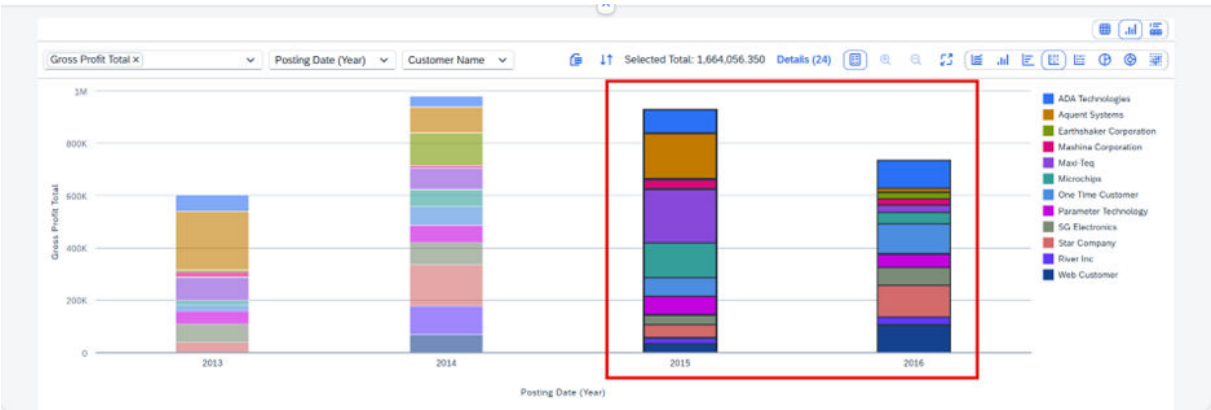
In the examples below, we will illustrate how to apply guideline 1: “All available values of one dimension have been selected for the values selected in the other dimension.”

Examples of Valid Data Selection

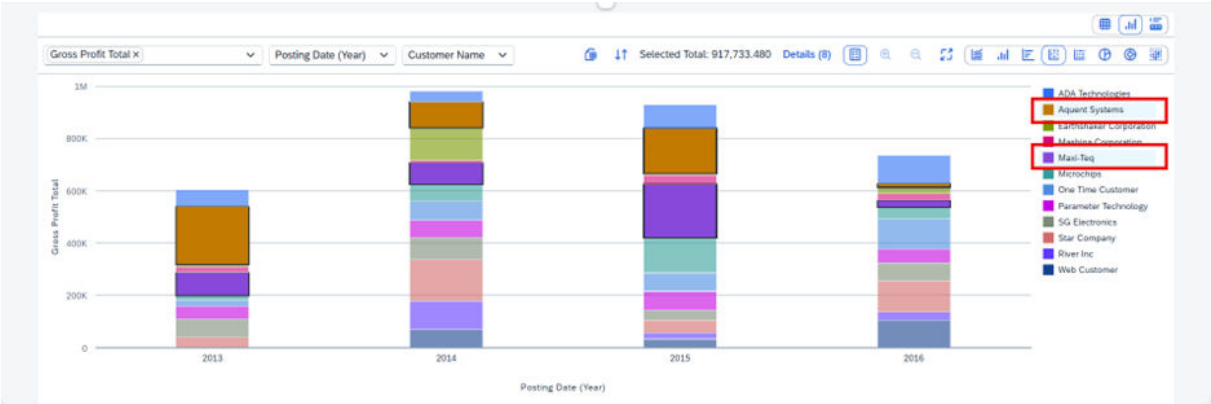
You can choose one or more year labels in the horizontal dimension to select all the data points available in the *Customer Name* dimension for these years. The breakdown of the *Gross Profit Total* values of the selected customers and posting years can be properly displayed in the list view.

As highlighted in the screenshot below, if you select all the 24 data points available for the posting years of 2015 and 2016 in the *Posting Date (Year)* dimension and then choose *Details* > *Open in List View*, all the sales order records that contribute to the *Gross Profit Total* values of the selected data points will be shown correctly in a list view in a new browser tab.

In the list view, the selected values of `2015` and `2016` from the *Posting Date (Year)* dimension are automatically applied as filters in the *Posting Date (Year)* filter field. All the selected values of the customer names are also automatically applied as filters in the *Customer Name* filter field.



This scenario also applies when you only choose customer legend labels in the upper right corner to select all the data points available in the *Customer Name* dimension.

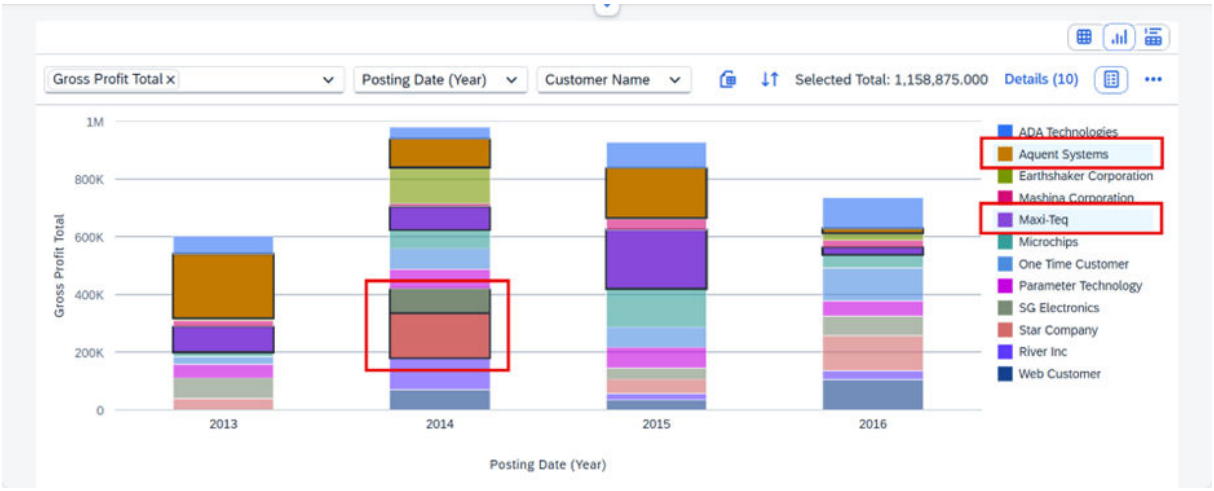


Example of Invalid Data Selection

If, in addition to the data points selected above for the years of 2015 and 2016, you also select the two data points for 2014 as highlighted on the screenshot below, the result in the list view will not be as expected. This is because the filter values of **all** the selected customers will be applied, not just to the years of 2015 and 2016, but also to the year of 2014. However, the desired result is that only two customers should be filtered for 2014 (whereas all the customers are filtered for 2015 and 2016).

This means, when you open the list view, the *Posting Date (Year)* filter field will contain the years 2014, 2015, and 2016. The *Customer Name* filter field will contain all the selected customers. The list view will include the sales orders for all the customers in the year of 2014, instead of only the two selected customers.

This scenario also applies when you select additional data points as highlighted on the screenshot below after choosing customer legend labels.



Application of Guideline 2

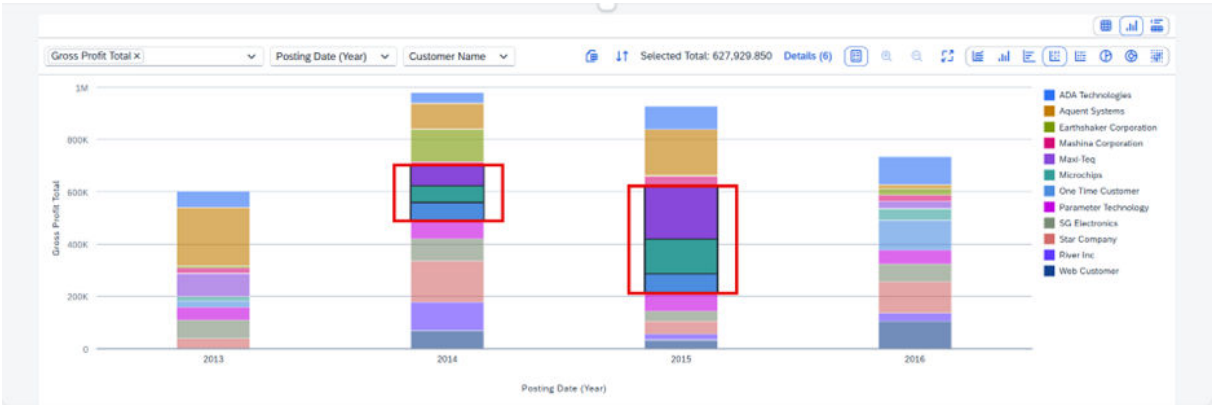
In the examples below, we will illustrate how to apply guideline 2: “All selected values in one dimension have been paired with all selected values in the other dimension.”

Examples of Valid Data Selection

You can select one or more groups of data points, where all selected values in one dimension have been paired with all selected values in the other dimension.

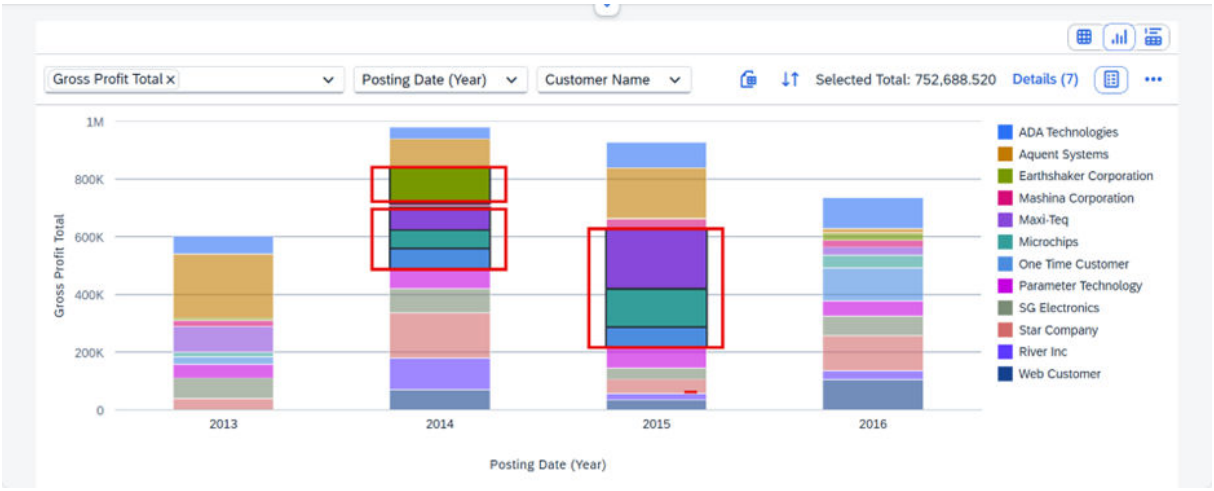
As highlighted in the screenshot below, your selection is valid if you select two groups of three data points each, where each data point in one group matches in color with the other data point in the other group. This means all values selected in the *Customer Name* dimension are paired with all the values selected in the *Posting Date (Year)* dimension.

When you open your data selection in a list view, the selected values of `2014` and `2015` from the *Posting Date (Year)* dimension are automatically applied as filters in the *Posting Date (Year)* filter field. The three selected customer names are also automatically applied as filters in the *Customer Name* filter field.



As highlighted in the screenshot below, if, in addition to the two groups of data points selected above, you also select the green data point for the year 2014, which does not have a matching data point for the year 2015, the *Open in List View* function will work as well.

This is because the filter values of all the selected four customers will be applied to the years of 2014 and 2015. This means, when you open the list view, the *Posting Date (Year)* filter field will contain the years 2014 and 2015. The *Customer Name* filter field will contain all the four selected customers. The list view can be properly displayed according to the filter conditions, though the gross profit total for the green-colored customer is empty in the year 2015.

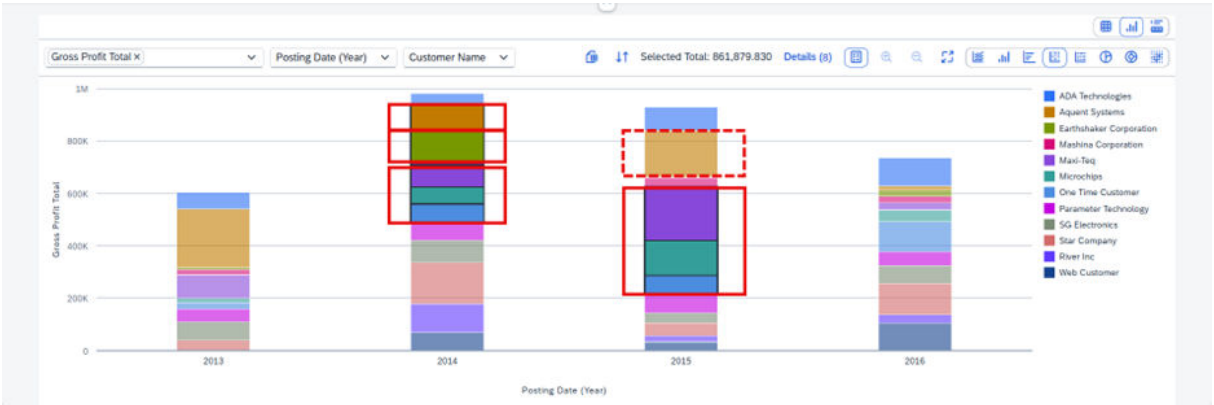


Example of Invalid Data Selection

As highlighted in the screenshot below, if, in addition to the previous valid selection scenario, you also select the brown data point for 2014 while deselecting its matching data point for 2015, the result in the list view will not be as expected.

This is because the filter values of all the five selected customers will be applied not just to the year of 2014, but also to the year of 2015. However, the desired result is that only three customers should be filtered for 2015 (the data for the green-colored customer is empty),.whereas the five selected customers are filtered for 2014.

This means, when you open the list view, the *Posting Date (Year)* filter field will contain the years of 2014 and 2015. The *Customer Name* filter field will contain all the five selected customers. The list view will also include the sales orders for the brown customer in the year of 2015, in addition to the three customers selected for 2015.



Related Information

Working with List Views [page 53]
Chart View [page 71]
Card View [page 73]
Working with General Overview [page 659]

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 83]
Record Body [page 87]

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 indicator.

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 88].

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*.

Delete 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 91].

Edit User-Defined Values

This button is available after you choose the *Edit* or *New* button.

Choose this button to switch to an inner edit mode to view, create, modify, and delete User-Defined Values (UDVs) setups for customizable fields within supported business objects. This button switches to *Finish Edit* after you enter the inner edit mode. For more information, see User-Defined Values [page 829].

Views Shows links from a detailed view to another particular list view or *General Overview* view.

If no link exists, choose *Define New* to create a link.

If a link already exists in the *Views* menu, when you choose the link name, you go directly from the source detailed view to the target view. The target view is additionally filtered by specific fields and their values from the source view.

To edit existing link settings or create a link, choose *Manage*.

For more information, see Linked List Views [page 660].

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

Preview, Choose Layout and Preview To preview the document using the default or a different Crystal Reports layout, choose *Preview* or *Choose Layout and Preview*.

Print, Choose Layout and Print To print the document using the default or a different Crystal Reports layout, choose *Print* or *Choose Layout and Print*. Once printing is confirmed, the document status changes to *Printed*.

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 and purchasing documents to Microsoft OneDrive or SharePoint as Microsoft Excel or Word files and view them online. The standard templates, which are the same as those for the SAP Business One client, are used when exporting to Microsoft Excel or Word. You can find the templates on the *Template Management* page of SAP Business One Microsoft 365 integration. For more information, see How to Work with SAP Business One Microsoft 365 Integration.

Send by Email You can choose *Send by Email* under *Share* to draft an email with the following content for different documents.

- For sales and purchasing documents: draft an email using the Microsoft Word template of the document as an attachment. The set up of Microsoft 365 integration is required.
  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: draft an email containing the URL of the document in the email body. The set up of Microsoft 365 integration is required.

- For *Email* type activities: draft an email to all specified recipients using the defined subject and content with the default email app of your operating system.

More Email Options

You can choose *More Email Options* under *Share* to draft an email in different formats for the following different documents. The set up of Microsoft 365 integration is required.

- For sales and purchasing 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 Notes 3143036 and 3626978.
  The *Draft 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 *Draft 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 *Draft 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 *More Email Options*, are available for the following documents:
>
> - Sales quotation
> - Sales order
> - A/R reserve invoice
> - Delivery
> - A/R invoice
> - Return request
> - Return
> - A/R credit memo
> - A/R down payment
> - Purchase request
> - Purchase quotation
> - Purchase order
> - A/P reserve invoice
> - Goods receipt PO
> - Goods return request
> - Goods return

- A/P invoice
- A/P credit memo
- A/P down payment
- Journal entry: only the *Send by Email* and *More Email Options* options are available.
- Incoming payment: only the *Send by Email* and *More Email Options* options are available.
- Outgoing payment: only the *Send by Email* and *More Email Options* 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**
>
> This option is not available for *Email* type activities.

> **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. Choose ••• *More* to display a dropdown list with the additional toolbar options.

Related Information

Record Body [page 87]

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.
Edit User-Defined Values	Switches to an inner edit mode to view, create, modify, and delete User-Defined Values (UDVs) setups for customizable fields within supported business objects. This button switches to *Finish Edit* after you enter the inner edit mode. For more information, see User-Defined Values [page 829].

Views Shows links from the header area or the table area of a detailed view to another particular list view or *General Overview* view.

If no link exists, choose *Define New* to create a link.

If a link already exists in the *Views* menu in the header area, when you choose the link name, you go directly from the source detailed view to the target view. The target view is additionally filtered by specific fields and values from the source view.

If a link already exists in the *Views* menu in the table toolbar, when you select one or more entries from the table, and then choose the link name, you go directly from the source table to the target view. The target view is additionally filtered by specific fields and their values of the selected entries.

To edit existing link settings or create a link, choose *Manage*.

For more information, see Linked List Views [page 660].

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 89]

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.

Performing Business Actions

You can perform the following generic actions in create mode:

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

Edit User-Defined Values Switches to an inner edit mode to view, create, modify, and delete User-Defined Values (UDVs) setups for customizable fields within supported business objects. This button switches to *Finish Edit* after you enter the inner edit mode. For more information, see User-Defined Values [page 829].

Views To create a link from the detailed view header or table rows of an object to a particular list view or *General Overview* view, choose *Views* > *Define New*. In the *Linked List Views* app, select a linkable object in the left pane, then choose *Create New Link* to define the link settings. If a link to another view already exists, you can choose *Manage* to edit the link settings or create a new link. For more information, see Linked List Views [page 660].

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 635] 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.

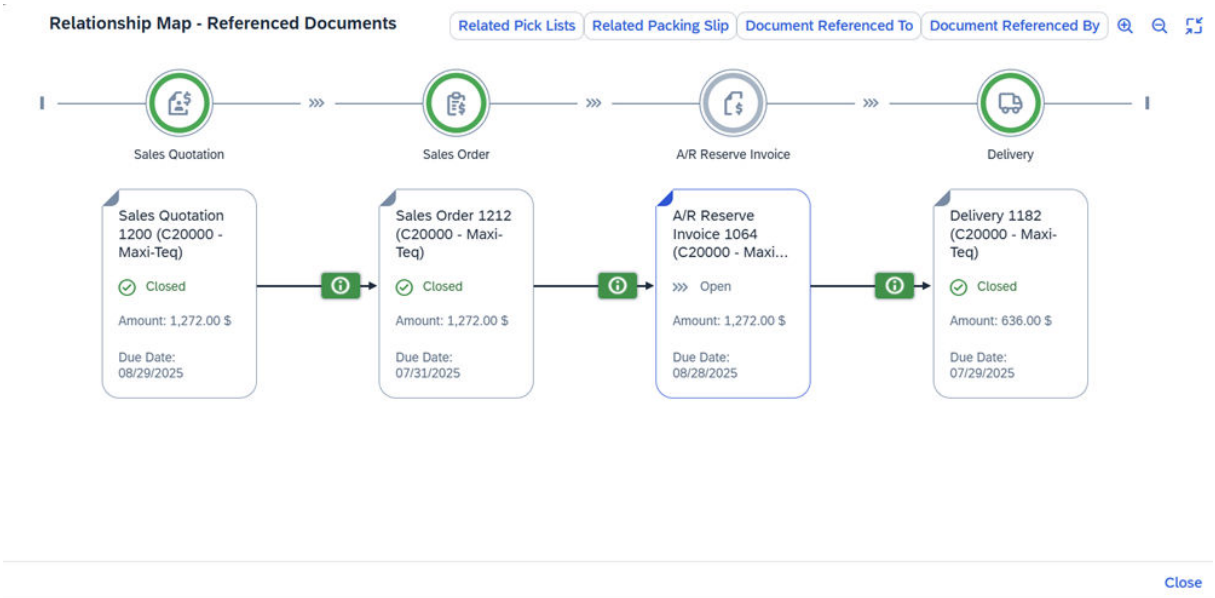
- Choose *Relationship Map* from the actions bar of a business object to open the dialog with the relationship map in process flow view.
- All base, target, and reference documents are presented, with their status and other relevant information.
- To see the base documents of a specific business object 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 document references, packages in a packing slip, or pick lists of the main object, choose *Document Referenced To*, *Document Referenced By*, *Related Packing Slip*, or *Related Pick Lists*.

Related Information

Relationship Map Settings [page 706]

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 document references of the main object, choose *Document Referenced To* or *Document Referenced By*.

To show or hide the pick lists or packing slip of the main object, choose *Related Pick Lists* or *Related Packing Slip*.

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

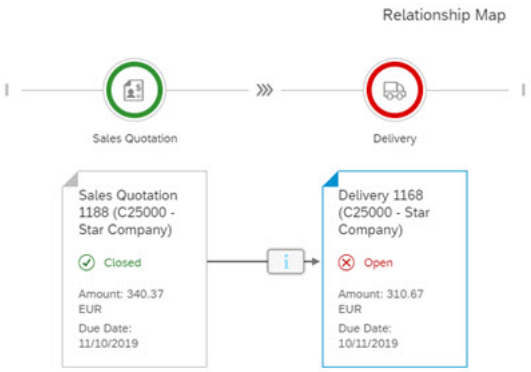
Flow map Lies beneath the header. The elements belonging to a certain step are vertically aligned beneath one another. Arrows point to the next (follow-up) element or multiple elements.

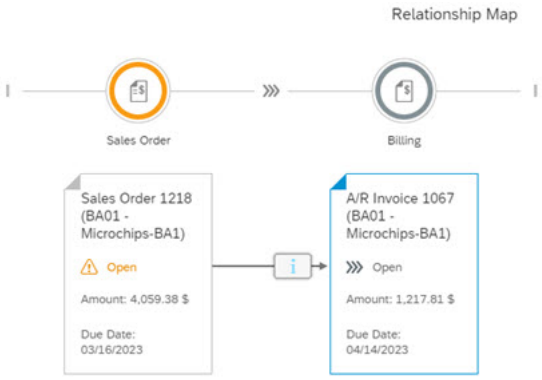
Element Each element represents a different section:

- Header (mandatory):
  - Document description and number, for example: *Sales Order 14*
  - Business 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 several days (timely reminder)

> **Note**
>
> The number of days for this reminder is determined under *Administration* > *Configuration* > *General* > *Relationship Map Settings* . For more information, see Relationship Map Settings [page 706].

  - **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
- Document references, packages, and pick lists: light blue, if they exist

Authorization

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

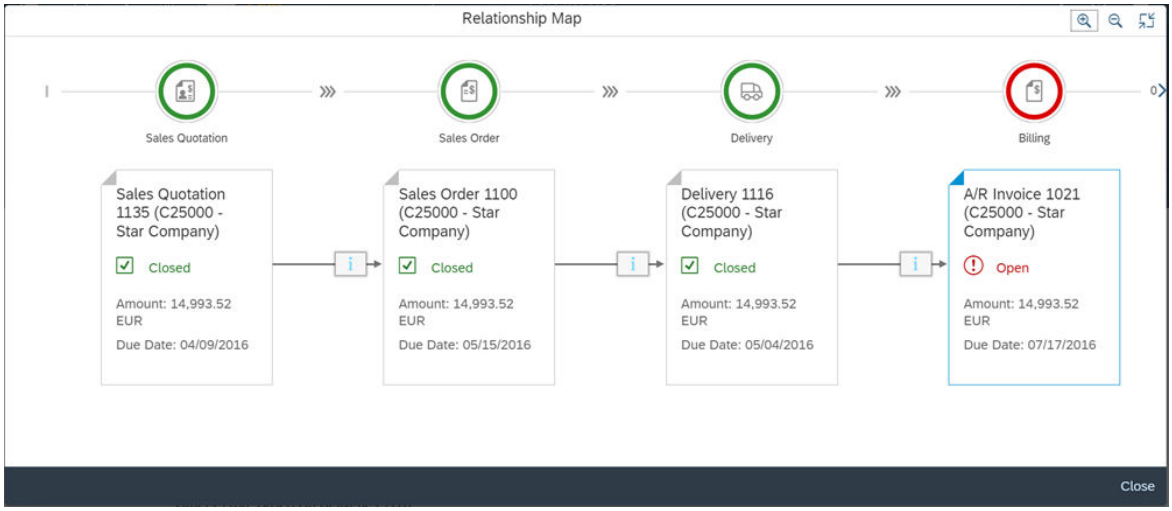
> **Example**
>
> If you have authorization for the Sales Order object but not for the Delivery object, when you choose *Relationship Map*, you can see only the sales order details but not the details of the delivery document based on that sales order.
>
> - A message on the object states, "`You are 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

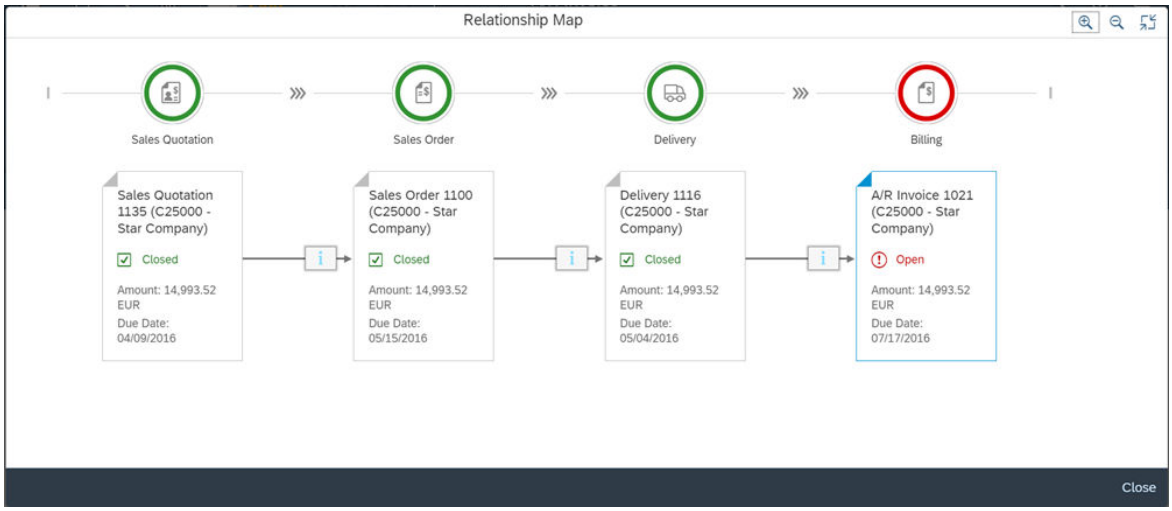
The process flow reacts to the size of the container into which it is put; detailed information is added or removed depending on the zoom level. Using the mouse wheel or choosing *Zoom In* or *Zoom Out* from the toolbar, you can zoom in or out to affect the amount of information displayed in the container.

Zoom levels:

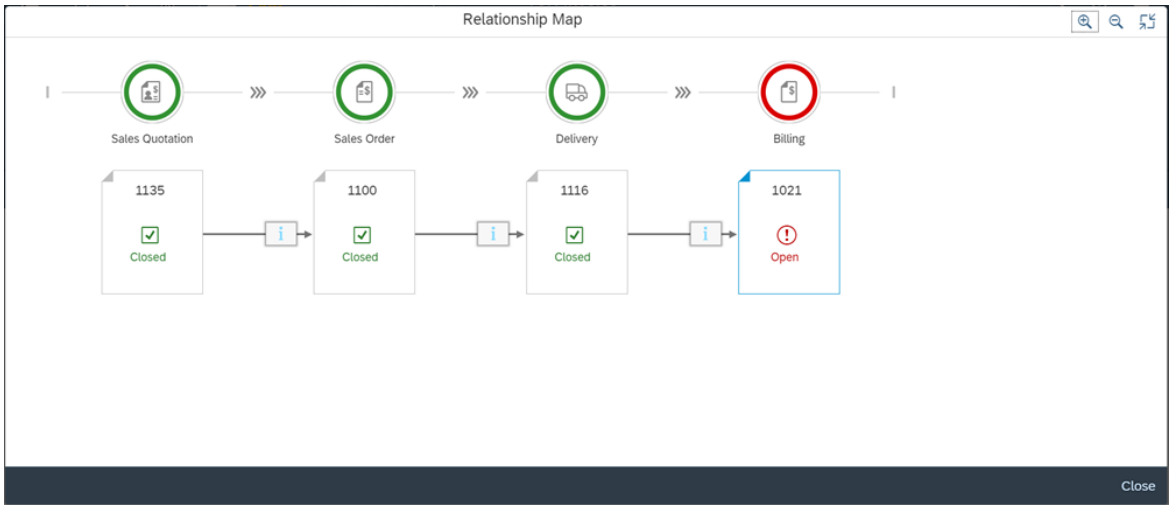
- Level 1: (largest) Larger elements provide the most space for textual information, however, fewer elements fit on the screen.



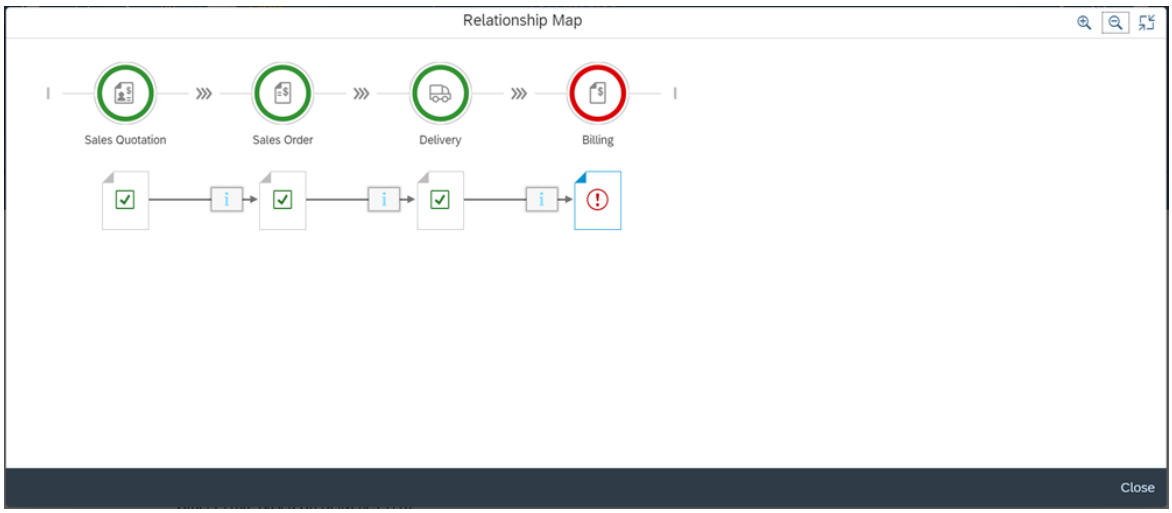
- Level 2: Standard size; provides the best combination of content information and overview.



- 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 CRM

Apps

In the *CRM* (Customer Relationship Management) group, you can find the following apps:

- *Business Partners*
- *Create Business Partner*
- *Activities*
- *Create Activity*
- *Opportunities*
- *Create Opportunity*
- *Sales Quotations*
- *Create Sales Quotation*
- *Sales Orders*
- *Create Sales Order*

Tasks

This chapter only explains how to use the *Opportunities* and *Create Opportunity* apps. For information about the other apps that are also available in the other groups, see the links in the *Related Information* section.

With the *Opportunities* and *Create Opportunity* apps, you can carry out the following tasks:

- 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

Business Partners [page 377]
Activities [page 400]
Sales Quotations [page 104]
Sales Orders [page 112]

1.3.1 Managing Opportunities

To open the *Manage Opportunities* list view, choose 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, choose the › *Details* icon on the row of the relevant record or choose 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 98].

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 choosing 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 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Working with Opportunities [page 98]
Creating Opportunities [page 101]

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 with 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 83].

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 choose 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 Web 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 83].

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.

Attachments Tab

This tab shows the attachments of the current opportunity.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

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 96]
Creating Opportunities [page 101]

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* group.
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. Go to the *Attachments* tab, and upload files or emails as attachments.
10. 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 96]
Working with Opportunities [page 98]

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 104]
Sales Orders [page 112]
Deliveries [page 122]
Return Requests [page 132]
Returns [page 141]
A/R Invoices [page 151]
A/R Credit Memos [page 162]
A/R Reserve Invoices [page 174]

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 104]
Working with Sales Quotations [page 106]
Creating Sales Quotations [page 111]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the *Details* icon on the row of the relevant record or choose 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 106].

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 54].

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 54].

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 65].

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 68].

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 68].

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 106]
Creating Sales Quotations [page 111]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.

- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

For sales quotation, you can add *Alternative*-type rows, which let 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 88].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email

When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios:

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Sales Quotations [page 104]

Creating Sales Quotations [page 111]
Working with Detailed Views [page 83]

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* dialog box, 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.
   >
   > This feature applies to items as well.

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
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 *Upload*.
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**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 104]
Working with Sales Quotations [page 106]
Apps for Creating Records [page 89]

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 113]
Working with Sales Orders [page 115]
Creating Sales Orders [page 120]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 115].

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 54].

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 54].

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 65].

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 68].

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 68].

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 115]
Creating Sales Orders [page 120]
Working with List Views [page 53]

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 with 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 83].

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 83].

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, A/R reserve invoice, or A/R down payment invoice.

Pay Select the dropdown menu to create and pay A/R down payments for the current sales order.

The system automatically generates an A/R down payment in the background. Upon clicking the dropdown, an incoming payment opens up in create mode, with the automatically created document selected on the *Contents* tab, and you can readily add the incoming payment document. For more information about incoming payments, see Working with Payments [page 413].

Working with the Record Content

General Tab

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

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.

- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/batch 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 228].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios:

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Sales Orders [page 113]
Creating Sales Orders [page 120]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 227]

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* dialog box, 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.
   >
   > This feature applies to items as well.

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.

   To check whether a specific item is available in the requested quantity and on the required delivery date, choose *Item Availability Check*. If the required quantity exceeds available stock, you can adjust the quantity, check stock in other warehouses, or select an alternative item.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

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 *Upload*.
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**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 113]
Working with Sales Orders [page 115]

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 123]
Working with Deliveries [page 124]
Creating Deliveries [page 130]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the *Details* icon on the row of the relevant record or choose 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 124].

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 54].

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 54].

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 65].

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 68].

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 68].

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 124]
Creating Deliveries [page 130]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/ batch 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 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 diaplayed for you to choose from. If you manually select a bin location, serial/batch 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 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.
Send in Email	When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios: • Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view. • Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view. • An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Deliveries [page 123]
Creating Deliveries [page 130]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 227]

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* dialog box, 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.
   >
   > This feature applies to items as well.

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

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 *Upload*.
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**
   >
   > Before you add the delivery, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

   > **Note**
   >
   > After 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 when the document is added manually in add mode, added as an official

document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.

If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 123]
Working with Deliveries [page 124]
Apps for Creating Records [page 89]

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 133]
Working with Return Requests [page 135]
Creating Return Requests [page 139]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 135].

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 54].

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 54].

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 65].

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 68].

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 68].

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 135]
Creating Return Requests [page 139]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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-from, bill-to, and ship-to addresses.

The default values of ship-from and bill-to addresses are populated according to the default settings of the business partner.

The ship-to address displays the destination address to which your customer delivers their goods for return. If the *Use Warehouse Address* option is selected in the *Purchasing* tab under *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings*, this field displays the warehouse address from the first row of the *Contents* tab of the current document. If *Use Warehouse Address* is deselected, this field displays your company address.

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email	When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios: • Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view. • Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view. • An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Return Requests [page 133]
Creating Return Requests [page 139]
Working with Detailed Views [page 83]

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* dialog box, 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.
>
> This feature applies to items as well.

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-from, bill-to, and ship-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.

> **Note**
>
> Updating the ship-to address only updates the address for the current document; it doesn't affect the warehouse address, the user defaults address, or the company details address.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
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**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 133]
Working with Return Requests [page 135]
Apps for Creating Records [page 89]

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 142]

Working with Returns [page 144]
Creating Returns [page 149]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 144].

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 54].

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 54].

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 65].

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 68].

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 68].

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 144]

Creating Returns [page 149]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/batch 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 232].

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 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 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 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, serial/batch 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 230].

Logistics Tab

You can view the ship-from, bill-to, and ship-to addresses.

The default values of ship-from and bill-to addresses are populated according to the default settings of the business partner.

The ship-to address displays the destination address to which your customer delivers their goods and services for return. If the *Use Warehouse Address* option is selected in the *Purchasing* tab under *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings*, this field displays the warehouse address from the first row of the *Contents* tab of the current document. If *Use Warehouse Address* is deselected, this field displays your company address.

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios:

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Returns [page 142]
Creating Returns [page 149]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 227]

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* dialog box, 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.
>
> This feature applies to items as well.

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
4. On the *Logistics* tab, you can specify the ship-from, bill-to, and ship-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.

> **Note**
>
> Updating the ship-to address only updates the address for the current document. It doesn't affect the warehouse address, the user defaults address, or the company details address.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
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**
>
> Before you add the return, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.

If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

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 142]
Working with Returns [page 144]

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 152]
Working with A/R Invoices [page 154]
Creating A/R Invoices [page 160]
Relationship Map [page 91]
Managing Documents in Approval Process [page 225]
Managing Drafts [page 223]
Approval Decisions [page 226]
Linking Paid Down Payment Requests/Invoices [page 173]

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, choose the *Details* icon on the row of the relevant record or choose 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 154].

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 54].

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 54].

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 65].

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 68].

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 68].

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 154]
Creating A/R Invoices [page 160]
Working with List Views [page 53]

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 with 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 83].

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 83].

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 413].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.

- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/ batch 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 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, serial/batch 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 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email

When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios:

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/R Invoices [page 152]
Creating A/R Invoices [page 160]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 227]

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* dialog box, 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.
   >
   > This feature applies to items as well.

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

   To check whether a specific item is available in the requested quantity and on the required delivery date, choose *Item Availability Check*. If the required quantity exceeds available stock, you can adjust the quantity, check stock in other warehouses, or select an alternative item.
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 *Upload*.
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**
>
> Before you add the A/R invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 152]
Working with A/R Invoices [page 154]

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 163]
Working with A/R Credit Memos [page 165]
Creating A/R Credit Memos [page 171]
Linking Paid Down Payment Requests/Invoices [page 173]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 165].

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 54].

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 54].

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 65].

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 68].

> **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 68].

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 165]
Creating A/R Credit Memos [page 171]
Working with List Views [page 53]

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 with 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 83].

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 83].

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 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R credit memo.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

Without Qty Posting

Indicates that there is no inventory movement involved; that is, the credit memo does not affect the inventory quantity of the item.

> **Example**
>
> You delivered items from a customer, however some items were broken during shipment. Since the customer is asking for a return of the payment, you create a credit memo and, by choosing this checkbox, indicate that there is no return of goods.

The field is only available in the following cases:

- A/R credit memos not based on other documents, or
- A/R credit memos based on an A/R invoice, or
- A/R credit memos based on an A/R reserve invoice, for which items have been delivered, and
- If non-drop-ship warehouses are used

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 88].

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.

Serial/ Batch 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 serial/batch 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 the automatic creation of batches or serial numbers, see Automatically Creating Batches and Serial Numbers [page 232].

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 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 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 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, serial/batch 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 230].

Logistics Tab

You can view the ship-from, bill-to, and ship-to addresses.

The default values of ship-from and bill-to addresses are populated according to the default settings of the business partner.

The ship-to address displays the destination address to which your customer delivers their goods and services for return. If the *Use Warehouse Address* option is selected in the *Purchasing* tab under *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings*, this field displays the warehouse address from the first row of the *Contents* tab of the current document. If *Use Warehouse Address* is deselected, this field displays your company address.

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email

When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios:

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/R Credit Memos [page 163]
Creating A/R Credit Memos [page 171]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 227]

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* dialog box, 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.
   >
   > This feature applies to items as well.

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

4. On the *Logistics* tab, you can specify the ship-from, bill-to and ship-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.

    > ### Note
    >
    > Updating the ship-to address only updates the address for the current document. It doesn't affect the warehouse address, the user defaults address, or the company details address.

5. On the *Accounting* tab, specify relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
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
    >
    > Before you add the A/R credit memo, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

    > ### Note
    >
    > After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
    >
    > If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

    > ### 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 163]
Working with A/R Credit Memos [page 165]

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 174]
Working with A/R Reserve Invoices [page 176]
Creating A/R Reserve Invoices [page 181]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the *Details* icon on the row of the relevant record or choose 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 176].

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 54].

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 54].

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 65].

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 68].

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 68].

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 176]
Creating A/R Reserve Invoices [page 181]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path — View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email

When this checkbox is selected, those attachments will be included in the drafted emails or sent as attachments in emails. This feature is available for the following options and scenarios:

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/R Reserve Invoices [page 174]
Creating A/R Reserve Invoices [page 181]
Working with Detailed Views [page 83]

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* dialog box, 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.
   >
   > This feature applies to items as well.

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

   To check whether a specific item is available in the requested quantity and on the required delivery date, choose *Item Availability Check*. If the required quantity exceeds available stock, you can adjust the quantity, check stock in other warehouses, or select an alternative item.
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 *Upload*.
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**
>
> Before you add the A/R reserve invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 174]
Working with A/R Reserve Invoices [page 176]

1.4.9 A/R Down Payments

Apps

When working with A/R down payments, you can use the following apps:

- *A/R Down Payment Requests*
- *Create A/R Down Payment Request*
- *A/R Down Payment Invoices*
- *Create A/R Down Payment Invoice*

> **Note**
>
> The apps you see depend on your localization.
>
> A/R down payments are not available for Argentina, Czech Republic, Hungary, Poland, and Slovakia localizations.
>
> A/R down payment requests are not available for Brazil, Canada, and the United States localizations.
>
> A/R down payment invoices are not available for Israel, China, Japan, Korea, and Russia localizations.

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/R down payments.
- View and manage different views of A/R down payment lists.
- View, edit, and create A/R down payments.
- Cancel single or multiple A/R down payments.
- Copy an A/R down payment invoice to an A/R credit memo.
- Create and process A/R down payments drafts.

Related Information

Managing A/R Down Payments [page 184]
Working with A/R Down Payments [page 186]
Creating A/R Down Payments [page 189]
Linking Paid Down Payment Requests/Invoices [page 162]
Relationship Map [page 91]
Managing Drafts [page 223]

1.4.9.1 Managing A/R Down Payments

To open the down payment list view, click the corresponding down payment tile (for example, *A/R Down Payment Invoices*) 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for down payments, see Working with A/R Down Payments [page 186].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/R down 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. Select one of the following predefined views available in the views menu:

- *My Open A/R Down Payment Invoices* or *My Open A/R Down Payment Requests* displays the open A/R down payments created by the user who is currently logged in.
  This view is displayed by default.
- *All A/R Down Payment Invoices* or *All A/R Down Payment Requests* displays all the A/R down payments of the company.
- *My Open A/R Down Payment Invoices* or *My Open A/R Down Payment Requests* displays the A/R down payments created by the user who is currently logged in.
- *Open A/R Down Payment Invoices* or *Open A/R Down Payment Requests* displays all the open A/R down payments of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Copy To	Choose this button to copy the selected A/R down payment to an A/R credit memo.
Create Payment	Choose this button to create a payment for the selected down payments. The down payments must be from the same business partner, or a consolidation relationship must exist 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 68].

Features of A/R Down Payments List View

When managing records in the 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 down payments with numbers against them.

> **Example**
>
> To filter out the A/R down payments 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 Down Payments [page 186]
Creating A/R Down Payments [page 189]

Working with List Views [page 53]

1.4.9.2 Working with A/R Down 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 with 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 down payment, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

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 83].

Copy To Choose this button to copy the current A/R down payment, or the lines you selected in the A/R down payment, to an 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 down payment. For more information, see Working with Payments [page 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R down payment.

Due Date The expected due date of the down payment.

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.

Payment Order Run If the check box is selected, it indicates that this document or one of its installments is included in a payment order run.

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 or subtotal 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.

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 only appear 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 only appears when you choose the *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 88].

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.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/R Down Payments [page 184]
Creating A/R Down Payments [page 189]
Working with Detailed Views [page 83]

1.4.9.2.1 Creating A/R Down Payments

Context

Down payments allow businesses to secure customer commitment and improve cash flows by collecting partial payment before delivering goods or services. To request advance payments from customers, you can create A/R down payment requests or invoices. Once the down payment is received, you can deduct the down payment amount from the final invoice.

Procedure

1. To create an A/R down payment, click the *Create A/R Down Payment Invoice* or the *Create A/R Down Payment Request* 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, deliveries, or blanket agreements for this business partner and copy the data to the current A/R down payment.

   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* dialog box, 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.
   >
   > This feature applies to items as well.

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 existing 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 an address to the sales document that is different to those already defined for the business partner, or you can 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 *User-Defined Fields* tab, enter relevant details.
7. To add the new A/R down payment to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Before you add an A/R down payment invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **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 Down Payments [page 184]
Working with A/R Down Payments [page 186]
Apps for Creating Records [page 89]

1.4.10 Blanket Agreements

Apps

When working with blanket agreements, you can use the following apps:

- *Sales / Purchasing Blanket Agreements*
- *Create Sales / Purchasing Blanket Agreements*

Tasks

You can carry out the following tasks with these apps:

- Search and filter blanket agreements.
- View and manage the different views of the blanket agreement lists.
- View, edit, and create blanket agreements.
- Close and cancel single or multiple blanket agreements.
- Copy blanket agreements to other sales or purchasing documents.
- Manage blanket agreements in the approval process and approval decisions.

Related Information

Managing Blanket Agreements [page 191]
Working with Blanket Agreements [page 193]
Creating Blanket Agreements [page 198]

1.4.10.1 Managing Blanket Agreements

To open the *Manage Blanket Agreements* list view, click the *Blanket Agreements* tile in the *Sales* or *Purchasing* group 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for blanket agreements, see Working with Blanket Agreements [page 193].

Selecting Views

Web client list views provide you with multiple views of the dataset of blanket agreement 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:

- *Sales/Purchasing Blanket Agreement – Items Method* displays all blanket agreements whose agreement method is defined as the items method.
  This view is displayed by default.

- *Sales/Purchasing Blanket Agreement – Monetary Method* displays all blanket agreements whose agreement method is defined as the monetary method.
- *Sales/Purchasing Blanket Agreement Fulfillment Report* displays all relevant blanket agreements that are available for particular business partners or within certain date ranges.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Copy To Choose this button to copy one or more blanket agreements to other sales or purchasing documents. If you choose multiple blanket agreements, make sure that they are for the same business partner.

The following sales documents are supported: sales quotations, sales orders, deliveries, and A/R invoices.

The following purchasing documents are supported: purchase quotations, purchase orders, goods receipt POs, A/P invoices, and A/P reserve invoices.

Approve For authorizers, choose the button to approve one or more blanket agreements.

On Hold Choose the button to put one or more blanket agreements on hold. This option is subject to the proper authorizations.

> **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 68].

Related Information

Working with Blanket Agreements [page 193]
Creating Blanket Agreements [page 198]
Working with List Views [page 53]

1.4.10.2 Working with Blanket Agreements

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 with 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 blanket agreement 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 83].

Status Displays the status of the current blanket agreement. The following statuses are provided.

- *Draft*: The agreement is not approved, and you cannot create sales or purchasing documents based on it. You can update the draft status to *Approved*.
- *On Hold*: The agreement is set to inactive, and you cannot create sales or purchasing documents based on it. The agreements on hold can be updated to *Approved* or *Terminated*.
- *Approved*: The agreement is approved, and you can create sales or purchasing documents based on it. You can set the approved agreements to *On Hold* or *Terminated*.
- *Terminated*: The agreement is concluded. Once you set the blanket agreement as terminated, regardless of the termination date you define, the agreement is ended, and you can no longer create sales or purchasing documents based on it.

- *Canceled*: The agreement is canceled.

Planned Amount (LC) Displays the total amount that is expected to be sold or bought within the validity of the blanket agreement.

Cumulative Committed/ Ordered Amount (LC) Displays the total of the sales or purchase orders in blanket agreements that have not been copied to other documents.

Cumulative Amount (LC) Displays the total of the fulfilled amount in the blanket agreement for a business partner.

Fulfilled % Displays the percentage of delivered quantity out of the planned quantity.

For blanket agreements using the item method, fulfillment percentage = cumulative quantity / planned quantity.

For blanket agreements using the monetary method, fulfillment percentage = cumulative amount / planned amount.

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 83].

Copy To Choose this button to copy the current blanket agreement to other sales or purchasing documents.

The following sales documents are supported: sales quotations, sales orders, deliveries, and A/R invoices.

The following purchasing documents are supported: purchase quotations, purchase orders, goods receipt POs, A/P invoices, and A/P reserve invoices.

Working with the Record Content

General Tab

The fields on this tab provide general information about the blanket agreement, including vendor details, document details, and payment preferences.

Renewal You can set a date and a notification will appear as the date approaches.

Contents Tab

The fields on this tab provide information about the items and the agreement.

Agreement Method

- *Items Method*: It serves as an agreement to sell or buy specific items to reach a predefined planned quantity within a predefined date range, and you can set the unit price for sales or purchasing for each item. This one is selected by default.
- *Monetary Method*: It serves as an agreement to sell or buy goods to reach a predefined planned amount within a predefined date range, and you can set a price list and a discount in the blanket agreement.

Agreement Type

- *General*: General blanket agreements are used to track the fulfillment of terms to obtain a special bonus at year-end. For example, for selling or purchasing a certain quantity of an item or for achieving a defined turnover. This one is selected by default.
- *Specific*: Specific blanket agreements are used to track the fulfillment of terms to obtain a specific discount for individual sales or purchase transactions. They can also be used to determine a delivery schedule, for example, by defining at which intervals which quantity of goods should be delivered.

Ignore Prices Specified in Blanket Agreement

If the agreement type is **General**, this checkbox is selected. When you link a blanket agreement to other sales or purchase documents, the *Unit Price* field is not populated by the unit price from the blanket agreement, and you can update the price according to your business needs.

If the agreement type is **Specific**, this checkbox is deselected. It means that when you link a blanket agreement to other sales or purchasing documents, the *Unit Price* field is populated by the unit price from the blanket agreement, and therefore you cannot update the price.

Price Mode

Choose the price mode to include or exclude taxes in the prices.

> **Note**
>
> This field is available only when you select the checkbox *Separate Net and Gross Price Mode* under *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings* > *Sales and Purchasing*.

- *Net*: On the *Contents* tab, the *Unit Price* column is enabled, and the values you enter here exclude taxes.
- *Gross*: On the *Documents* tab, the *Gross Price* column is enabled, and the values you enter here include taxes.

> **Note**
>
> This field is not available for the Brazil, India, and Israel localizations.

Close

Enables you to set one or more document rows to the **Closed** status. This button is available for draft or on-hold blanket agreements of the item type.

After you close the rows:

- You can add the same items to the same blanket agreement.

- You can add the same items to a different blanket agreement with the same period.
- New documents cannot be linked to the closed rows.
- The existing linked documents remain linked and are displayed on the *Documents* tab.
- Open quantities and open amounts are set to zero, but planned quantities, cumulative quantities, and cumulative amounts stay unchanged.

Price List Displays the price list.

It is only available when the agreement method is monetary. When the agreement type is general, the price list is ignored.

Delivery Plan Choose the ••• icon to open a dialog box, where you can define the details of the delivery plan for the blanket agreement. If the blanket agreement has the status **Canceled** or **Terminated**, you cannot edit the delivery plan.

Frequency

Enables you to specify the period of item release. You can choose from the following: **Daily**, **Weekly**, **Monthly**, **Quarterly**, **Semi-Annually**, **Annually**, and **One Time**.

From Date, *To Date*

Enable you to specify the start and end dates for the delivery plan. This date range needs to be within the valid date range of the blanket agreement.

> **Note**
>
> *From Date* of the delivery plan cannot be earlier than that of the blanket agreement, and *End Date* of the delivery plan cannot be later than that of the blanket agreement.

Release

Enables you to enter information related to the item release.

Consume Forecast

This checkbox enables you to decide whether to consume the quantities in the material requirements planning (MRP) run. If you select the checkbox, the open quantities of the specified item are subtracted from the MRP's forecast quantities. If you do not select the checkbox, the MRP's forecast quantities do not change based on this item.

You can work with the MRP run in the SAP Business One client.

Documents Tab

The fields on this tab provide information about the documents associated with the blanket agreement.

The documents are displayed according to their posting dates, with the most recent one at the top. If the posting dates are the same, the documents are organized according to document numbers in ascending order, with the smallest number at the top.

Attachments Tab

This tab shows the attachments of the current business partner.

You can add attachments after you define an attachment folder path at the 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 to each user in the SAP Business One client, the attachments are uploaded to this default folder.

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

> **Note**
>
> Make sure that the attachment size is less than 50 MB. For files that are 50 MB or larger, you can upload them through the SAP Business One client.
>
> Attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is not allowed. 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.

Recurring Transactions Tab

This tab enables you to view and link single or multiple recurring transaction templates to the current blanket agreement, and to view the linked recurring transactions that are executed or await execution. For more information about recurring transaction templates and recurring transactions, see Managing Recurring Transaction Templates [page 217] and Managing Recurring Transactions [page 220].

The linked recurring transaction templates are displayed in the tree view, and the recurring transactions are shown under the template. Two buttons, *Expand* and *Collapse*, are provided to change the table layout.

To associate a recurring transaction template with the blanket agreement, make sure that the business partners are the same and that the posting date of the recurring transaction template is within the valid date range of the blanket agreement. Executed recurring transactions cannot be removed from the blanket agreement.

Remove
Enables you to remove a recurring transaction template from the blanket agreement.

You can only remove recurring transaction templates that have no associated recurring transactions.

Template
Enter the code of the recurring transaction template or choose the *Value Help* icon to link a recurring transaction template to the blanket agreement. You can only choose templates defined for the same business partner as the blanket agreement.

After adding, the templates are displayed in collapsed mode. You can click the *Expand* button to expand the templates.

Related Information

Managing Blanket Agreements [page 191]
Creating Blanket Agreements [page 198]
Working with Detailed Views [page 83]

1.4.10.2.1 Creating Blanket Agreements

Prerequisites

You need proper authorizations to create blanket agreements.

Context

You can create a sales or purchase blanket agreement to record the delivery of goods or services in a specific period, based on predefined terms and conditions.

Procedure

1. To create a sales or purchase blanket agreement, click the *Create Sales Blanket Agreement* or *Create Purchase Blanket Agreement* tile.
2. On the *General* tab, specify the mandatory information about the business partner, the date, and the payment preferences.
3. On the *Contents* tab, enter relevant details in the *Preferences* section above the table, for example, the agreement method and agreement type. In addition, enter item-related data in the table, for example, item number, planned quantity, unit price, and cumulative amount.
4. On the *Documents* tab, review the documents associated with the blanket agreement.
5. On the *Attachments* tab, upload the attachments related to the blanket agreement.
6. On the *Recurring Transactions* tab, specify the recurring transaction templates of the same business partner and link them to the blanket agreement. You can add more than one template.
7. To add the record to the company database, choose one of the following options: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Blanket Agreements [page 191]
Working with Blanket Agreements [page 193]
Apps for Creating Records [page 89]

1.4.11 A/R Correction Invoices

An A/R correction invoice is a document issued to a customer when one of the following applies:

- Rebates and discounts were given after the original invoice was issued.
- The issued goods were returned.
- The prices of goods and services were changed after the original invoice was issued.
- There was a mistake in price, tax rate, tax amount, net value, gross value, quantity, or unit of measure in any invoice item.

An A/R correction invoice usually refers to a base document such as an A/R invoice or another A/R correction invoice. However, you can enter a correction invoice without any reference to a preceding document.

Apps

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

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

> **Note**
>
> A/R correction invoices are available only in the Czech Republic, Hungary, Poland, Portugal, Russia, Slovakia, and Ukraine localizations.

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/R correction invoices.
- View and manage different views of A/R correction invoice lists.
- View, edit, and create A/R correction invoices.
- Copy an A/R correction invoice to another A/R correction invoice.
- Copy an A/R correction invoice to an A/R correction invoice reversal.
- Create and process A/R correction invoice drafts.

Related Information

Managing A/R Correction Invoices [page 200]
Working with A/R Correction Invoices [page 202]
Creating A/R Correction Invoices [page 207]

Relationship Map [page 91]
Managing Drafts [page 223]

1.4.11.1 Managing A/R Correction Invoices

To open the *A/R Correction Invoice* list view, choose the *A/R Correction 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, choose the › *Details* icon on the row of the relevant record or choose 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 correction invoices, see Working with A/R Correction Invoices [page 202].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/R correction 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 A/R Correction Invoices* displays the open A/R correction invoices created by the user who is currently logged in.
  This view is displayed by default.
- *All A/R Correction Invoices* displays all A/R correction invoices of the company.
- *My A/R Correction Invoices* displays the A/R correction invoices created by the user who is currently logged in.
- *Open A/R Correction Invoices* displays all open A/R correction 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 54].

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 54].

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 65].

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 68].

Copy To	Choose this button to copy the selected A/R correction invoice to another A/R correction invoice or to an A/R correction invoice reversal.
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 68].

Features of A/R Correction 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 correction invoices with numbers against them.

> **Example**
>
> To filter out the A/R correction 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 Correction Invoices [page 202]
Creating A/R Correction Invoices [page 207]

Working with List Views [page 53]

1.4.11.2 Working with A/R Correction 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 with 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 correction 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 83].

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 83].

Copy To Choose this button to copy the selected A/R correction invoice to another A/R correction invoice or to an A/R correction invoice reversal.

Pay Choose this button to open an incoming or outgoing payments detailed view in which you can create a payment for the A/R correction invoice. For more information, see Working with Payments [page 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R correction 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.

Was Displays the content from the base document (original invoice or correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.

Should Be Contains the corrected information for the document. You can edit fields such as quantity, unit price, discount, tax code, and total to make the necessary corrections. The item number can't be modified. You can add additional item lines if necessary.

Product Specify the details of the items or services.

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

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 88].

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.

Serial/ Batch 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 serial/batch 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 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, serial/batch 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 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing A/R Correction Invoices [page 200]
Creating A/R Correction Invoices [page 207]
Working with Detailed Views [page 83]

1.4.11.2.1 Creating A/R Correction Invoices

Context

You can create an A/R correction invoice to adjust previously issued invoices by copying data from base documents and modifying relevant fields.

Procedure

1. To create an A/R correction invoice, choose the *Create A/R Correction 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 either an A/R invoice or another A/R correction invoice and copy the data to the current A/R correction 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* dialog box, 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.
   >
   > This feature applies to items as well.

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

   Details

   - *Was*
     Displays the content from the base document (original invoice or correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.
   - *Should Be*
     Enter the information that you want to correct. You can edit fields such as quantity, unit price, discount, tax code, and total to make the necessary corrections. The item number can't be modified. You can add additional item lines if necessary.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.
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 *Upload*.
7. To add the new A/R correction invoice to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Before you add the A/R correction invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **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

Working with A/R Correction Invoices [page 202]
Managing A/R Correction Invoices [page 200]

1.4.12 A/R Correction Invoice Reversals

An A/R correction invoice reversal is a document that is used to cancel an A/R correction invoice.

Apps

When working with A/R correction invoice reversals, you can find the following apps:

- *A/R Correction Invoice Reversals*
- *Create A/R Correction Invoice Reversal*

> **Note**
>
> A/R correction invoice reversals are available only in the Czech Republic, Hungary, Poland, Portugal, Russia, Slovakia, and Ukraine localizations.

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/R correction invoice reversals.
- View and manage different views of A/R correction invoice reversal lists.
- View, edit, and create A/R correction invoice reversals.
- Copy an A/R correction invoice to a A/R correction invoice reversal.
- Create and process A/R correction invoice reversal drafts.

Related Information

Managing A/R Correction Invoice Reversals [page 209]
Working with A/R Correction Invoice Reversals [page 211]
Creating A/R Correction Invoice Reversals [page 215]

1.4.12.1 Managing A/R Correction Invoice Reversals

To open the *A/R Correction Invoice Reversals* list view, choose the *A/R Correction Invoice Reversals* 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, choose the › *Details* icon on the row of the relevant record or choose 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 correction invoice reversals, see Working with A/R Correction Invoice Reversals [page 211].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/R correction invoice reversal 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 A/R Correction Invoice Reversals* displays the A/R correction invoice reversals created by the user who is currently logged in.
  This view is displayed by default.
- *All A/R Correction Invoice Reversals* displays all A/R correction invoice reversals of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

> ### 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 68].

Features of A/R Correction Invoice Reversals 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 correction invoice reversals with numbers against them.

> ### Example
>
> To filter out the A/R correction invoice reversals 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 Correction Invoice Reversals [page 211]
Creating A/R Correction Invoice Reversals [page 215]
Working with List Views [page 53]

1.4.12.2 Working with A/R Correction Invoice Reversals

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 with 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 correction invoice reversal, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

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 83].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R correction invoice reversal.

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.

Was Displays the content from the base document (correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.

Should Be Contains the corrected information for the document. The fields in this section are not editable and show the values from the *Was* section that are reversed.

Product View the details of the items or services.

Type Expose this column from the table's settings to view text or subtotal rows.

- *Text*- lets you view any relevant free or predefined text.
- *Subtotal* - displays the subtotals of the preceding regular rows.

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

> **Note**
>
> You can view 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 88].

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.

Serial/ Batch 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 serial/ batch 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 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, serial/batch 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 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client. When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.
Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing A/R Correction Invoice Reversals [page 209]
Creating A/R Correction Invoice Reversals [page 215]
Working with Detailed Views [page 83]

1.4.12.2.1 Creating A/R Correction Invoice Reversals

Procedure

1. To create an A/R correction invoice reversal, choose the *Create A/R Correction Invoice Reversal* 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 an A/R correction invoice and copy the data to the A/R correction invoice reversal.

   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* dialog box, 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.
>
> This feature applies to items as well.

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

   Details

   - *Was*
     Displays the content from the base document (correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.
   - *Should Be*
     Contains the corrected information for the document. The fields in this section are not editable and show the values from the *Was* section that are reversed.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.
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 *Upload*.
7. To add the new A/R correction invoice reversal to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Before you add the A/R correction invoice reversal, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **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 Correction Invoice Reversals [page 209]

Working with A/R Correction Invoice Reversals [page 211]

1.4.13 Recurring Transactions

Apps

When working with recurring transactions, you can find the following apps:

- *Recurring Transaction Templates*
- *Recurring Transactions*

Tasks

You can carry out the following tasks with these apps:

- Create recurring transaction templates.
- Execute recurring transactions.
- Choose the system response if data is missing in any of the recurring transaction templates.
- Filter the list view entries based on their start date, valid until date, and business partner details.
- Remove single or multiple recurring transactions.

Related Information

Managing Recurring Transaction Templates [page 217]
Managing Recurring Transactions [page 220]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

1.4.13.1 Managing Recurring Transaction Templates

Recurring transaction templates can be used to streamline business processes that repeat regularly.

To open the *Recurring Transaction Templates* list view, choose the *Recurring Transaction Templates* app on the home page from the *Sales*, *Purchasing*, or *Inventory Transactions* groups.

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

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 in the top-left corner of the header area:

- *My Open Recurring Transaction Templates* - Displays recurring transaction templates that have been created by the current user and whose validity date is in the future.
- *All Recurring Transaction Templates* - Displays all the recurring transaction templates that are available in the system for localization, including those with validity dates in the past and in the future.
- *Open Recurring Transaction Templates* - Displays all recurring transaction templates available in the system for the localization, with their validity date in the future.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

BP Properties

Choose whether to ignore business partner properties when filtering the templates. The default selection is *Yes*. If you select *No*, select the properties you want to filter from the list and choose *Update*.

Select one or more business partner properties as the filtering criteria to display the templates.

Features of Recurring Transaction Templates List View

You can create new templates, or edit, delete, or duplicate existing templates. With the templates and their recurrence details, recurring transaction instances are recorded, and execution is based on the templates you define. For more information on executing recurring transactions, see Managing Recurring Transactions [page 220].

Creating Recurring Transaction Template

1. Choose *Create* located in the table toolbar.
2. On the *General* tab, specify the relevant information, including the template name, document type, document number, recurrence period, start date, and valid-until date.

   > **Note**
   >
   > The valid-until date is optional and can be added later.

   Recurrence Period

   Choose the intervals at which you want the recurring transaction to be repeated. The following options are available: *Daily*, *Weekly*, *Every 2 Weeks*, *Monthly*, *Every 2 Months*, *Quarterly*, *Semiannually*, *Annually*, and *One Time*.

   After you enter the interval and a start date for the transaction, the date for the next execution and the total number of instances are automatically displayed.
3. On the *Contents* tab, review the information that was auto-populated.
4. To save the record to the company database, choose one of the following: *Add & View*, *Add & New*, or *Add & Back*.

Related Information

Managing Recurring Transactions [page 220]
Working with List Views [page 53]

1.4.13.2 Managing Recurring Transactions

Recurring transactions are business transactions that are regularly entered into the system with the same frequency, or the customer has a subscription and pays for it regularly (for example, monthly).

To open the *Manage Recurring Transactions* list view, choose the *Recurring Transactions* tile on the home page from the *Sales*, *Purchasing*, or *Inventory Transactions* groups.

List views in the SAP Business One, 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.

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 in the top-left corner of the header area:

- *My Recurring Transactions on Execution* displays recurring transactions created by the current user that are scheduled to be executed on that day.
- *All Recurring Transactions on Execution* displays all the recurring transactions scheduled for execution on that day.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

- *If Data Is Missing* Helps you to manage errors or warning messages during the execution. Choose from the following options:
  - *Continue to Execute*
  - *Skip to Next Transaction* - Default option
  - *Request Confirmation*
- *Execute* Executes single or multiple transactions. An information screen confirms the execution. Choose the link to view the generated document or choose *OK* to exit the window.
- *Remove* Removes one or more transactions. For example, you can remove transactions that do not need to be executed.

Features of Recurring Transactions List View

The list view contains all the recurring transactions that are currently due, and those that were due in the past but are pending execution.

Based on the recurrence information, individual recurring transaction instances are generated in the list view, so that you can execute the transactions individually or in batches.

Only when you have full authorizations for recurring transactions, and for the related document types, can you post and create recurring transactions.

You can carry out the following tasks in this tile:

- Execute recurring transactions.
- Choose the system response if data is missing in any of the recurring transaction templates.
- Filter the list view entries based on their start date, valid until date, and business partner details.
- Remove single or multiple recurring transactions.

Related Information

Managing Recurring Transaction Templates [page 217]
Working with List Views [page 53]

1.4.14 Document Generation Wizard

Apps

To open the wizard, choose *Document Generation Wizard* in the main menu.

Tasks

With this app, you can generate multiple sales documents in a single run.

Related Information

Creating Documents Using Document Generation Wizard [page 222]

1.4.14.1 Creating Documents Using Document Generation Wizard

Context

To generate documents using the wizard, follow this procedure.

Procedure

1. In the *Document Generation Options* step, create a new parameter set or select an existing one.
   a. Create a new parameter set or select an existing one.
   b. Choose *Next*.
2. In the *Target Document* step, configure the target documents and related options.
   a. Select the target documents that you want to generate.

> **Note**
>
> Your selection determines which base documents are available in the next step.

b. Select one or more customers.
c. Choose the posting and document dates or keep the default values.
d. Select *Items*, *Service*, or both, and then choose your preferred summary method.
e. Select an exchange rate calculation method.
f. Choose *Next*.

3. In the *Base Documents* step, filter and select base documents.
   a. Use filters to restrict the data records displayed in the table.
   b. Select the documents that you want to use as base documents.
   c. Choose *Next*.
4. In the *Consolidation Options* step, set consolidation preferences.
   a. Select whether you want to consolidate target documents and how you want them to be consolidated.
   b. Choose *Next*.
5. In the *Recommendation Report* step, select and modify target document details.
   a. Select the target documents to be created.
   b. Modify relevant columns such as posting date, document date, and due date as needed.
   c. Choose *Next*.
6. In the *Messages and Alerts* step, configure system response to issues.
   a. Set how the system should respond when it encounters issues during document generation.
   b. Choose *Next*.
7. In the *Save and Execute Options* step, choose how to proceed with document generation and parameter saving.
   a. Select one of the following options:
      - *Execute* generates the target documents without saving your parameters.
      - *Save Parameter Set and Execute* saves your wizard parameters and generates documents.
      - *Save Parameter Set and Exit* saves your parameters without generating documents now.
   b. Choose *Next*.
8. In the *Summary Report* step, review the summary and any errors or warnings.

   View a summary of the target documents and review any errors and warning messages.

Related Information

Document Generation Wizard [page 222]

1.4.15 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 list views of draft documents, such as the *Manage Sales & Purchasing Drafts* list view, 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:

Delete	Deletes 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 documents.
Add and Delete	Adds the drafts as official documents and deletes them from the database.
Preview, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print one or more drafts in the default or a different Crystal Reports layout. **Note** The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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:

Delete	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, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print the draft in the default or a different Crystal Reports layout. **Note** The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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 document, or as a draft, the same as when creating a new document.

> **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.
> - In the following scenario, you receive a confirmation message with the existing draft numbers and are asked whether to continue with the process:
>   1. You use the *Copy To* or *Copy From* function to add one or more base sales or purchasing documents to a target document.
>   2. If approval isn't required, you use the *Save as Draft* function to save the target document. If approval is required, the system automatically creates a draft after you add the document, pending approval.
>   3. You (or another user) use the *Copy To* or *Copy From* function to copy the same base documents to another target document again.
>   4. You (or another user) try to add the target document, save the target document as a draft again, or add the target document for approval again.
>
>   Before making your decision, you can open the *Sales & Purchasing Drafts* app in the Web client to view details of the existing drafts using the provided draft numbers.

1.4.16 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, outgoing payments, inventory transfers, and inventory transfer requests.

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 226]

1.4.17 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, goods receipts, inventory transfers, and inventory transfer requests.

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.

   > **Note**
   >
   > You can choose to also get those notifications by email. See Approval Process Settings [page 714]

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 225]

1.4.18 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 228].

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 230].

1.4.18.1 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 serial/batch numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Serial/ Batch 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 serial/batch numbers directly in the field. As you type, a list of serial/batch 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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer, this field is subdivided to *From Bin Location Allocation* and *To Bin Location Allocation*.

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, serial/batch 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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.4.18.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create serial/batch 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.

Serial/ Batch 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 serial/batch numbers. For more information about automatic creation of serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 232].

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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer this field is subdivided to *From Bin Locatio Allocation* and *To Bin Location Allocation*.

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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.4.18.2.1 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 serial/batch 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 *Serial/Batch 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 *Serial/Batch 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 serial/batch 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 234]
Purchase Quotations [page 242]
Purchase Orders [page 251]
A/P Reserve Invoices [page 260]
Goods Receipt POs [page 268]
Goods Return Requests [page 278]
Goods Returns [page 287]
A/P Invoices [page 297]
A/P Credit Memos [page 308]

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 234]
Working with Purchase Requests [page 236]
Creating Purchase Requests [page 240]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the *Details* icon on the row of the relevant record or choose 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 236].

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 54].

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 54].

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 65].

Performing Business Actions

Use the options in the table toolbar to perform various actions. For more information, see Table Toolbar [page 68].

> **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 68].

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 236]
Creating Purchase Requests [page 240]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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.

Currency Choose the type of currency used to display the document total amounts.

You can choose local currency, system currency or a different currency from all the defined currencies.

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 or subtotal 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.

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 88].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path — View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Purchase Requests [page 234]
Creating Purchase Requests [page 240]
Working with Detailed Views [page 83]

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

   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 *Upload*.
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**
   >
   > After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
   >
   > If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing*

Settings page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 234]
Working with Purchase Requests [page 236]
Apps for Creating Records [page 89]

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 243]
Working with Purchase Quotations [page 245]
Creating Purchase Quotations [page 250]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 245].

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 54].

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 54].

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 65].

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 68].

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 68].

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 245]
Creating Purchase Quotations [page 250]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Purchase Quotations [page 243]
Creating Purchase Quotations [page 250]
Working with Detailed Views [page 83]

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, choose the icon in the *Vendor* field. In the *Business Partners* dialog box, 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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
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 *Upload*.

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**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 243]
Working with Purchase Quotations [page 245]
Apps for Creating Records [page 89]

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 252]
Working with Purchase Orders [page 254]
Creating Purchase Orders [page 258]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 254].

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 54].

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 54].

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 65].

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 68].

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 68].

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 254]
Creating Purchase Orders [page 258]
Working with List Views [page 53]

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 with 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 83].

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 83].

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, A/P invoice, or A/P down payment invoice.

Pay Select the dropdown menu to create and pay A/P down payments for the current purchase order.

The system automatically generates an A/P down payment in the background. Upon clicking the dropdown, an outgoing payment opens up in create mode, with the automatically created document selected on the *Contents* tab, and you can readily add the outgoing payment document. For more information about outgoing payments, see Working with Payments [page 413].

Working with the Record Content

General Tab

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

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client. When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.
Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Purchase Orders [page 252]
Creating Purchase Orders [page 258]
Working with Detailed Views [page 83]

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, choose the icon in the *Vendor* field. In the *Business Partners* dialog box, 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.

To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

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 *Upload*.
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**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 252]
Working with Purchase Orders [page 254]
Apps for Creating Records [page 89]

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 260]
Working with A/P Reserve Invoices [page 262]
Creating A/P Reserve Invoices [page 266]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the *Details* icon on the row of the relevant record or choose 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 262].

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 54].

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 54].

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 65].

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 68].

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 68].

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 262]
Creating A/P Reserve Invoices [page 266]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client. When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.
Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name: If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size: View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/P Reserve Invoices [page 260]
Creating A/P Reserve Invoices [page 266]
Working with Detailed Views [page 83]

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, choose the icon in the *Vendor* field. In the *Business Partners* dialog box, 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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

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 *Upload*.
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**
>
> Before you add the A/P reserve invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an

email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 260]
Working with A/P Reserve Invoices [page 262]
Apps for Creating Records [page 89]

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 269]
Working with Goods Receipt POs [page 271]
Creating Goods Receipt POs [page 276]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 271].

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 54].

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 54].

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 65].

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 68].

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).

Advanced

> **Note**
>
> This button only appears for companies working with a perpetual inventory system.

It enables you to control whether or not you can draw goods receipt POs to landed costs. There are 2 options.

- *Open for Landed Costs*
  If you choose this option, you can draw the selected goods receipt POs to landed costs documents and allocate the costs.
- *Close for Landed Costs*
  If you choose this option, you cannot draw the selected goods receipt POs to landed costs documents and costs allocation is disallowed.

> **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 68].

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 271]
Creating Goods Receipt POs [page 276]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Advanced

> **Note**
>
> This button only appears for companies with a perpetual inventory system.

It enables you to control whether or not you can draw a goods receipt PO to a landed costs. Depending on whether the document is open or closed for landed costs, either of the options is displayed.

- *Open for Landed Costs*: Displayed when the document is already closed for landed costs. If you choose this option, you can draw the selected goods receipt PO to a landed costs document and allocate the costs.
- *Close for Landed Costs*: Displayed when the document stays open to be linked to landed costs. If you choose this option, you cannot draw the selected goods receipt PO to a landed costs document and costs allocation is disallowed.

Working with the Record Content

General Tab

The fields on this tab provide general information about the goods receipt PO.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.

- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/batch 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 serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 373].

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 371].

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 371].

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 371].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Goods Receipt POs [page 269]
Creating Goods Receipt POs [page 276]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 368]

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 tab.

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

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
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 *Upload*.
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**
>
> Before you add the goods receipt PO, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.

If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 269]
Working with Goods Receipt POs [page 271]
Apps for Creating Records [page 89]

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 279]
Working with Goods Return Requests [page 281]
Creating Goods Return Requests [page 285]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 281].

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 54].

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 54].

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 65].

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 68].

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 68].

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 281]
Creating Goods Return Requests [page 285]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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-from, pay-to and ship-to addresses.

The default value of the ship-from address is the address for the warehouse linked to the *Contents* tab.

The default values of pay-to and ship-to addresses 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Goods Return Requests [page 279]
Creating Goods Return Requests [page 285]
Working with Detailed Views [page 83]

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, choose the icon in the *Vendor* field. In the *Business Partners* dialog box, 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.

To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

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-from, pay-to and ship-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.

    > ### Note
    >
    > Updating the ship-from address only updates the address for the current document. It doesn't affect the warehouse address, the user defaults address, or the company details address.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
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
    >
    > After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
    >
    > If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an

email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 279]
Working with Goods Return Requests [page 281]
Apps for Creating Records [page 89]

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 288]
Working with Goods Returns [page 290]
Creating Goods Returns [page 295]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

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, choose the › *Details* icon on the row of the relevant record or choose 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 290].

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 54].

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 54].

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 65].

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 68].

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 68].

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 290]
Creating Goods Returns [page 295]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/ batch 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 369].

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 369].

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, serial/batch 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 369].

Logistics Tab

You can view the ship-from, pay-to and ship-to addresses.

The default value of the ship-from address is set as below:

- For goods returns of type *Item*: the address defined for the warehouse linked to the *Contents* tab.

- For goods returns of type *Service*: the company address, as defined in *Local Language* under the *Administration* > *Configuration* > *General* > *Company Details* > *Address* tab.

The default values of pay-to and ship-to addresses 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

> **Note**
>
> Currently, adding and editing goods return (detailed view) is not supported in the Brazil and India localizations.

Related Information

Managing Goods Returns [page 288]
Creating Goods Returns [page 295]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 368]

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.

To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

4. On the *Logistics* tab, you can specify the ship-from, pay-to and ship-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.

> ### Note
>
> Updating the ship-from address only updates the address for the current document. It doesn't affect the warehouse address, the user defaults address, or the company details address.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
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
>
> Before you add the goods return, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> ### Note
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> ### 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 288]
Working with Goods Returns [page 290]
Apps for Creating Records [page 89]

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 298]
Working with A/P Invoices [page 300]
Creating A/P Invoices [page 305]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]
Linking Paid Down Payment Requests/Invoices [page 307]

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, choose the *Details* icon on the row of the relevant record or choose 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 300].

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 54].

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 54].

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 65].

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 68].

Copy To Choose this button to copy one or more A/P invoices to an A/P credit memo or goods return request.

Advanced

> **Note**
>
> This button only appears for companies with a perpetual inventory system.

It enables you to control whether or not you can draw A/P invoices to landed costs. There are 2 options.

- *Open for Landed Costs*
  If you choose this option, you can draw the selected A/P invoices to landed costs documents and allocate the costs.
- *Close for Landed Costs*
  If you choose this option, you cannot draw the selected A/P invoices to landed costs documents and costs allocation is disallowed.

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 68].

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 300]
Creating A/P Invoices [page 305]
Working with List Views [page 53]

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 with 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 83].

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 83].

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.

Advanced

> **Note**
>
> This button only appears for companies with a perpetual inventory system.

It enables you to control whether or not you can draw an A/P invoice to a landed costs. Depending on whether the document is open or closed for landed costs, either of the options is displayed.

- *Open for Landed Costs*: Displayed when the document is already closed for landed costs. If you choose this option, you can draw the selected A/P invoice to a landed costs document and allocate the costs.
- *Close for Landed Costs*: Displayed when the document stays open to be linked to landed costs. If you choose this option, you cannot draw the selected A/P invoice to a landed costs document and costs allocation is disallowed.

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 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P invoice.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

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 88].

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.

Serial/ Batch 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 serial/batch 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 serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 373].

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 371].

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 371].

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 371].

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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/P Invoices [page 298]
Creating A/P Invoices [page 305]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 368]

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.

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 *Upload*.
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
>
> Before you add the A/P invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> ### Note
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 298]
Working with A/P Invoices [page 300]
Apps for Creating Records [page 89]

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 308]
Working with A/P Credit Memos [page 310]
Creating A/P Credit Memos [page 315]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]
Linking Paid Down Payment Requests/Invoices [page 317]

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, choose the *Details* icon on the row of the relevant record or choose 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 310].

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 54].

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 54].

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 65].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 68].

> **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 68].

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 310]
Creating A/P Credit Memos [page 315]
Working with List Views [page 53]

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 with 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 83].

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 83].

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 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P credit memo.

Email The document email address. It is obtained from the default contact person of the business partner. If the default contact person does not have an email address, the business partner's email address is used instead. If neither has an email address, this field remains empty.

The document email address will be used for the following options and scenarios involving drafting and sending emails.

- Options *Draft Multiple Emails with PDF Attachments* and *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Email Options* window from the *Share* menu of list view.
- Option *Send by Email* from the *Share* menu of detailed view.
- Options *Draft Email with Microsoft Word Attachment*, *Draft Email with Microsoft Excel Attachment*, and *Draft Email with PDF Attachment* in the *Email Options* window from the *Share* menu of detailed view.
- An email is drafted or sent directly when a document is added.

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 or subtotal 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.

Without Qty Posting

Indicates that there is no inventory movement involved; that is, the credit memo does not affect the inventory quantity of the item. In this case, only the inventory value of the item is adjusted if the quantity is positive.

> **Example**
>
> You receive items from a vendor, but all the items were broken during shipment. You ask for a return of the payment and create a credit memo, and by choosing this checkbox, indicate that there is no return of goods.

The field is available only in the following cases:

- A/P credit memos not based on other documents, or
- A/P credit memos based on an A/P invoice, or
- A/P credit memos based on an A/P reserve invoice, for which items have been received, and
- If non-drop-ship warehouses are used

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 88].

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.

Serial/ Batch 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 serial/ batch 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 369].

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 369].

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, serial/batch 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 369].

Logistics Tab

You can view the ship-from, pay-to and ship-to addresses.

The default value of the ship-from address is set as below:

- For A/P credit memos of type *Item*: the address defined for the warehouse linked to the *Contents* tab.
- For A/P credit memos of type *Service*: the company address as defined in *Local Language* under the *Administration* > *Configuration* > *General* > *Company Details* > *Address* tab.

The default values of pay-to and ship-to addresses 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/P Credit Memos [page 308]
Creating A/P Credit Memos [page 315]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 368]

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.

   To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
4. On the *Logistics* tab, you can specify the ship-from, pay-to and ship-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.

   > **Note**
   >
   > Updating the ship-from address only updates the address for the current document. It doesn't affect the warehouse address, the user defaults address, or the company details address.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
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**
   >
   > Before you add the A/P credit memo, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted

to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> After 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 when the document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft. 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 Notes 3143036 and 3626978.
>
> If you further select the *Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One* checkbox on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page through *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. For more information, see Sales and Purchasing Settings [page 723].

> **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 308]
Working with A/P Credit Memos [page 310]
Apps for Creating Records [page 89]

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 Landed Costs

When importing goods, companies incur additional costs, such as customs, transport and insurance fees, or taxes. You can use the landed costs to allocate these costs to the imported items and reflect them in the accounting system.

Apps

When working with landed costs, you can find the following apps:

- *Landed Costs*
- *Create Landed Costs*

Tasks

You can carry out the following tasks with these apps:

- Search and filter landed costs.
- View, edit, and create landed costs.

Related Information

Managing Landed Costs [page 319]
Working with Landed Costs [page 320]
Creating Landed Costs [page 324]

1.5.10.1 Managing Landed Costs

To open the *Manage Landed Costs* list view, click the *Landed Costs* 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, choose the *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

Selecting Views

Web client list views provide you with multiple views of the dataset of landed costs 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 Landed Costs* displays the still open landed costs created by the user who is currently logged in. This view is displayed by default.
- *All Landed Costs* displays all the landed costs of the company.
- *My Landed Costs* displays the landed costs created by the user who is currently logged in.
- *Open Landed Costs* displays all the open landed costs of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Customizing Data Display

> **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 68].

Features of Landed Costs List View

When managing records in the 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 landed costs with numbers against them.

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

Related Information

Working with Landed Costs [page 320]
Creating Landed Costs [page 324]
Working with List Views [page 53]

1.5.10.2 Working with Landed Costs

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 with 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 landed costs 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 83].

Total Customs Displays the total customs costs for the document, including both projected and actual customs amounts.

Fixed Costs Displays the total of all fixed costs (such as freight, insurance, and handling charges) allocated to the items in this 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 83].

Working with the Record Content

General Tab

The fields on this tab provide general information about the landed costs document.

Vendor The vendor associated with the landed costs document.

Broker The broker associated with the landed costs document.

Due Date The due date for the landed costs document. The default value is the date on which the landed costs document is created.

Items Tab

The fields on this tab provide information on the item details for the landed cost.

Customs Details

Customs Date If the vendor uses a foreign currency, the system uses this date to determine the exchange rate for customs calculations.

Customs Affects Inventory When selected, customs costs are included in the inventory value of the items. When not selected, customs costs are posted directly to expense accounts without affecting inventory valuation.

Items From the dropdown list in the left corner above the table, you can select *Details* and the table data is populated with the relevant fields.

Items You can view the costs and customs of individual items in the table.

Details

Apply Fixed Costs Displays whether fixed costs are applied to the item.

Price List Displays the price list to update. *Last Purchase Price* is selected by default.

Customs and Fixed Costs

Projected Customs Displays the estimated customs costs based on the customs percentage defined for the items. This amount is calculated automatically before actual customs costs are entered.

Actual Customs Displays the actual customs costs incurred for the shipment. You can enter this amount manually after the customs invoice is received. This value replaces the projected customs in the final cost calculations.

Total Fixed Costs Displays the sum of all fixed costs (such as freight, insurance, and other landed costs) allocated to the items in this document. This amount is distributed among the items based on the defined allocation method.

Amount to Balance Displays any remaining difference between the total allocated costs and the actual costs entered. When this field shows zero, all costs have been properly allocated to the items.

Costs Tab

The fields on this tab display information on fixed costs allocated to the items.

Fixed Costs Lists all the landed cost types (such as freight, insurance, handling charges) that are allocated to the items in this document. You can add multiple cost types, each with its own allocation method.

Allocation By Determines how the fixed cost is distributed among the items. Options include:

- *Cash Value Before Customs* allocates costs proportionally based on the item values before customs.
- *Cash Value After Customs* allocates costs proportionally based on the item values after customs.
- *Quantity* allocates costs evenly based on item quantities.
- *Volume* allocates costs based on item volume.
- *Weight* allocates costs based on item weight.

Factor Displays the percentage rate of each landed cost out of the total FOB (Free On Board) costs of the shipment. This factor can help you determine the shipment efficiency in comparison to other shipments or certain standards.

Include for Customs	Displays whether this cost is included in the customs value calculation. Costs such as freight and insurance may need to be included in the customs valuation depending on the customs regulations in your country.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client. When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.
Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Landed Costs [page 319]
Creating Landed Costs [page 324]
Working with List Views [page 53]

1.5.10.2.1 Creating Landed Costs

Procedure

1. To create a landed costs document, choose the *Create Landed Costs* tile.
2. On the *General* tab, specify the vendor, and fill in other details. You can add one or more vendors. The document header is updated accordingly.

   Broker Select the business partner associated with the document. If multiple broker invoices are enabled, the broker you select here is used as the default.

   Bill of Lading No. Enter the bill of lading number associated with the shipment.

   Transport Type Specify the shipping type.

   After you select the business partner, choose the *Copy From* button in the upper right corner of the header to choose from a list of all the goods receipt POs, A/P invoices, or other landed costs documents for this business partner and copy data to the current landed costs document.

   > **Note**
   >
   > *A/P Invoices* only appears for companies with a perpetual inventory system.

3. On the *Items* tab, review the following sections.

   Customs Details This section defines how customs-related costs are calculated and posted for the landed cost.

   - *Customs Date*
     Review the customs date. If the vendor or broker uses a foreign currency, the system uses this date to determine the exchange rate for customs calculations.
   - *Customs Affects Inventory*
     Select the checkbox if customs costs must be included in the inventory value.

   Items From the dropdown list in the left corner above the table, you can select from *Items* and *Details* and the table data is populated with the relevant fields.

   Costs are allocated automatically to the items from the base document. You can review and adjust customs and fixed costs information, if necessary.

   Items Lists the inventory items included in the landed cost document. The line items are populated from the base purchasing document.

   Details Displays additional cost allocation and price list information.

   - *Apply Fixed Costs*
     Select whether to apply fixed costs to the item.
   - *Price List*

Select a price list to update, if necessary. *Last Purchase Price* is selected by default.

> **Note**
>
> To add the landed costs document, the *Amount to Balance* field under *Customs and Fixed Costs* must be zero.

4. On the *Costs* tab, you can add fixed costs to be allocated to the items.

   Fixed Costs This section records and allocates costs related to procurement and delivery of goods such as freight, insurance, handling, or other charges.

   New Costs Use this option to define new landed costs in *Configuration*.

   Recalculate If you have made manual changes to costs, this option redistributes the cost components across item lines using the selected *Allocation By* method and updates line and document totals.

   For each line item in the table, specify the following:

   - The landed cost type (such as insurance, shipping, or storage charges)
   - The *Allocation By* method (such as *Cash Value Before Customs*, *Quantity*, *Volume*, or *Weight*)
   - Whether to *Include for Customs* in the customs value calculation.

   > **Note**
   >
   > If you have enabled multiple broker invoices for landed costs, you can select a broker code for each type of cost.

   The factor is calculated automatically.

5. Under *Customs and Fixed Costs* on the *Items* tab, review the *Projected Customs*, *Actual Customs*, *Total Fixed Costs*, and *Amount to Balance* fields to ensure proper cost allocation.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
7. To add the new landed costs document to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

   > **Note**
   >
   > Before you add the landed costs document, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

Related Information

Managing Landed Costs [page 319]
Working with Landed Costs [page 320]

1.5.11 A/P Down Payments

Apps

When working with A/P down payments, you can use the following apps:

- *A/P Down Payment Requests*
- *Create A/P Down Payment Request*
- *A/P Down Payment Invoices*
- *Create A/P Down Payment Invoice*

> **Note**
>
> The apps you see depend on your localization.
>
> A/P down payments are not available for Argentina localization.
>
> A/P down payment requests are not available for Brazil, Canada, and the United States localizations.
>
> A/P down payment invoices are not available for Israel, China, Japan, Korea, and Russia localizations.

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/P down payments.
- View and manage different views of A/P down payment lists.
- View, edit, and create A/P down payments.
- Cancel single or multiple A/P down payments.
- Copy an A/P down payment invoice to an A/P credit memo.
- Create and process A/P down payments drafts.

Related Information

Managing A/P Down Payments [page 327]
Working with A/P Down Payments [page 329]
Creating A/P Down Payments [page 332]
Linking Paid Down Payment Requests/Invoices [page 307]
Managing Drafts [page 223]

1.5.11.1 Managing A/P Down Payments

To open the down payment list view, click the corresponding down payment tile (for example, *A/P Down Payment Invoices*) 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for down payments, see Working with A/P Down Payments [page 329].

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 Down Payment Invoices* or *My Open A/P Down Payment Requests* displays the still open A/P down payments created by the user who is currently logged in.
  This view is displayed by default.
- *All A/P Down Payment Invoices* or *All A/P Down Payment Requests* displays all the A/P down payments of the company.
- *My A/P Down Payment Invoices* or *My A/P Down Payment Requests* displays all the A/P down payments created by the user who is currently logged in.
- *Open A/P Down Payment Invoices* or *Open A/P Down Payment Requests* displays the still open A/P down payments of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Copy To	Choose this button to copy the selected A/P down payments to an A/P credit memo.
Create Payment	Choose this button to create a payment for the selected down payments. The down payments 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 68].

Features of A/P Down Payments List View

When managing records in the 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 down payments with numbers against them.

> **Example**
>
> To filter out the A/P down payments 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

Managing A/P Down Payments [page 327]
Creating A/P Down Payments [page 332]

Working with List Views [page 53]

1.5.11.2 Working with A/P Down 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 with 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 record number of the down payment, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

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 83].

Pay Opens an outgoing payment detailed view in which you can create an outgoing payment for the A/P down payment. For more information, see Working with Payments [page 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P down payment.

Due Date Expected due date of the down payment.

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.

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* 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 or subtotal 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.

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 only appears 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 information on how to work with inline table data, see Editing Records [page 88].

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.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing A/P Down Payments [page 327]
Creating A/P Down Payments [page 332]
Working with Detailed Views [page 83]

1.5.11.2.1 Creating A/P Down Payments

Context

Down payments help manage vendor relationships and secure orders when suppliers require advance payments before shipping goods or providing services. When vendors require prepayment for your orders, you can create A/P down payment requests or invoices. Once the down payment is made, you can deduct the down payment amount from the final invoice.

Procedure

1. To create an A/P down payment, click the *Create A/P Down Payment Invoice* or the *Create A/P Down Payment Request* 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, goods receipt POs or blanket agreements for this business partner and copy data to the current A/P down payment.

   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 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 the 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 the 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 *User-Defined Fields* tab, enter the relevant details.
7. To add the new A/P down payment to the company database, choose one of the following: *Add & View*, *Add & New*, or *Add & Back*.

> **Note**
>
> Before you add the A/P down payment, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **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 Down Payments [page 327]
Working with A/P Down Payments [page 329]
Apps for Creating Records [page 89]

1.5.12 Blanket Agreements

Apps

When working with blanket agreements, you can use the following apps:

- *Sales / Purchasing Blanket Agreements*
- *Create Sales / Purchasing Blanket Agreements*

Tasks

You can carry out the following tasks with these apps:

- Search and filter blanket agreements.
- View and manage the different views of the blanket agreement lists.

- View, edit, and create blanket agreements.
- Close and cancel single or multiple blanket agreements.
- Copy blanket agreements to other sales or purchasing documents.
- Manage blanket agreements in the approval process and approval decisions.

Related Information

Managing Blanket Agreements [page 191]
Working with Blanket Agreements [page 193]
Creating Blanket Agreements [page 198]

1.5.12.1 Managing Blanket Agreements

To open the *Manage Blanket Agreements* list view, click the *Blanket Agreements* tile in the *Sales* or *Purchasing* group 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for blanket agreements, see Working with Blanket Agreements [page 193].

Selecting Views

Web client list views provide you with multiple views of the dataset of blanket agreement 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:

- *Sales/Purchasing Blanket Agreement – Items Method* displays all blanket agreements whose agreement method is defined as the items method.
  This view is displayed by default.
- *Sales/Purchasing Blanket Agreement – Monetary Method* displays all blanket agreements whose agreement method is defined as the monetary method.
- *Sales/Purchasing Blanket Agreement Fulfillment Report* displays all relevant blanket agreements that are available for particular business partners or within certain date ranges.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Copy To Choose this button to copy one or more blanket agreements to other sales or purchasing documents. If you choose multiple blanket agreements, make sure that they are for the same business partner.

The following sales documents are supported: sales quotations, sales orders, deliveries, and A/R invoices.

The following purchasing documents are supported: purchase quotations, purchase orders, goods receipt POs, A/P invoices, and A/P reserve invoices.

Approve For authorizers, choose the button to approve one or more blanket agreements.

On Hold Choose the button to put one or more blanket agreements on hold. This option is subject to the proper authorizations.

> **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 68].

Related Information

Working with Blanket Agreements [page 193]
Creating Blanket Agreements [page 198]
Working with List Views [page 53]

1.5.12.2 Working with Blanket Agreements

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 with 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 blanket agreement 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 83].

Status Displays the status of the current blanket agreement. The following statuses are provided.

- *Draft*: The agreement is not approved, and you cannot create sales or purchasing documents based on it. You can update the draft status to *Approved*.
- *On Hold*: The agreement is set to inactive, and you cannot create sales or purchasing documents based on it. The agreements on hold can be updated to *Approved* or *Terminated*.
- *Approved*: The agreement is approved, and you can create sales or purchasing documents based on it. You can set the approved agreements to *On Hold* or *Terminated*.
- *Terminated*: The agreement is concluded. Once you set the blanket agreement as terminated, regardless of the termination date you define, the agreement is ended, and you can no longer create sales or purchasing documents based on it.
- *Canceled*: The agreement is canceled.

Planned Amount (LC) Displays the total amount that is expected to be sold or bought within the validity of the blanket agreement.

Cumulative Committed/ Ordered Amount (LC)
Displays the total of the sales or purchase orders in blanket agreements that have not been copied to other documents.

Cumulative Amount (LC)
Displays the total of the fulfilled amount in the blanket agreement for a business partner.

Fulfilled %
Displays the percentage of delivered quantity out of the planned quantity.

For blanket agreements using the item method, fulfillment percentage = cumulative quantity / planned quantity.

For blanket agreements using the monetary method, fulfillment percentage = cumulative amount / planned amount.

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 83].

Copy To
Choose this button to copy the current blanket agreement to other sales or purchasing documents.

The following sales documents are supported: sales quotations, sales orders, deliveries, and A/R invoices.

The following purchasing documents are supported: purchase quotations, purchase orders, goods receipt POs, A/P invoices, and A/P reserve invoices.

Working with the Record Content

General Tab

The fields on this tab provide general information about the blanket agreement, including vendor details, document details, and payment preferences.

Renewal
You can set a date and a notification will appear as the date approaches.

Contents Tab

The fields on this tab provide information about the items and the agreement.

Agreement Method
- *Items Method*: It serves as an agreement to sell or buy specific items to reach a predefined planned quantity within a predefined date range, and you can set the unit price for sales or purchasing for each item. This one is selected by default.

- *Monetary Method*: It serves as an agreement to sell or buy goods to reach a predefined planned amount within a predefined date range, and you can set a price list and a discount in the blanket agreement.

Agreement Type

- *General*: General blanket agreements are used to track the fulfillment of terms to obtain a special bonus at year-end. For example, for selling or purchasing a certain quantity of an item or for achieving a defined turnover. This one is selected by default.
- *Specific*: Specific blanket agreements are used to track the fulfillment of terms to obtain a specific discount for individual sales or purchase transactions. They can also be used to determine a delivery schedule, for example, by defining at which intervals which quantity of goods should be delivered.

Ignore Prices Specified in Blanket Agreement

If the agreement type is **General**, this checkbox is selected. When you link a blanket agreement to other sales or purchase documents, the *Unit Price* field is not populated by the unit price from the blanket agreement, and you can update the price according to your business needs.

If the agreement type is **Specific**, this checkbox is deselected. It means that when you link a blanket agreement to other sales or purchasing documents, the *Unit Price* field is populated by the unit price from the blanket agreement, and therefore you cannot update the price.

Price Mode

Choose the price mode to include or exclude taxes in the prices.

> **Note**
>
> This field is available only when you select the checkbox *Separate Net and Gross Price Mode* under *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings* > *Sales and Purchasing*.

- *Net*: On the *Contents* tab, the *Unit Price* column is enabled, and the values you enter here exclude taxes.
- *Gross*: On the *Documents* tab, the *Gross Price* column is enabled, and the values you enter here include taxes.

> **Note**
>
> This field is not available for the Brazil, India, and Israel localizations.

Close

Enables you to set one or more document rows to the **Closed** status. This button is available for draft or on-hold blanket agreements of the item type.

After you close the rows:

- You can add the same items to the same blanket agreement.
- You can add the same items to a different blanket agreement with the same period.
- New documents cannot be linked to the closed rows.
- The existing linked documents remain linked and are displayed on the *Documents* tab.

- Open quantities and open amounts are set to zero, but planned quantities, cumulative quantities, and cumulative amounts stay unchanged.

Price List Displays the price list.

It is only available when the agreement method is monetary. When the agreement type is general, the price list is ignored.

Delivery Plan Choose the ••• icon to open a dialog box, where you can define the details of the delivery plan for the blanket agreement. If the blanket agreement has the status **Canceled** or **Terminated**, you cannot edit the delivery plan.

Frequency

Enables you to specify the period of item release. You can choose from the following: **Daily**, **Weekly**, **Monthly**, **Quarterly**, **Semi-Annually**, **Annually**, and **One Time**.

From Date, *To Date*

Enable you to specify the start and end dates for the delivery plan. This date range needs to be within the valid date range of the blanket agreement.

> **Note**
>
> *From Date* of the delivery plan cannot be earlier than that of the blanket agreement, and *End Date* of the delivery plan cannot be later than that of the blanket agreement.

Release

Enables you to enter information related to the item release.

Consume Forecast

This checkbox enables you to decide whether to consume the quantities in the material requirements planning (MRP) run. If you select the checkbox, the open quantities of the specified item are subtracted from the MRP's forecast quantities. If you do not select the checkbox, the MRP's forecast quantities do not change based on this item.

You can work with the MRP run in the SAP Business One client.

Documents Tab

The fields on this tab provide information about the documents associated with the blanket agreement.

The documents are displayed according to their posting dates, with the most recent one at the top. If the posting dates are the same, the documents are organized according to document numbers in ascending order, with the smallest number at the top.

Attachments Tab

This tab shows the attachments of the current business partner.

You can add attachments after you define an attachment folder path at the 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 to each user in the SAP Business One client, the attachments are uploaded to this default folder.

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

> **Note**
>
> Make sure that the attachment size is less than 50 MB. For files that are 50 MB or larger, you can upload them through the SAP Business One client.
>
> Attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is not allowed. 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.

Recurring Transactions Tab

This tab enables you to view and link single or multiple recurring transaction templates to the current blanket agreement, and to view the linked recurring transactions that are executed or await execution. For more information about recurring transaction templates and recurring transactions, see Managing Recurring Transaction Templates [page 217] and Managing Recurring Transactions [page 220].

The linked recurring transaction templates are displayed in the tree view, and the recurring transactions are shown under the template. Two buttons, *Expand* and *Collapse*, are provided to change the table layout.

To associate a recurring transaction template with the blanket agreement, make sure that the business partners are the same and that the posting date of the recurring transaction template is within the valid date range of the blanket agreement. Executed recurring transactions cannot be removed from the blanket agreement.

Remove Enables you to remove a recurring transaction template from the blanket agreement.

You can only remove recurring transaction templates that have no associated recurring transactions.

Template Enter the code of the recurring transaction template or choose the *Value Help* icon to link a recurring transaction template to the blanket agreement. You can only choose templates defined for the same business partner as the blanket agreement.

After adding, the templates are displayed in collapsed mode. You can click the *Expand* button to expand the templates.

Related Information

Managing Blanket Agreements [page 191]
Creating Blanket Agreements [page 198]
Working with Detailed Views [page 83]

1.5.12.2.1 Creating Blanket Agreements

Prerequisites

You need proper authorizations to create blanket agreements.

Context

You can create a sales or purchase blanket agreement to record the delivery of goods or services in a specific period, based on predefined terms and conditions.

Procedure

1. To create a sales or purchase blanket agreement, click the *Create Sales Blanket Agreement* or *Create Purchase Blanket Agreement* tile.
2. On the *General* tab, specify the mandatory information about the business partner, the date, and the payment preferences.
3. On the *Contents* tab, enter relevant details in the *Preferences* section above the table, for example, the agreement method and agreement type. In addition, enter item-related data in the table, for example, item number, planned quantity, unit price, and cumulative amount.
4. On the *Documents* tab, review the documents associated with the blanket agreement.
5. On the *Attachments* tab, upload the attachments related to the blanket agreement.
6. On the *Recurring Transactions* tab, specify the recurring transaction templates of the same business partner and link them to the blanket agreement. You can add more than one template.
7. To add the record to the company database, choose one of the following options: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Blanket Agreements [page 191]
Working with Blanket Agreements [page 193]
Apps for Creating Records [page 89]

1.5.13 A/P Correction Invoices

An A/P correction invoice is a document issued to a vendor when one of the following applies:

- Rebates and discounts were given after the original invoice was issued.
- The issued goods were returned.
- The prices of goods and services were changed after the original invoice was issued.
- There was a mistake in price, tax rate, tax amount, net value, gross value, quantity, or unit of measure in any invoice item.

An A/P correction invoice usually refers to a base document such as an A/P invoice or another A/P correction invoice. However, you can enter a correction invoice without any reference to a preceding document.

Apps

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

- *A/P Correction Invoices*
- *Create A/P Correction Invoice*

> **Note**
>
> A/P correction invoices are available only in the Czech Republic, Hungary, Poland, Portugal, Russia, Slovakia, and Ukraine localizations.

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/P correction invoices.
- View and manage different views of A/P correction invoice lists.
- View, edit, and create A/P correction invoices.
- Copy an A/P correction invoice to another A/P correction invoice.
- Copy an A/P correction invoice to an A/P correction invoice reversal.
- Create and process A/P correction invoice drafts.

Related Information

Managing A/P Correction Invoices [page 343]
Working with A/P Correction Invoices [page 345]
Creating A/P Correction Invoices [page 349]

Relationship Map [page 91]
Managing Drafts [page 223]

1.5.13.1 Managing A/P Correction Invoices

To open the *A/P Correction Invoice* list view, choose the *A/P Correction 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, choose the › *Details* icon on the row of the relevant record or choose 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 correction invoices, see Working with A/P Correction Invoices [page 345].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/P correction 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 A/P Correction Invoices* displays the open A/P correction invoices created by the user who is currently logged in.
  This view is displayed by default.
- *All A/P Correction Invoices* displays all A/P correction invoices of the company.
- *My A/P Correction Invoices* displays the A/P correction invoices created by the user who is currently logged in.
- *Open A/P Correction Invoices* displays all open A/P correction 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 54].

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 54].

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 65].

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 68].

Copy To	Choose this button to copy the selected A/P correction invoice to another A/P correction invoice or to an A/P correction invoice reversal.
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 68].

Features of A/P Correction 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 correction invoices with numbers against them.

> **Example**
>
> To filter out the A/P correction 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 Correction Invoices [page 345]
Creating A/P Correction Invoices [page 349]

Working with List Views [page 53]

1.5.13.2 Working with A/P Correction 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 with 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/P correction 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 83].

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 83].

Copy To Choose this button to copy the selected A/P correction invoice to another A/P correction invoice or to an A/P correction invoice reversal.

Pay Choose this button to open an incoming or outgoing payments detailed view in which you can create a payment for the A/P correction invoice. For more information, see Working with Payments [page 413].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P correction 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* and *Volume and Weight*, and the table data is populated with the relevant fields.

Was Displays the content from the base document (original invoice or correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.

Should Be Contains the corrected information for the document. You can edit fields such as quantity, unit price, discount, tax code, and total to make the necessary corrections. The item number can't be modified. You can add additional item lines if necessary.

Product Specify the details of the items or services.

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

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 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 88].

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.

Serial/ Batch 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 serial/ batch 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 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, serial/batch 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing A/P Correction Invoices [page 343]
Creating A/P Correction Invoices [page 349]
Working with Detailed Views [page 83]

1.5.13.2.1 Creating A/P Correction Invoices

Context

You can create an A/P correction invoice to adjust previously issued invoices by copying data from base documents and modifying relevant fields.

Procedure

1. To create an A/P correction invoice, choose the *Create A/P Correction 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 select either an A/P invoice or another A/P correction invoice and copy the data to the current A/P correction 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 the other details.

   Details

   - *Was*
     Displays the content from the base document (original invoice or correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.
   - *Should Be*
     Enter the information that you want to correct. You can edit fields such as quantity, unit price, discount, tax code, and total to make the necessary corrections. The item number can't be modified. You can add additional item lines if necessary.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.
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 *Upload*.
7. To add the new A/P correction invoice to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

   > **Note**
   >
   > Before you add the A/P correction invoice, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions

are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **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

Working with A/P Correction Invoices [page 345]
Managing A/P Correction Invoices [page 343]

1.5.14 A/P Correction Invoice Reversals

An A/P correction invoice reversal is a document that is used to cancel an A/P correction invoice.

Apps

When working with A/P correction invoice reversals, you can find the following apps:

- *A/P Correction Invoice Reversals*
- *Create A/P Correction Invoice Reversal*

> **Note**
>
> A/P correction invoice reversals are available only in the Czech Republic, Hungary, Poland, Portugal, Russia, Slovakia, and Ukraine localizations.

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/P correction invoice reversals.
- View and manage different views of A/P correction invoice reversal lists.
- View, edit, and create A/P correction invoice reversals.
- Copy an A/P correction invoice to a A/P correction invoice reversal.
- Create and process A/P correction invoice reversal drafts.

Related Information

Managing A/P Correction Invoice Reversals [page 352]
Working with A/P Correction Invoice Reversals [page 354]
Creating A/P Correction Invoice Reversals [page 358]

1.5.14.1 Managing A/P Correction Invoice Reversals

To open the *A/P Correction Invoice Reversals* list view, choose the *A/P Correction Invoice Reversals* 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, choose the › *Details* icon on the row of the relevant record or choose 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 correction invoice reversals, see Working with A/R Correction Invoice Reversals [page 211].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/P correction invoice reversal 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 A/P Correction Invoice Reversals* displays the A/P correction invoice reversals created by the user who is currently logged in.
  This view is displayed by default.
- *All A/P Correction Invoice Reversals* displays all A/P correction invoice reversals of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

> **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 68].

Features of A/P Correction Invoice Reversals 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 correction invoice reversals with numbers against them.

> **Example**
>
> To filter out the A/P correction invoice reversals 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 Correction Invoice Reversals [page 354]
Creating A/P Correction Invoice Reversals [page 358]
Working with List Views [page 53]

1.5.14.2 Working with A/P Correction Invoice Reversals

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 with 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/P correction invoice reversal, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

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 83].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P correction invoice reversal.

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* and *Volume and Weight*, and the table data is populated with the relevant fields.

Was

Displays the content from the base document (correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.

Should Be

Contains the corrected information for the document. The fields in this section are not editable and show the values from the *Was* section that are reversed.

Product

View the details of the items or services.

Type

Expose this column from the table's settings to view text or subtotal rows.

- *Text*- lets you view any relevant free or predefined text.
- *Subtotal* - displays the subtotals of the preceding regular rows.

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 88].

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.

Serial/ Batch 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 serial/ batch 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 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, serial/batch 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing A/P Correction Invoice Reversals [page 352]
Creating A/P Correction Invoice Reversals [page 358]
Working with Detailed Views [page 83]

1.5.14.2.1 Creating A/P Correction Invoice Reversals

Procedure

1. To create an A/P correction invoice reversal, choose the *Create A/P Correction Invoice Reversal* 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 select an A/P correction invoice and copy the data to the A/P correction invoice reversal.

   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 the other details.

   Details

   - *Was*
     Displays the content from the base document (correction invoice). The fields in this section are not editable and show the original values for fields such as item number, item description, quantity, unit price, discount, tax code, and total.
   - *Should Be*
     Contains the corrected information for the document. The fields in this section are not editable and show the values from the *Was* section that are reversed.

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

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 *Upload*.
7. To add the new A/P correction invoice reversal to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Before you add the A/P correction invoice reversal, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **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 Correction Invoice Reversals [page 352]
Working with A/P Correction Invoice Reversals [page 354]

1.5.15 Recurring Transactions

Apps

When working with recurring transactions, you can find the following apps:

- *Recurring Transaction Templates*
- *Recurring Transactions*

Tasks

You can carry out the following tasks with these apps:

- Create recurring transaction templates.
- Execute recurring transactions.
- Choose the system response if data is missing in any of the recurring transaction templates.
- Filter the list view entries based on their start date, valid until date, and business partner details.
- Remove single or multiple recurring transactions.

Related Information

Managing Recurring Transaction Templates [page 217]
Managing Recurring Transactions [page 220]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

1.5.15.1 Managing Recurring Transaction Templates

Recurring transaction templates can be used to streamline business processes that repeat regularly.

To open the *Recurring Transaction Templates* list view, choose the *Recurring Transaction Templates* app on the home page from the *Sales*, *Purchasing*, or *Inventory Transactions* groups.

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

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 in the top-left corner of the header area:

- *My Open Recurring Transaction Templates* - Displays recurring transaction templates that have been created by the current user and whose validity date is in the future.
- *All Recurring Transaction Templates* - Displays all the recurring transaction templates that are available in the system for localization, including those with validity dates in the past and in the future.
- *Open Recurring Transaction Templates* - Displays all recurring transaction templates available in the system for the localization, with their validity date in the future.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

BP Properties

Choose whether to ignore business partner properties when filtering the templates. The default selection is *Yes*. If you select *No*, select the properties you want to filter from the list and choose *Update*.

Select one or more business partner properties as the filtering criteria to display the templates.

Features of Recurring Transaction Templates List View

You can create new templates, or edit, delete, or duplicate existing templates. With the templates and their recurrence details, recurring transaction instances are recorded, and execution is based on the templates you define. For more information on executing recurring transactions, see Managing Recurring Transactions [page 220].

Creating Recurring Transaction Template

1. Choose *Create* located in the table toolbar.
2. On the *General* tab, specify the relevant information, including the template name, document type, document number, recurrence period, start date, and valid-until date.

   > **Note**
   >
   > The valid-until date is optional and can be added later.

Recurrence Period	Choose the intervals at which you want the recurring transaction to be repeated. The following options are available: *Daily*, *Weekly*, *Every 2 Weeks*, *Monthly*, *Every 2 Months*, *Quarterly*, *Semiannually*, *Annually*, and *One Time*. After you enter the interval and a start date for the transaction, the date for the next execution and the total number of instances are automatically displayed.

3. On the *Contents* tab, review the information that was auto-populated.
4. To save the record to the company database, choose one of the following: *Add & View*, *Add & New*, or *Add & Back*.

Related Information

Managing Recurring Transactions [page 220]
Working with List Views [page 53]

1.5.15.2 Managing Recurring Transactions

Recurring transactions are business transactions that are regularly entered into the system with the same frequency, or the customer has a subscription and pays for it regularly (for example, monthly).

To open the *Manage Recurring Transactions* list view, choose the *Recurring Transactions* tile on the home page from the *Sales*, *Purchasing*, or *Inventory Transactions* groups.

List views in the SAP Business One, 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.

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 in the top-left corner of the header area:

- *My Recurring Transactions on Execution* displays recurring transactions created by the current user that are scheduled to be executed on that day.
- *All Recurring Transactions on Execution* displays all the recurring transactions scheduled for execution on that day.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

- *If Data Is Missing* Helps you to manage errors or warning messages during the execution. Choose from the following options:
  - *Continue to Execute*
  - *Skip to Next Transaction* - Default option
  - *Request Confirmation*
- *Execute* Executes single or multiple transactions. An information screen confirms the execution. Choose the link to view the generated document or choose *OK* to exit the window.

- *Remove* Removes one or more transactions. For example, you can remove transactions that do not need to be executed.

Features of Recurring Transactions List View

The list view contains all the recurring transactions that are currently due, and those that were due in the past but are pending execution.

Based on the recurrence information, individual recurring transaction instances are generated in the list view, so that you can execute the transactions individually or in batches.

Only when you have full authorizations for recurring transactions, and for the related document types, can you post and create recurring transactions.

You can carry out the following tasks in this tile:

- Execute recurring transactions.
- Choose the system response if data is missing in any of the recurring transaction templates.
- Filter the list view entries based on their start date, valid until date, and business partner details.
- Remove single or multiple recurring transactions.

Related Information

Managing Recurring Transaction Templates [page 217]
Working with List Views [page 53]

1.5.16 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 list views of draft documents, such as the *Manage Sales & Purchasing Drafts* list view, 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:

Delete	Deletes 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 documents.
Add and Delete	Adds the drafts as official documents and deletes them from the database.
Preview, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print one or more drafts in the default or a different Crystal Reports layout.

> **Note**
>
> The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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:

Delete	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, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print the draft in the default or a different Crystal Reports layout.

> **Note**
>
> The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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 document, or as a draft, the same as when creating a new document.

> **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.

- In the following scenario, you receive a confirmation message with the existing draft numbers and are asked whether to continue with the process:
  1. You use the *Copy To* or *Copy From* function to add one or more base sales or purchasing documents to a target document.
  2. If approval isn't required, you use the *Save as Draft* function to save the target document. If approval is required, the system automatically creates a draft after you add the document, pending approval.
  3. You (or another user) use the *Copy To* or *Copy From* function to copy the same base documents to another target document again.
  4. You (or another user) try to add the target document, save the target document as a draft again, or add the target document for approval again.

  Before making your decision, you can open the *Sales & Purchasing Drafts* app in the Web client to view details of the existing drafts using the provided draft numbers.

1.5.17 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, outgoing payments, inventory transfers, and inventory transfer requests.

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 226]

1.5.18 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, goods receipts, inventory transfers, and inventory transfer requests.

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.

   > **Note**
   >
   > You can choose to also get those notifications by email. See Approval Process Settings [page 714]

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 225]

1.5.19 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 228].

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 230].

1.5.19.1 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 serial/batch numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Serial/ Batch 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 serial/batch numbers directly in the field. As you type, a list of serial/batch 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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer, this field is subdivided to *From Bin Location Allocation* and *To Bin Location Allocation*.

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, serial/batch 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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.5.19.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create serial/batch 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.

Serial/ Batch 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 serial/batch numbers. For more information about automatic creation of serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 232].

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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer this field is subdivided to *From Bin Locatio Allocation* and *To Bin Location Allocation*.

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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.5.19.2.1 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 serial/batch 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 *Serial/Batch 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 *Serial/Batch 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 serial/batch 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*.

1.5.20 Procurement Confirmation Wizard

Apps

When working with the procurement confirmation wizard, choose the *Procurement Confirmation Wizard* app on the home page. Alternatively, choose *Purchasing* > *Procurement Confirmation Wizard* or *Production* > *Procurement Confirmation Wizard* in the *Main Menu*.

Tasks

You can carry out the following tasks with this app:

- Create one or more target documents, such as purchasing documents or production orders, directly from one or more base documents such as sales orders, sales quotations, or production orders. Procurement documents created using this function can include part or all of the items from the base sales or production documents.
- Combine several base documents into a single target document for a vendor.

Related Information

Creating Purchase Orders from Sales Orders [page 375]
Creating Procurement Documents from Production Orders [page 376]

1.5.20.1 Creating Purchase Orders from Sales Orders

Context

You can create a purchase order directly from a sales order following these steps:

Procedure

1. Create a sales order specifying customer and item information. In the *Logistics* tab, select the checkbox *Procure Non-Drop-Ship Items*.

   > **Note**
   >
   > Alternatively, you can edit an existing sales order and select the *Procure Non-Drop-Ship Items* checkbox in the *Logistics* tab.

2. After you add or update the sales order, the *Procurement Confirmation Wizard* opens.
3. The wizard displays the *Base Document* and *Business Partners* fields, pre-filled with customer details from the selected sales order. You can add business partners if required.
4. To create purchase orders for all open sales orders with unfulfilled purchase quantities for selected business partners, select the *Include All Open Base Documents* checkbox.
5. Choose *Next*. All open sales orders are listed for you to select.
6. In the *Base Document Lines* step, choose *Purchase Order* as the *Target Document*. Make sure all items have a vendor assigned to them. If an item has a preferred vendor, this vendor is already entered in the line. If required, change the vendor code. The other details are automatically filled in.
7. To save the purchase order as a draft, select the *Create Draft Document* checkbox.
8. Choose *Next*.
9. In the *Consolidation* step, specify whether to consolidate the purchase requirements from multiple sales orders into one purchase order, and which consolidation options to apply.

   > **Note**
   >
   > If you choose *No Consolidation*, the documents are grouped by vendor, that is, one purchase order is created per vendor.

10. Specify the system response to errors that may occur in the document generation process in the *If an Error Occurs* dropdown list. You can select either *Skip to Next Vendor* (default option) or *Stop Execution*.
11. Choose *Next*. The *Results Preview* displays the details of all purchase orders that will be created. The purchase orders are grouped by vendor and the consolidations options you selected.
12. To generate the documents, choose *Execute Now*.
13. The *Summary Report* displays all the documents that have been created and any errors that have occurred.

1.5.20.2 Creating Procurement Documents from Production Orders

Context

You can create purchase orders, purchase quotations, or purchase requests from a production order. Alternatively, you can procure components directly for a production order to ensure availability for the production process. By creating procurement documents based on actual production requirements, you can better maintain minimum inventory levels and support efficient production planning.

Procedure

1. Create a production order specifying the product information. On the *General* tab, select the *Procure Items* checkbox. The *Components* tab is updated with the *Allow Procurement Doc.* column checked for the item entries.
2. Add the production order, and the **Procurement Confirmation Wizard** opens.
3. In the *Base Document Type* step, the product number and description fields are prefilled based on the production order. You can select more products for which you want to generate procurement documents.
4. Select the checkbox *Include All Open Base Documents* to ensure all related open documents for the selected products are displayed in the next step.
5. Choose *Next* and select the base documents from which you want to generate procurement documents.
6. Choose *Next*. In the *Base Document Lines* step, select one of the following options as the target document type: *Purchase Order*, *Purchase Quotation*, or *Purchase Request*.
7. If an item has a preferred vendor, this vendor is already entered in the line. If required, change the vendor code. The other fields are automatically filled in.
8. To create the procurement document as a draft, select the *Create Draft Document* checkbox.
9. Choose *Next*. In the *Consolidation* step, specify whether to consolidate the purchase requirements from multiple production orders into one purchasing document, and which consolidation options to apply.

   > **Note**
   >
   > If you choose *No Consolidation*, the documents are grouped by vendor, that is, one purchasing document is created per vendor.

10. Specify the system response to errors that may occur in the document generation process in the *If an Error Occurs* dropdown list. You can select either *Skip to Next Vendor* (default option) or *Stop Execution*.
11. Choose *Next*. The *Results Preview* displays the details of all purchasing documents that will be created. The purchasing documents are grouped by vendor and the consolidations options you selected.
12. To generate the documents, choose *Execute Now*.
13. The *Summary Report* displays all the documents that have been created and any errors that have occurred.

Related Information

Creating Purchase Orders from Sales Orders [page 375]

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 by BP*
- *Scan Business Card*

Related Information

Business Partners [page 377]
Activities [page 400]
Managing Business Partner Catalog Numbers by BP [page 406]
Scanning Business Cards [page 406]

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 delete business partners

Related Information

Managing Business Partners [page 378]
Working with Business Partners [page 380]
Creating Business Partners [page 385]

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, choose the › *Details* icon on the row of the relevant record or choose 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 380].

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 54].

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 54].

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 65].

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 68].

Delete 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 68].

Related Information

Business Partners [page 377]
Working with Business Partners [page 380]
Creating Business Partners [page 385]
Working with List Views [page 53]

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 with 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 83].

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 83].

Delete 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.

> **Note**
>
> If the business partner is inactive, you can only create activities and drafts for marketing documents and payments. Opportunities and service calls cannot be created for inactive business partners.

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.

Create Activity of "Email" Type

Select one or more recipients and choose this button to create an activity of the *Email* type. Relevant information will be prefilled in the activity, and the selected contact persons will be set as the recipients.

> **Note**
>
> This button is available when you have full authorization for *Activity* in the *Authorizations* window through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* 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.

> **Note**
>
> In withholding tax relevant localizations, subtab *Withholding Tax* for customers or vendors appears when the *Withholding Tax* checkbox is selected on the *Tax* subtab of the *Sales* or *Purchasing* tab in the *G/L Account Determination* window in the SAP Business One client (*Administration* > *Setup* > *Financials* > *G/L Account Determination*), displaying withholding tax relevant fields, together with the *Withholding Tax Codes Allowed* table.
>
> The *Withholding Tax Codes Allowed* table is not available in the Argentina localization.

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 record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

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 Customization [page 807].

Related Information

Business Partners [page 377]
Managing Business Partners [page 378]
Creating Business Partners [page 385]
Working with Detailed Views [page 83]

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 *Upload*.
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 89].

Related Information

Business Partners [page 377]
Managing Business Partners [page 378]
Working with Business Partners [page 380]

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.

1.6.1.2.3 Preparing a Microsoft Excel Import File for Business Partners

Context

You can import business partner records from Microsoft Excel files to a company in SAP Business One, Web client. The data is copied from the Microsoft Excel files to the corresponding fields in Web client.

This feature allows for both single and mass uploads, with each row in the file becoming a distinct business partner object. You can perform the import using:

- A single file with one sheet, which supports importing the parent object only, or any one child object only.
- A single file with multiple sheets, which supports importing the parent and child objects together, or child objects only.

- Multiple files with single sheets, which supports importing the parent and child objects together, or child objects only.

You can also export the data shown in the *Preview* section by choosing the *Export to Microsoft Excel* icon. You can choose to export data for only the current object, which downloads a single-sheet Microsoft Excel file, or export data for all available objects together, which downloads one Microsoft Excel file containing multiple sheets, with each sheet representing a different object.

For more information on the import process, see Importing from Microsoft Excel [page 882].

Fields to Import

When you import data from Microsoft Excel, you can choose to upload the main business partner record, known as the parent object, or the related child objects that store supporting details. Business Partner Master Data supports four child objects:

- Contact Person
- Bill-to and Ship-to Address
- Payment Method
- Account Receivable

When you select a child object in the field mapping step, all available fields for that child object appear automatically in the mapping table.

If your Microsoft Excel file contains a header row with field names, select the corresponding checkbox *File Contains Header* so that the system reads the first row as a header. If the checkbox is not selected, the system treats the first row as data.

To import your business partner records from Microsoft Excel into SAP Business One, Web client, you must define the Microsoft Excel fields based on certain rules. These fields must follow certain rules; otherwise, the import will fail.

When importing data from a Microsoft Excel file, the checkbox *Create Related Objects* enables the system to automatically create new objects when the uploaded file contains a value that is not yet defined in the database. If such a value is detected during the import process, the system will create the corresponding new object automatically. The *Create Related Objects* function supports automatic creation for the following fields:

- Group Code (`OCRD.GroupCode`)
- BP Currency (`OCRD.Currency`)
- Sales Employee / Buyer (`OCRD.SlpCode`)
- Shipping Type (`OCRD.ShipType`)
- Factoring Indicator (`OCRD.Indicator`)
- Business Partner Project (`OCRD.ProjectCod`)
- Industry (`OCRD.IndustryC`)
- Priority (`OCRD.Priority`)
- User-Defined Fields (UDFs) – Business Partner Master Data
- User-Defined Fields (UDFs) – Business Partner Contact Persons
- User-Defined Fields (UDFs) – Business Partner Addresses

All header fields can be selected once during the field mapping process. After selection, they are removed from the available fields list.

General Fields

This section lists all parent object fields available for Business Partner Master Data and provides the corresponding details for each field.

The table below lists the fields available for import and the rules:

Field Name	Database Field Name	Length/Type in Database	Business Rules
BP Code	`OCRD.CardCode`	15/Alphanumeric	This field is required for the import of new business partner records.
BP Name	`OCRD.CardName`	200/Alphanumeric	
BP Type	`OCRD.CardType`	Dropdown list	**Valid Values**: • C: Customer • S: Vendor • L: Lead **Default Value:** C: Customer
Group Code	`OCRD.GroupCode`	20/Alphanumeric	**Valid Values:** All the group names which are defined in `OCRG.GroupName` for the business partner type. If an imported group is not yet defined in the system, a new group may be automatically created. A new group is created only if the checkbox *Create Related Objects* is selected. **Default Value**: The first alphanumeric group according to the business partner type.
Federal Tax ID	`OCRD.LicTradNum`	32/Alphanumeric	

BP Currency	`OCRD.Currency`	3	**Valid Values:** All currencies code that has been defined in `OCRN.CurrCode`. If an imported currency is not yet defined in the system, a new currency may be automatically created. A new currency is created only if the checkbox *Create Related Objects* is selected. **Default Value**: The local currency of the system.
Telephone 1	`OCRD.Phone1`	20/Alphanumeric	
Mobile	`OCRD.Cellular`	50/Alphanumeric	
Fax Number	`OCRD.Fax`	20/Alphanumeric	
E-Mail	`OCRD.E_Mail`	100/Alphanumeric	
Web Site	`OCRD.IntrntSite`	100/Alphanumeric	
Sales Employee/Buyer	`OCRD.SlpCode`	Dropdown List	The field name will be *Sales Employee* for customers and *Leads and Buyer* for vendors. **Valid Values**: • All sales employees codes as defined in `OSLP.SlpCode`. • No Sales Employee (also for vendors) **Default Value**: No Sales Employee If an imported sales employee or buyer is not yet defined in the system, a new sales employee or buyer may be created automatically. A new sales employee or buyer is created only if the checkbox *Create Related Objects* is selected.
Active	`OCRD.validFor`	Checkbox	**Valid Values**: Y (Default)/N
Inactive	`OCRD.frozenFor`	Checkbox	**Valid Values**: Y (Default)/N

Shipping Type	`OCRD.ShipType`	Dropdown List	**Valid Values:** • All shipping types names as defined in `OSHP.TrnspCode`. • Empty **Default Value**: Empty If an imported shipping type is not yet defined in the system, a new shipping type may be created automatically. A new shipping type is created only if the checkbox *Create Related Objects* is selected.
Factoring Indicator	`OCRD.Indicator`	Choose-from list	**Valid Values**: • All *Factoring Indicator* codes as defined in `OIDC.Code`. • Empty **Default Value**: Empty If an imported factoring indicator is not yet defined in the system, a new factoring indicator may be created automatically. A new factoring indicator is created only if the checkbox *Create Related Objects* is selected.
Business Partner Project	`OCRD.ProjectCod`	Choose-from list	**Valid Values**: • All project codes as defined in `OPRJ.PrjCode`. • Empty **Default Value**: Empty If an imported business partner project is not yet defined in the system, a new business partner project may be created automatically. A new business partner project is created only if the checkbox *Create Related Objects* is selected.

Type of Business	`OCRD.CmpPrivate`	Dropdown List	**Valid Values**: • C: Company • I: Private • G: Government • E: Employee
Industry	`OCRD.Industry`	Dropdown List	**Valid Values**: • All industry names as defined in `OOND.IndName`. • Empty **Default Value**: Empty If an imported industry is not yet defined in the system, a new industry may be created automatically. A new industry is created only if the checkbox *Create Related Objects* is selected.
ID No. 2	`OCRD.AddID`	64/Alphanumeric	
Remarks	`OCRD.Notes`	100/Alphanumeric	
BP Channel Code	`OCRD.ChannlBP`	Choose-from list	This field is relevant only for customers and leads. **Valid Values**: • All customer codes as defined in `OCRD.Code`. • Empty **Default Value**: Empty
Territory	`OCRD.Territory`	Dropdown List	**Valid Values**: • All territories as defined in `OTER.Territory`. • Empty **Default Value**: Empty
Language Code	`OCRD.LangCode`	Dropdown List	**Valid Values**: All languages as defined in `OLNG.Name`.

Contact Person	`OCRD.CntctPrsn`	90/Alphanumeric	**Valid Values**: All contact persons associated with the business partner.
Bill-to Street	`OCRD.Address`	100	
Bill-to Block	`OCRD.Block`	100/Alphanumeric	
Bill-to Building/Floor/Room	`OCRD.Building`	100/Alphanumeric	
Bill-to Address Type	`OCRD.AddrType`	100/Alphanumeric	
Bill-to Street No.	`OCRD.StreetNo`	100/Alphanumeric	
Bill-to City	`OCRD.City`	100/Alphanumeric	
Bill-to Zip Code	`OCRD.ZipCode`	20/Alphanumeric	
Bill-to County	`OCRD.County`	100/Alphanumeric	
Bill-to State	`OCRD.State1`	100/Dropdown List	**Valid Values**: All state names as defined in `OCTS.Name` to the chosen country.
Bill-to Country/Region	`OCRD.Country`	100/Dropdown List	**Valid Values**: All country names as defined in `OCRY.Name`.
Ship-to Street	`OCRD.MailAddres`	100	
Ship-to Block	`OCRD.MailBlock`	100/Alphanumeric	
Ship-to Building/Floor/Room	`OCRD.MailBuildi`	16/Alphanumeric	
Ship-to Address Type	`OCRD.MailAddrTy`	100/Alphanumeric	
Ship-to Street No.	`OCRD.MailStrNo`	100/Alphanumeric	
Ship to City	`OCRD.MailCity`	100/Alphanumeric	
Ship-to Zip Code	`OCRD.MailZipCod`	20/Alphanumeric	
Ship-to County	`OCRD.MailCounty`	100/Alphanumeric	
Ship-to State	`OCRD.State2`	100/Dropdown List	**Valid Values**: All state names as defined in `OCTS.Name` to the chosen country.
Ship-to Country/Region	`OCRD.MailCountr`	100/Dropdown List	**Valid Values:** All country names as defined in `OCRY.Name`.

Ship-to Default	`OCRD.ShipToDef`	50/Alphanumeric	
Payment Terms Code	`OCRD.GroupNum`	Dropdown List	**Valid Values**: All payment terms as defined in `OCTG.PymntGroup`.
Interest % on Liabilities	`OCRD.IntrstRate`	19.6/Numeric	
Price List No.	`OCRD.ListNum`	Dropdown List	**Valid Values**: • All price lists as defined in `OPLN.ListName`. • Last Purchase Price • Last Evaluated Price
Discount %	`OCRD.Discount`	19.6/Numeric	
Credit Limit	`OCRD.CreditLine`	19.6	The credit limit for a business partner.
Payable Limit	`OCRD.DebtLine`	19.6	The commitment limit for a business partner.
Dunning Term	`OCRD.DunTerm`	Dropdown List	This field is relevant only for customers and leads. **Valid Values**: • All dunning terms as defined in *ODUT.TermCode*. • Empty
Automatic Posting	`OCRD.AutoPost`	Dropdown List	Effective only if you have specified a dunning term only for customers and leads. **Valid Values**: • N: Does not automatically post interest or fees for late payment • B: Automatically posts interest and fees for late payment • I: Automatically posts only interest charged for late payment • F: Automatically posts only fees charged for sending a dunning letter Depending on the specified value, you define the interest account, the fee account, or both. For example: if you enter **`I`** for this value, you must specify an interest account. Otherwise, the import fails.

Interest Account	`OCRD.IntrAcc`	Dropdown List	**Valid Values**: • All account codes as defined in `OACT.AcctCode`. • Empty: The import may fail as described above.
Fee Account	`OCRD.FeeAcc`	Dropdown List	**Valid Values**: • All account codes as defined in `OACT.AcctCode`. • Empty: The import may fail as described above.
Disc. Relations	`OCRD.DiscRel`	Dropdown List	Specify which discount method to use when more than one discount method is applied to the business partner. **Valid Values**: • L: Uses the lowest discount • H: Uses the highest discount • A: Uses the average of all discounts • S: Uses the sum of all discounts • M: Uses the multiplication of all discounts
Effective Price	`OCRD.EffecPrice`	Dropdown List	Specify which price out of the valid prices to use. **Valid Values**: • D: Default Priority • L: Lowest Price • H: Highest Price
Credit Cards	`OCRD.CreditCard`		**Valid Values**: • All credit card names as defined in `OCRC.CreditCard`. • Empty **Default Value**: Empty
Credit Card No.	`OCRD.CrCardNum`	64/Alphanumeric	
Credit Card Validity	`OCRD.CardValid`	8/Date	
ID Number	`OCRD.OwnerIdNum`	15/Alphanumeric	
Average Payment Delay in Days	`OCRD.AvrageLate`	Integer	

IBAN	`OCRD.IBAN`	50/Alphanumeric	
Holidays Name	`ocrd.HldCode`	Dropdown List	**Valid Values**: • All holiday codes as defined in `OHLD.HldCode` . • Empty **Default Value**: Empty
Partial Delivery	`OCRD.PartDelivr`	Checkbox	**Valid Values**: Y/N
Backorder	`OCRD.BackOrder`	Checkbox	**Valid Values**: Y/N
No Discounts	`OCRD.NoDiscount`	Checkbox	**Valid Values**: Y/N
Priority	`OCRD.Priority`	Dropdown List	**Valid Values**: • All priority descriptions as defined in `OBPP.PrioDesc` . • Empty **Default Value**: Empty If an imported priority is not yet defined in the system, a new priority may be created automatically. A new priority is created only if the checkbox *Create Related Objects* is selected.
Endorsable Checks from This BP	`OCRD.EdrsFromBP`	Checkbox	**Valid Values**: Y/N
This BP Accepts Endorsed Checks	`OCRD.EdrsToBP`	Checkbox	**Valid Values**: Y/N

Bank Country	`OCRD.BankCountr`	Choose-from list (OCRB table)	**Valid Values**:
			• All BP bank accounts as defined in OCRB table.
			Use a combination of:
			  • `OCRB.Country`
			  • `OCRB.CardCode`
			  • `OCRB.Account`
			• Empty
			Default Value:
			Empty

Accounts Receivable	`CRD3 Sub Object`		
Tax Definition	`OCRD.VatStatus`	Dropdown List	**Valid Values**: • Y: Liable to tax • N: Not liable to tax
Tax Code	`OCRD.VatGroup`		Not available in the United States.
Property 1-64	`OCRD.QryGroup1...` `OCRD.QryGroup64`	Checkbox	**Valid Values**: Y/N You can assign as many as 64 properties to a business partner.
User-Defined Fields (UDFs)	`OCRD.[UDF Code]`	Depends on the UDF type	Depends on the UDF type.

Contact Person

Make sure the following fields are available for the Contact Person child object in the following order:

Field Name	Database Field Name	Length/Type in Database	Business Rules
Contact Person, Contact Person Name	`OCPR.Name`	50/Alphanumeric	This field is required for the import of a new contact person.
Contact Person, First Name	`OCPR.FirstName`	50/Alphanumeric	
Contact Person, Middle Name	`OCPR.MiddleName`	50/Alphanumeric	
Contact Person, Last Name	`OCPR.LastName`	50/Alphanumeric	
Contact Person, Title	`OCPR.Title`	10/Alphanumeric	
Contact Person, Position	`OCPR.Position`	90/Alphanumeric	
Contact Person, Address	`OCPR.Address`	254/Alphanumeric	

Contact Person, Telephone 1	`OCPR.Tel1`	50/Alphanumeric	
Contact Person, Telephone 2	`OCPR.Tel2`	50/Alphanumeric	
Contact Person, Mobile Phone	`OCPR.Cellolar`	50/Alphanumeric	
Contact Person, Fax	`OCPR.Fax`	50/Alphanumeric	
Contact Person, E-Mail	`OCPR.E_MailL`	100/Alphanumeric	
Contact Person, E-Mail Group Code	`OCPR.EmlGrpCode`	Dropdown List	**Valid Values**: • All e-mail groups as defined in `OEGP.EmlGrpCode`. • Empty **Default Value**: Empty
Contact Person, Pager	`OCPR.Pager`	30/Alphanumeric	
Contact Person, Remarks 1	`OCPR.Notes1`	100/Alphanumeric	
Contact Person, Remarks 2	`OCPR.Notes2`	100/Alphanumeric	
Contact Person, Password	`OCPR.Password`	8/Alphanumeric	
Contact Person, Country of Birth	`OCPR.BirthPlace`	Dropdown List	**Valid Values**: All country names as defined in `OCRY.Name`.
Contact Person, Date of Birth	`OCPR.BirthDate`	Date	
Contact Person, Gender	`OCPR.Gender`	Dropdown List	**Valid Values**: • E: Not specified • F: Female • M: Male
Contact Person, Profession	`OCPR.Profession`	50/Alphanumeric	
Contact Person, City of Birth	`OCPR.BirthCity`	100/Alphanumeric	
Contact Person, Active	`OCPR.Active`	Checkbox	**Valid Values**: Y/N
User-Defined Fields (UDFs)	`OCPR.[U_<UDF Title>]`	Depends on the UDF type	Depends on the UDF type.

Bill-to and Ship-to Address

Make sure the following fields are available for the Bill-to and Ship-to Address child object in the following order:

Field Name	Database Field Name	Length/Type in Database	Business Rules
Bill-to and Ship-to Address, Address Name	`CRD1.Address`	50/Alphanumeric	This field is required for the import of a new address.
Bill-to and Ship-to Address, Address Name 2	`CRD1.Address2`	50/Alphanumeric	
Bill-to and Ship-to Address, Address Name 3	`CRD1.Address3`	50/Alphanumeric	
Bill-to and Ship-to Address, Street	`CRD1.Street`	100/Alphanumeric	
Bill-to and Ship-to Address, Block	`CRD1.Block`	100/Alphanumeric	
Bill-to and Ship-to Address, City	`CRD1.City`	100/Alphanumeric	
Bill-to and Ship-to Address, Zip Code	`CRD1.ZipCode`	20/Alphanumeric	
Bill-to and Ship-to Address, County	`CRD1.County`	100/Alphanumeric	
Bill-to and Ship-to Address, State	`CRD1.State`	Dropdown List	**Valid Values**: All state names as defined in `OCTS.Name` to the chosen country.
Bill-to and Ship-to Address, Country/Region	`CRD1.Country`	Dropdown List	**Valid Values**: All country names as defined in `OCRY.Name`.
Bill-to and Ship-to Address, Street No.	`CRD1.StreetNo`	100/Alphanumeric	
Bill-to and Ship-to Address, Building/Floor/Room	`CRD1.Building`	Long Text	
Bill-to and Ship-to Address, Global Location Number	`CRD1.GlblLocNum`	50/Alphanumeric	
Bill-to and Ship-to Address, Tax Office	`CRD1.TaxOffice`	50/Alphanumeric	
User-Defined Fields (UDFs)	`CRD1.[U_<UDF Title>]`	Depends on the UDF type	Depends on the UDF type.

Payment Method

Make sure the following fields are available for the Payment Method child object in the following order:

Field Name	Database Field Name	Length/Type in Database	Business Rules

Payment Method Code	`CRD2.PymCode`		This field is required for the import of a new payment method. **Valid Values**: • All payment method codes as defined in `OPYM.PayMethCod`. • Empty is a valid value; however, if the field is empty, no payment method connects to the business partner.
BP Code	`CRD2.CardCode`	15/Alphanumeric	Primary Key
Row Number	`CRD2.LineNum`	11/Integer	Primary Key

Account Receivable

Make sure the following fields are available for the Account Receivable child object in the following order:

Field Name	Database Field Name	Length/Type in Database	Business Rules
Account Type Name	`CRD3.AcctType`		This field is required for the import of a new business partner account receivable. **Valid Values** (in the United States): O: Open debts In each localization, the valid values are different based on the available control accounts.
Account Code	`CRD3.AcctCode`		This field is required for the import of a new business partner account receivable. **Valid Values**: • Control account codes as defined in `OACT.AcctCode`. • Only control accounts which are defined in the field `OACT.LocManTran` as control account. • Empty is a valid value; however, if the field is empty, the control accounts codes are taken from G/L Account Determination general setup.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]

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, delete, and reopen activities

Related Information

Managing Activities [page 400]
Working with Activities [page 402]
Creating Activities [page 405]

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, choose the › *Details* icon on the row of the relevant record or choose 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 402].

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 54].

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 54].

Assigned To When the values in this filter are included in the *Assigned To* users, recipient lists or multiple recipients of activities, those records appear in the table area.

> **Note**
>
> If the activity is assigned to an employee, you need to use the *Assigned Employee* filter.

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 65].

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 68].

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 68].

Related Information

Activities [page 400]
Working with Activities [page 402]
Creating Activities [page 405]
Working with List Views [page 53]

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 with 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 83].

Activity Type	The page appears differently based on the different activity types: *Phone Call*, *Meeting*, *Task*, *Email*, *Note*, *Campaign* and *Other*. For *Email* type activities, when you choose *Send by Email* from the *Share* menu, the system will draft an email to all specified recipients using the defined subject and content with the default email app of your operating system. The activity status will then update to *Emailed*, and further edits to this activity will not be possible. This type of activity does not appear in the calendar of the SAP Business One client.
Subject	Short description of the activity. For *Email* type activities, this is the email subject.

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 83].

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.

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.

> **Note**
>
> The field is not available for *Email* type activities.

Scheduling Tab

The fields on this tab provide information on the activity scheduling.

Content Tab

This tab provides more information about the activity. For *Email* type activities, this is the email body.

Linked Document Tab

The fields on this tab provide information on the linked document.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Send in Email

If you select this checkbox and then choose *Send Meeting Request* from the *Share* menu, those attachments will be included in the drafted meeting request.

> **Note**
>
> This column is not available for *Email* type activities.

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 Customization [page 807].

Related Information

Activities [page 400]
Managing Activities [page 400]
Creating Activities [page 405]
Working with Detailed Views [page 83]

1.6.2.2.1 Creating Activities

Procedure

1. To create a new activity, click the *Create Activity* tile.
2. On the *General* tab, in the *Type* dropdown list, select the activity types: *Phone Call*, *Meeting*, *Task*, *Email*, *Note*, *Campaign*, and *Other*.

   For *Email* type activities, in the view mode of detailed view, when you choose *Send by Email* from the *Share* menu, the system will draft an email to all specified recipients using the defined subject and content with the default email app of your operating system. The activity status will then update to *Emailed*, and further edits to this activity will not be possible. This type of activity does not appear in the calendar of the SAP Business One client.
3. On the *General* tab, in the *Subject* field, describe the activity shortly. For *Email* type activities, define the email subject.
4. On the *General* tab, in the *Assigned To* dropdown list, select the following that are handling the activity:
   - *User*
   - *Employee*
   - *Recipient List*: this option appears when you have defined recipient lists. Only active recipient lists appear for selection.
     You can also create a new recipient list directly from the activity. From the recipient list selection dialog box, choose *Create*. In the *Recipients List* dialog box that appears, add the recipients and choose *Add*.
   - *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.
5. 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*.
6. On the *Content* tab, describe the activity, or provide any other event that took place during the activity. You can enter long text and insert predefined text as needed. For *Email* type activities, define the email body.
7. On the *Attachments* tab, add new attachments by choosing *Upload*.
8. 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 89].

Related Information

Activities [page 400]
Managing Activities [page 400]
Working with Activities [page 402]

1.6.3 Managing Business Partner Catalog Numbers by BP

Click the *Business Partner Catalog Numbers by BP* tile to open the *Business Partner Catalog Numbersby BP* 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 delete 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 delete all catalog numbers related to a specific business partner, select the BP row and choose *Delete* above the table area on the right.

  > ⓘ Note
  >
  > The deletion is irreversible after you choose *Save*.

- To delete a catalog number related to a specific business partner and specific item, select the item row under the business partner and choose *Delete* above the table area on the right.

  > ⓘ Note
  >
  > The deletion 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 407]
Creating Contact Persons [page 408]

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 406]

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 406]

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*
- *Check Register*
- *Outgoing Payments*
- *Create Outgoing Payment for Business Partner*
- *Create Outgoing Payment for Accounts*
- *Payment Runs*
- *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
- Search, filter, and view payment runs for incoming and outgoing payments.
- Create and process payments drafts
- View and filter information about all the checks received by the company.
- Endorse and manage checks.

Related Information

Managing Payments [page 410]
Working with Payments [page 413]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]
Payment Runs [page 421]
Check Register [page 422]

1.7.1 Managing Payments

To open the *Manage Incoming Payments* or *Manage Outgoing Payments* list view, choose 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, choose the *Details* icon on the row of the relevant record or choose 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 413].

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 54].

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 54].

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 65].

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 68].

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 68].

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 413]

Creating Payments [page 415]
Payments [page 409]
Working with List Views [page 53]

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 with 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 83].

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 83].

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 410]
Creating Payments [page 415]
Payments [page 409]
Working with Detailed Views [page 83]

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 89].

    > **Note**
    >
    > Before you add the payment, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

    > **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 410]
Working with Payments [page 413]
Payments [page 409]

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 list views of draft documents, such as the *Manage Sales & Purchasing Drafts* list view, 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:

Delete	Deletes 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 documents.
Add and Delete	Adds the drafts as official documents and deletes them from the database.
Preview, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print one or more drafts in the default or a different Crystal Reports layout.

> **Note**
>
> The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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:

Delete	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, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print the draft in the default or a different Crystal Reports layout. **Note** The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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 document, or as a draft, the same as when creating a new document.

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.
- In the following scenario, you receive a confirmation message with the existing draft numbers and are asked whether to continue with the process:
  1. You use the *Copy To* or *Copy From* function to add one or more base sales or purchasing documents to a target document.
  2. If approval isn't required, you use the *Save as Draft* function to save the target document. If approval is required, the system automatically creates a draft after you add the document, pending approval.
  3. You (or another user) use the *Copy To* or *Copy From* function to copy the same base documents to another target document again.
  4. You (or another user) try to add the target document, save the target document as a draft again, or add the target document for approval again.

  Before making your decision, you can open the *Sales & Purchasing Drafts* app in the Web client to view details of the existing drafts using the provided draft numbers.

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, outgoing payments, inventory transfers, and inventory transfer requests.

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 226]

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, goods receipts, inventory transfers, and inventory transfer requests.

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.

   > ⓘ Note
   >
   > You can choose to also get those notifications by email. See Approval Process Settings [page 714]

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 225]

1.7.6 Payment Runs

Apps

When working with payment runs, you can use the *Payment Runs* app.

Tasks

You can search, filter, and view payment runs for incoming and outgoing payments with this app.

Related Information

Managing Payment Runs [page 421]

1.7.6.1 Managing Payment Runs

To open the *Manage Payment Runs* list view, choose the *Payment Runs* 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

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*) 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:

- *Saved Recommendations* displays payment runs with saved recommendations that have not yet been executed.
  This view is displayed by default.
- *All Payment Runs* displays all payment runs of the company.

- *Executed Payment Orders* displays payment order runs that have been executed.
- *Executed Payment Runs* displays payment runs that have been executed.
- *Saved Selection Criteria* displays payment runs with saved selection criteria that have not yet been executed.
- *Scheduled Payment Runs* displays payment runs that are scheduled for future execution.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Related Information

Working with List Views [page 53]

1.7.7 Check Register

The *Check Register* app stores information about all the checks received in the company, including the current status of the checks.

To open *Check Register* in view mode, choose the *Check Register* tile on the home page. Alternatively, choose *Payments* > *Check Register* in the *Main Menu*.

The *Check Register* tile on the home page displays the key performance indicator for open checks. This number shows how many open checks are waiting to be processed in the database.

Web client list views provide you with multiple views of the dataset of check register records. The views store filter settings and parameters according to a relevant category (for example, *All* and *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:

- *All Checks* displays all check records in the company.

- *Open Checks* displays checks that are open and not yet processed.

To further filter check register details, use selection criteria for endorsement, deposit, and cancellation status:

- *Deposit Status* indicates whether the check is deposited.
- *Endorsed* indicates whether the check has been endorsed.

Related Information

Endorsing Checks [page 423]
Canceling Checks [page 424]

1.7.7.1 Endorsing Checks

Context

The check endorsement function enables you to forward an incoming check (for example, from a customer) to a third party (a vendor) without having to deposit it first. Only checks that are not canceled or deposited can be endorsed. Follow these steps to endorse a check:

Procedure

1. Choose *Check Register* on the home page.
2. In the selection criteria, select *No* for *Endorsed* and *Not Deposited* for *Deposit Status*.
3. Choose the check you want to endorse. The detailed information of the check is displayed in a detailed pane on the right side of the check register.
4. Choose *Edit* in the detailed pane.
5. Choose *Endorse* in the top right corner.

   > **Note**
   >
   > If the check is not endorsable, you can set *Endorsable* to *Yes* in the *General* tab and update the check.

6. The *Journal Entry* window opens. The first line is auto populated, and the check fund account is credited. Add another line to enter the debit details.

   > **Note**
   >
   > You can use `Ctrl` + `B` to auto populate the debit amount in the second line.

7. Choose *Add & View* or *Add & Back* to add the journal entry.

Related Information

Check Register [page 422]
Canceling Checks [page 424]

1.7.7.2 Canceling Checks

Context

Follow these steps to cancel non-deposited and deposited checks that were received as incoming payment documents.

Canceling deposited checks

1. Choose *Check Register* on the home page.
2. In the selection criteria, choose *Not Deposited* for *Deposit Status*.
3. Choose the check you want to cancel and choose *Edit* in the detailed pane.
4. Select *Cancel Check* from the *Cancel* dropdown list.

Canceling Non-Deposited Checks

1. Choose *Check Register* on the home page.
2. In the selection criteria, choose *Deposited* for *Deposit Status* in the selection criteria.
3. Choose the check you want to cancel and choose *Edit* in the detailed pane.
4. In the *Cancel* options, select either *Cancel Deposit* or *Cancel Deposit and Payment*.

> **Note**
>
> If the current system date does not match the original document date, the *Cancellation Options* dialog box appears. Choose one of the following:
>
> - *Current System Date*: Applies the current date as the transaction date of the cancellation.
> - *Original Document Date*: Applies the same posting date, due date, and document date as the canceled document.

Results

A reverse journal entry is created to cancel the journal entry created when the incoming payment was added. The date assigned to this transaction is according to the selection you made in the *Cancellation Options* dialog box.

For deposited check cancellation, a reverse deposit document of a negative amount is created. The date assigned to this deposit is according to the selection you made in the *Cancellation Options* dialog box. It contains only the check you have chosen to cancel.

Related Information

Check Register [page 422]
Endorsing Checks [page 423]

1.8 Deposits

Apps

In the *Deposits* group, you can find the following apps:

- *Deposits*
- *Create Deposit*

Tasks

You can carry out the following tasks with these apps:

- Search and filter deposits
- View, edit, and create deposits for cash, check or credit card
- Cancel a deposit
- View and edit bills of exchange deposits

> **Note**
>
> This option is available in the following localizations: France, Belgium, Spain, Brazil, Italy, Portugal, Chile, and Turkey.

Related Information

Managing Deposits [page 426]
Working with Deposits [page 427]

Creating Deposits [page 430]

1.8.1 Managing Deposits

To open the *Manage Deposits* list view, click the *Deposits* 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, choose the *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for deposits, see Working with Deposits [page 427].

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:

- *All Deposits* dislays all the deposits of the company.
  This view is displayed by default.
- *All Cash Deposits* displays all the cash deposits of the company.
- *All Check Deposits* displays all the check deposits of the company.
- *All Credit Card Voucher Deposits* displays all the credit card voucher deposits of the company.
- *All Bills of Exchange Deposits* displays all the bills of exchange deposits of the company.

> **Note**
>
> This option is available in the following localizations: France, Belgium, Spain, Brazil, Italy, Portugal, Chile, and Turkey.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

> **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 68].

Features of Deposits List View

When managing records in the 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 deposits with numbers against them.

> **Example**
>
> To filter out the deposits in which the deposit amount is greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Amount* field.

Related Information

Working with Deposits [page 427]
Creating Deposits [page 430]
Working with List Views [page 53]

1.8.2 Working with Deposits

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 with 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 deposit 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 83].

Status Displays the status of the deposit, either *Open* or *Canceled*.

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 83].

Cancel Sets the current deposit to the *Canceled* status and creates a reverse deposit transaction.

After choosing the button, you can set the cancellation date to either *Current System Date* or *Original Document Date*.

Working with the Record Content

General Tab

The fields on this tab provide information about the deposit.

Deposit Means Displays one of the following deposit means: *Checks*, *Cash*, and *Credit Card Vouchers*.

Depending on your selection here, the *Deposit Means* tab adjusts to display one of the means.

Deposit To Specify whether you want to deposit to a business partner or a G/L account.

Canceled Deposit No.	Displays a deposit number, where that number is the original deposit and the currently opened document is the reverse deposit. You can choose the › *Link Arrow* to see the details in the quick view. This field is only available for cancellation deposits.

Deposits Means Tab

The fields on this tab provide information about one of the following deposit means.

- Checks: If you choose checks as the deposit means on the *General* tab, the *Deposit Means – Checks* tab is displayed.

Reconcile Amounts After Deposit	Choose the checkbox to automatically perform a reconciliation of amounts once a deposit is created.
Cancel	In edit mode, the button enables you to cancel one or more document lines.

- Cash: If you choose cash as the deposit means on the *General* tab, the *Deposit Means – Cash* tab is displayed.

G/L Account	Displays the G/L account from which the deposit is made.

- Credit card vouchers: If you choose credit card vouchers as the deposit means on the *General* tab, the *Deposit Means – Credit Card Vouchers* tab is displayed.

Commission	Choose the button to open a dialog box, where you can edit and view the commission-related information. Once the deposit is saved, you are not able to change the commission data.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client. When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.
Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.

- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Deposits [page 426]
Creating Deposits [page 430]
Working with Detailed Views [page 83]

1.8.2.1 Creating Deposits

Context

You can deposit received checks, credit card vouchers, and cash.

Procedure

1. To create a deposit, click the *Deposits* tile.
2. On the *General* tab, select the mandatory fields and other additional information.
   - *Currency*: Choose the deposit currency. The default is US dollar.
   - *Deposit Means*: Choose one of the following: checks, cash, or credit card vouchers.
   - *Deposit To*: Choose whether you want to deposit to a business partner or G/L account.
   - *G/L Account / Business Partner*: Specify the code of the G/L account or business partner for this deposit.
3. On the *Deposit Means* tab, enter relevant data. The name of the tab is dependent on the deposit means you choose.
   - To deposit checks, choose one or more checks you wish to deposit.

- To deposit cash, specify the G/L account from which the deposit is made and enter the deposit amount.
  You cannot deposit an amount greater than the account balance.
- To deposit credit card vouchers, choose one or more credit card vouchers you wish to deposit. In addition, you can choose the *Commission* button to specify the relevant information.

4. To add the new deposit to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Deposits [page 426]
Working with Deposits [page 427]
Apps for Creating Records [page 89]

1.9 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 432]
Managing Alternative Items [page 449]
Managing Business Partner Catalog Numbers by BP [page 406]

1.9.1 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, choose the *Details* icon on the row of the relevant record or choose 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 433].

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 54].

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 54].

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 65].

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 68].

Available to Promise	To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
Create	Choose this button to add a new item record.
Delete	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 68].

Related Information

Working with Items [page 433]
Creating Items [page 437]
Item Management [page 431]
Working with List Views [page 53]

1.9.2 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 with 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. 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 83].

Delete — 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.

Alternative Items	Displays the available alternative items of the current item. You can also edit existing alternative items or add new ones.
Available to Promise	To view item availability across warehouses, choose *Available to Promise*. The report displays available quantities based on *In Stock*, *Committed*, and *Ordered* quantities across all warehouses.
BP Catalog Numbers	Displays the BP catalog numbers related to the current item. You can also edit existing BP catalog numbers or add new ones.

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* page (*Main Menu* > *Administration* > *Configuration* > *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.

Attachments Tab

This tab shows the attachments of the current item.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Items [page 432]
Creating Items [page 437]
Item Management [page 431]
Working with Detailed Views [page 83]

1.9.2.1 Creating Items

Context

You can create items to be used for sales, purchasing, manufacturing, and inventory. Item types include items, labor, and travel.

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 bar codes, 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.

You can create QR (Quick Response) codes for items in the *Create QR Code From* field on the *Sales* tab. QR code information can be added manually, by DI input, or by using a formula in a formatted search. The source for QR codes can also be user-defined fields that are called by API.

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 *Attachments* tab, add new attachments by choosing *Upload*.
10. On the *User-Defined Fields* tab, you can enter relevant values for the listed UDFs.
11. 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 432]
Working with Items [page 433]
Apps for Creating Records [page 89]

1.9.2.2 Preparing a Microsoft Excel Import File for Items

You can now import items data directly from a Microsoft Excel file into your SAP Business One, Web client. The data is copied from the file to the corresponding fields in the Web client. You can only upload a single sheet Microsoft Excel file for the import process. This feature allows for both single and mass uploads, allowing your Microsoft Excel file to contain either one record or multiple records, with each row representing a separate Item object.

You can also export the data shown in the *Preview* section by choosing the *Export to Microsoft Excel* icon.

Fields to Import

When you import data from Microsoft Excel, you can choose to upload the main Item record, known as the parent object, or the related child objects that store supporting details. Item Master Data supports two child objects:

- Item Prices (ITM1)
- Item Warehouses (OITW)

Item Prices (ITM1) records can only be updated. New ITM1 records cannot be created. When you select a sub-object menu line in the field mapping, all related fields for that sub-object will automatically appear in the mapping table list.

The Microsoft Excel file sheet must contain a single object type, which can either be the parent object (`Items - OITM`), the Item Prices (`ITM1`) child object, or the Item Warehouses (`OITW`) child object.

If your file includes a header row containing field names, select the checkbox *File Contains Header* so the system interprets the first row as a header. If you do not select this checkbox, the system treats the first row as data.

General Fields

This section lists all parent object fields available for Item Master Data and provides the corresponding details for each field.

The following fields for items can be imported into SAP Business One, Web client, and therefore, can be contained in a Microsoft Excel file:

Field Name	Database Field Name	Length/Type in Database	Business Rules
Item No.	`OITM.ItemCode`	50/Alphanumeric	This field is required to add a new item record.
Item Description	`OITM.ItemName`	200/Alphanumeric	
Foreign Name	`OITM.FrgnName`	200/Alphanumeric	
Item Group	`OITM.ItmsGrpCod`	20/Dropdown List	**Valid Values**: All Item group names as defined in `OITB.ItmsGrpCod`. **Default Value**: The first alphanumeric group.
Item Type	`OITM.ItemType`	Dropdown List	**Valid Values**: • I : Items (Default) • L : Labor • T : Travel • F : Fixed assets
Purchasing Item	`OITM.PrchseItem`	Checkbox	Y (Default)/N
Sales Item	`OITM.SellItem`	Checkbox	Y (Default)/N
Inventory Item	`OITM.InvntItem`	Checkbox	Y (Default)/N
Fixed Assets Indicator	`OITM.AssetItem`	Checkbox	Y (Default)/N
Active	`OITM.validFor`	Checkbox	Y (Default)/N
Inactive	`OITM.frozenFor`	Checkbox	Y/N (Default)

Field Name	Database Field Name	Length/Type in Database	Business Rules
Manufacturer	`OITM.FirmCode`	Dropdown List	**Valid Values**: All manufacturers names as defined in `OMRC.FirmCode` . **Default Value**: The first `OMRC.FirmCode` (-1) .
Additional Identifier	`OITM.SWW`	16/Alphanumeric	
Shipping Type	`OITM.ShipType`	Dropdown List	**Valid Values**: • All shipping types names as defined in `OSHP.TrnspCode`. • Empty **Default Value**: Empty
Item Remarks	`OITM.UserText`	Long Text	
Manage Batch No.	`OITM.ManBtchNum`	Dropdown List	**Valid Values**: • Y : The item is managed by batches. • N : The item is either managed by serial numbers or not managed by serial numbers or batches at all.
Serial No. Management	`OITM.ManSerNum`		Relevant only if you have specified *N* for *Manage Batch No.* **Valid Values**: • Y : The item is managed by serial numbers. • N : The item is not managed by serial numbers or batches at all.

Field Name	Database Field Name	Length/Type in Database	Business Rules
Management Method	`OITM.MngMethod`	Dropdown List	**Valid Values**: • A : On Every Transaction • R : On Release Only Default: As defined in *Administration* > *Configuration* > *Inventory* > *Inventory Settings* > *General Settings* > *Serial Numbers and Batches* > *Management Method*.
Manage SN Only on Exit	`OITM.ManOutOnly`	Checkbox	Relevant only if you have specified *R* for *Management Method* for an item managed by serial numbers. **Valid Values**: Y or N (Default): As defined in *Administration* > *Configuration* > *Inventory* > *Inventory Settings* > *General Settings* > *Serial Numbers and Batches* > *Automatic Serial Number Creation on Receipt*.
Bar Code	`OITM.CodeBars`	16/Alphanumeric	
Mfr Catalog No.	`OITM.SuppCatNum`	50/Alphanumeric	
Purchasing UoM	`OITM.BuyUnitMsr`	100/Alphanumeric	Relevant only for items with UoM group manual.
Items per Purchase Unit	`OITM.NumInBuy`	19.6/Numeric	Relevant only for items with UoM group manual.

Field Name	Database Field Name	Length/Type in Database	Business Rules
Length, Width, Height, Weight, and Volume fields (UoM for Sales/Purchasing)	OITM.SHeight1 OITM.SHeight2 OITM.SWidth1 OITM.SWidth2 OITM.SLength1 OITM.Slength2 OITM.SVolume OITM.SWeight1 OITM.SWeight2 OITM.BHeight1 OITM.BHeight2 OITM.BWidth1 OITM.BWidth2 OITM.BLength1 OITM.Blength2 OITM.BVolume OITM.BWeight1 OITM.BWeight2	19.6/Numeric	Relevant only for items with UoM group manual numeric value of the length, width, height weight, or volume.

Field Name	Database Field Name	Length/Type in Database	Business Rules

Length, Width, Height, Weight, and Volume fields (Sales/Purchasing Unit)	`OITM.SHght1Unit`
	`OITM.SHght2Unit`
	`OITM.SWdth1Unit`
	`OITM.SWdth2Unit`
	`OITM.SLen1Unit`
	`OITM.SLen2Unit`
	`OITM.SVolUnit`
	`OITM.SWght1Unit`
	`SWght2Unit`
	`OITM.BHght1Unit`
	`OITM.BHght2Unit`
	`OITM.BWdth1Unit`
	`OITM.BWdth2Unit`
	`OITM.BLen1Unit`
	`OITM.BLen2Unit`
	`OITM.BVolUnit`
	`OITM.BWght1Unit`
	`BWght2Unit`
		Choose-from list	Relevant only for items with UoM group manual.
			Valid Values:
			• All Units codes in as defined `OLTG.UnitDisply` and `OWGT.UnitDisply`.
			• Empty
			Default Value:
			Empty

Packaging UoM (Purchasing)	`OITM.PurPackMsr`	30/Alphanumeric	Relevant only for items with UoM group manual.
Quantity per Package (Purchasing)	`OITM.PurPackUn`	19.6/Numeric	Relevant only for items with UoM group manual.

Purchasing Factor 1-4	`OITM.PurFactor1`
	`OITM.PurFactor2`
	`OITM.PurFactor3`
	`OITM.PurFactor4`
		19.6/Numeric	Relevant only for items with UoM group manual.

Preferred Vendor	`OITM.CardCode`	15/Alphanumeric	**Valid Values**: • All vendors codes as defined in `OCRD.Code`. • Empty **Default Value**: Empty
Sales UoM	`OITM.SalUnitMsr`	100/Alphanumeric	Relevant only for items with UoM group manual.

Field Name	Database Field Name	Length/Type in Database	Business Rules
No. of Items per Sales Unit	`OITM.NumInSale`	19.6/Numeric	Relevant only for items with UoM group manual.
Packaging UoM (Sales)	`OITM.SalPackMsr`	30/Alphanumeric	Relevant only for items with UoM group manual.
Quantity per Package (Sales)	`OITM.SalPackUn`	19.6/Numeric	Relevant only for items with UoM group manual.

Sales Factor 1-4	`OITM.SalFactor1`
	`OITM.SalFactor2`
	`OITM.SalFactor3`
	`OITM.SalFactor4`
		19.6/Numeric	Relevant only for items with UoM group manual.

Tax Liable	`OITM.VATLiable`	Checkbox	**Valid Values**: • Y : Liable to pay tax (Default) • N : Not liable to pay tax
Customs Group	`OITM.CstGrpCode`	20/Alphanumeric	**Valid Values**: • All Customs names as defined in `OARG.CstGrpName`. • Customs Exempt **Default Value**: Customs Exempt
Tax Type	`OITM.TaxType`	Dropdown List	**Valid Values**: • Y : Regular tax (Default) • U : Use tax (specific to the United States) • N : No tax

Field Name	Database Field Name	Length/Type in Database	Business Rules
Set G/L Account By	`OITM.GLMethod`	Dropdown List	**Valid Values**: • W : Set G/L accounts at warehouse level • C : Set G/L accounts at item group level • L : Set G/L accounts at item level Default: As defined in *Administration* > *Configuration* > *Inventory* > *Inventory Settings* > *Warehouse Preferences* > *Set Inventory Method By*.
Inventory UoM	`OITM.InvntryUom`	100/Alphanumeric	Relevant only for items with UoM group manual.
Weight 1/2 - Inventory	`OITM.IWeight1` `OITM.IWeight2`	19.6/Numeric	Numeric value of the weight.
Weight 1/2 - Inventory Unit	`OITM.IWght1Unit` `OITM.IWght2Unit`	Choose-from List	**Valid Values**: • All units codes as defined in `OWGT.UnitDisply`. • Empty **Default Value**: Empty
Valuation Method	`OITM.EvalSystem`	Dropdown List	**Valid Values**: • A : Moving average valuation method • S : Standard valuation method • F : FIFO valuation method • B : Serial/batch valuation method Default: As defined in *Administration* > *Configuration* > *Inventory* > *Inventory Settings* > *General Settings* > *Valuation Method for Item Groups*.

Field Name	Database Field Name	Length/Type in Database	Business Rules
Required (Purchasing UoM)	`OITM.ReorderQty`	19.6/Numeric	Relevant only if the check-box *Manage Inventory by Warehouse* is not checked. Specify the inventory level required of the item.
Minimum Inventory Level	`OITM.MinLevel`	19.6/Numeric	Relevant only if the check-box *Manage Inventory by Warehouse* is not checked. Specify the minimum inventory level required of the item.
Maximum Inventory Level	`OITM.MaxLevel`	19.6/Numeric	Relevant only if the check-box *Manage Inventory by Warehouse* is not checked. Specify the maximum inventory level required of the item.
Phantom Item	`OITM.Phantom`	1	**Valid Values**: • Y : Yes • N : No
Issue Method	`OITM.IssueMthd`	1	**Valid Values**: • B : Backflush • M : Manual
Planning Method	`OITM.PlaningSys`	1	**Valid Values**: • M : The item can be planned by MRP. • N : The item cannot be planned by MRP.
Procurement Method	`OITM.PrcrmntMtd`	1	**Valid Values**: • B : MRP generates purchase order recommendations for the item. • M : MRP generates production order recommendations for the item.

Field Name	Database Field Name	Length/Type in Database	Business Rules
Component Warehouse	`OITM.CompoWH`	1	Relevant for the **Make** procurement method. **Valid Values**: • B : Use for MRP calculation when the warehouse is defined for the child item in the BoM . • P : Use for MRP calculation when the parent item's warehouse is defined in the demand documents of the parent item.
Tolerance Days	`OITM.ToleranDay`	11	Positive integer or zero
Order Intervals	`OITM.OrdrIntrvl`	6	Integer. Use the code of a predefined order interval cycle code, which you can retrieve from the database. Database field: `OCYC.OrdrIntrvl`
Order Multiple	`OITM.OrdrMulti`	19.6	Numeric
Minimum Order Quantity	`OITM.MinOrdrQty`	19.6	Numeric
Property 1-64	`OITM.QryGroup1...` `OITM.QryGroup64`	Checkbox	Y/N You can assign as many as 64 properties to the item.
User-Defined Fields (UDFs)	`OITM.[UDF Code]`	Depends on the UDF type	Depends on the UDF type.

Item Prices

Make sure the following fields are available for the Items Prices child object in the following order:

Field Name	Database Field Name	Length/Type in Database	Business Rules
Price List No.	`ITM1.PriceList`	6/Alphanumeric	This field is required to update prices in price lists. **Valid Values**: All Price lists codes as defined in `OPLN.ListNum`.
Base Price List No.	`ITM1.BasePLNum`	6/Alphanumeric	This field is required to update prices in price lists.
List Price	`ITM1.Price`	19.6/Numeric	

Field Name	Database Field Name	Length/Type in Database	Business Rules
Currency for List Price	`ITM1.Currency`	Dropdown List	**Valid Values**: All currencies code as defined in `OCRN.CurrCode`. **Default Value**: The local currency of the system.
Additional Price (1)	`ITM1.AddPrice1`	19.6/Numeric	
Currency for Add. Price 1	`ITM1.Currency1`	Dropdown List	**Valid Values**: All currencies code as defined in `OCRN.CurrCode`. **Default Value**: The local currency of the system.
Additional Price (2)	`ITM1.AddPrice2`	19.6/Numeric	
Currency for Add. Price 2	`ITM1.Currency2`	Dropdown List	**Valid Values**: All currencies code as defined in `OCRN.CurrCode`. **Default Value**: The local currency of the system.
User-Defined Fields (UDFs)	`ITM1.[UDF Code]`	Depends on the UDF type	Depends on the UDF type.

Item Warehouse

Make sure the following fields are available for the Items Warehouses child object in the following order:

Field Name	Database Field Name	Length/Type in Database	Business Rules
Warehouse Code	`OITW.WhsCode`	6/Alphanumeric	This field is required to add items warehouses. **Valid Values**: All warehouses codes as defined in `OWHS.WhsCode`.
Locked	`OITW.Locked`	Checkbox	Y or N (Default)

Field Name	Database Field Name	Length/Type in Database	Business Rules
Min. Order	`OITW.MinOrder]`	19.6/Numeric	Relevant only if the *Manage Inventory by Warehouse* checkbox is cleared. Specify the inventory level required of the item.
Minimum Inventory Level	`OITW.MinStock`	19.6/Numeric	Relevant only if the *Manage Inventory by Warehouse* checkbox is cleared. Specify the minimum inventory level required of the item.
Maximum Inventory Level	`OITW.MaxStock`	19.6/Numeric	Relevant only if the *Manage Inventory by Warehouse* checkbox is cleared. Specify the maximum inventory level required of the item.
User-Defined Fields (UDFs)	`OITW.[UDF Code]`	Depends on the UDF type	Depends on the UDF type.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]

1.9.3 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*.

1.9.3.1 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.
Price After Discount	Displays the price of the alternative item.

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*.

Show Tree Choose to display the *Alternative Items* (Show Tree) window to see the tree structure of the alternative items.

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 449]

1.9.4 Managing Business Partner Catalog Numbers

There are two catalog number management apps:

- Click the *Business Partner Catalog Numbers by BP* tile to open the *Business Partner Catalog Numbersby BP* page in view mode. The catalog numbers are grouped by business partners.
- Click the *Business Partner Catalog Numbers by Item* tile to open the *Business Partner Catalog Numbersby Item* page in view mode. The catalog numbers are grouped by items.

In both apps, 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 delete 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 or BP row, including the catalog number information, select the item or BP row, choose *Duplicate Item* or *Duplicate BP* above the table area on the right.
- To delete all catalog numbers related to a specific business partner or item, select the BP or item row and choose *Delete* above the table area on the right.

  > ⓘ Note
  >
  > The deletion is irreversible after you choose *Save*.

- To delete a catalog number related to a specific business partner and specific item, select the row under the business partner or item and choose *Delete* above the table area on the right.

  > ⓘ Note
  >
  > The deletion is irreversible after you choose *Save*.

To save all the changes to the catalog numbers, choose *Save*.

1.10 Inventory Transactions

The apps in the *Inventory Transactions* group allow you to optimize your inventory management and perform various inventory transactions, including item movements 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, inventory counting, inventory posting, inventory opening balances, available-to-promise reports, inventory transfer requests, and inventory transfers.

Related Information

Goods Issues [page 453]
Goods Receipts [page 459]
Inventory Counting [page 465]
Inventory Transfer Requests [page 501]
Inventory Transfers [page 506]
Inventory Postings [page 485]
Inventory Opening Balances [page 491]
Available-to-Promise Report [page 526]

1.10.1 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 453]
Working with Goods Issues [page 455]
Creating Goods Issues [page 458]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

1.10.1.1 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, choose the › *Details* icon on the row of the relevant record or choose 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 455].

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 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Working with Goods Issues [page 455]
Creating Goods Issues [page 458]
Working with List Views [page 53]

1.10.1.2 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 with 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 83].

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 83].

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.

Serial/ Batch 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 serial/ batch 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 517].

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 517].

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, serial/batch 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 517].

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

Displays the UDFs related to the goods issue, divided by categories.

Related Information

Managing Goods Issues [page 453]

Creating Goods Issues [page 458]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 517]

1.10.1.2.1 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. On the *Attachments* tab, add new attachments by choosing *Upload*.
5. To add the new goods issue to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> ⓘ Note
>
> Before you add the goods issue, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> ⓘ Note
>
> Adding and editing goods issues is not supported in the India localization.

Related Information

Managing Goods Issues [page 453]
Working with Goods Issues [page 455]

Apps for Creating Records [page 89]

1.10.2 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 459]
Working with Goods Receipts [page 461]
Creating Goods Receipts [page 464]
Relationship Map [page 91]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

1.10.2.1 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, choose the *Details* icon on the row of the relevant record or choose 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 461].

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 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

> **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 68].

Related Information

Working with Goods Receipts [page 461]
Creating Goods Receipts [page 464]
Working with List Views [page 53]

1.10.2.2 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 with 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 83].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

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.

Serial/ Batch 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 serial/batch 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 serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 521].

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 519].

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 519].

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 519].

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab displays the UDFs related to the goods receipt, divided by categories.

Related Information

Managing Goods Receipts [page 459]
Creating Goods Receipts [page 464]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 517]

1.10.2.2.1 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. On the *Attachments* tab, add new attachments by choosing *Upload*.
5. To add the new goods receipt to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Before you add the goods receipt, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

> **Note**
>
> Adding and editing goods receipts is not supported in the India and China localizations.

Related Information

Managing Goods Receipts [page 459]
Working with Goods Receipts [page 461]
Apps for Creating Records [page 89]

1.10.3 Inventory Counting

Apps

When working with inventory counting, you can find the following apps:

- *Inventory Counting*
- *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 [page 465]
Working with Inventory Counting [page 467]
Creating Inventory Counting [page 475]
Counting Inventory by Units of Measure [page 477]

1.10.3.1 Managing Inventory Counting

To open the *Manage Inventory Counting* list view, click the *Inventory Counting* 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, choose the *Details* icon on the row of the relevant record or choose 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, see Working with Inventory Counting [page 467].

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 by Documents* displays all open inventory counting documents that are grouped by *Doc. No.* field.
  This view is displayed by default.
- *All Inventory Counting* displays all the company's inventory counting documents.
- *Open Inventory Counting 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 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

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.

Copy to Inventory Posting — Select one or more inventory counting lines and copy them to an inventory posting document.

> **Note**
>
> You can only copy counting documents with the same counting type, either single-counter or multiple-counters, to an inventory posting document.

> **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 68].

Related Information

Working with Inventory Counting [page 467]
Creating Inventory Counting [page 475]
Working with List Views [page 53]

1.10.3.2 Working with Inventory Counting

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 with 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 83].

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* or *Closed*.

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

Duplicate Duplicate items and their information (including warehouse, bin locations, and single UoM codes) to a new open counting document and exclude counting-related details. It's applicable to closed inventory counting documents and the closed document lines of open counting documents.

Copy to Inventory Posting Copies the current inventory counting document to a posting document. For documents with multiple counters, select the set of counting results that you want to post.

> **Note**
>
> For a counting document with multiple counters, you can only copy one set of counting results to the inventory posting document. For example, if you choose to post the team's counting results or an individual counter's counting results, only the selected set of counting results is copied.
>
> Depending on the counting type and selected counters, the following copy options are available:
>
> - *Total Counted Quantity*: The system copies the sum of all team counters' counted quantities for each item.
> - *Items with No Counters' Differences*: The system copies only items for which all counting results are the same.

- *<Individual Counter's> Counted Quantity*: The system copies the selected individual counter's counted quantity for each item.

To copy the counting results from a specific row of an inventory counting document to the inventory posting document, ensure the following:

- The *Counted* checkbox in the row is selected.
- The counted quantity in the row is different from the in-warehouse quantity recorded in the system.

> **Note**
>
> If you select to calculate in-warehouse quantities based on the posting dates of inventory transactions, the system may remind you of some newly posted inventory transactions that should be taken into account. You can choose whether to update the in-warehouse quantities based on the new transactions. For more information, , see Calculation of In-Warehouse Quantities on Count Date.

After you add an inventory posting document based on inventory counting documents, rows that are copied to the inventory posting document are automatically closed and items in these rows are "unfrozen".

However, some rows may remain open if there is no difference between the in-warehouse quantity on count date and the counted quantity. You cannot create new inventory counting documents for the items in the open rows. Similarly, items in the open rows remain "frozen", and you cannot record any inventory transaction for them. To resolve these issues, you must manually close the rows in your base inventory counting documents.

To close these rows automatically, select the *When Copying Inventory Counting to Inventory Posting Close Counted Rows with Zero Diff.* checkbox in the *Inventory Document Settings* tab under *Administration* > *Configuration* > *Inventory*.

For more information, see the description about the checkbox *When Copying Inventory Counting to Inventory Posting Close Counted Rows with Zero Diff.* in the *Inventory Counting Tab* in Inventory Document Settings [page 768].

Relationship Map

Provides an interactive representation of both the counting document and the related posting document in one view, along with any other linked transactions.

Refer to Relationship Map [page 91] for more details.

Working with the Record Content

General Tab

The fields on this tab provide general information about the inventory counting and the referenced documents.

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. 3 tabs are available: *Items*, *Warehouses*, and *User-Defined Fields*.

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 the 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. You can check whether the items are frozen in *Item Master Data*.

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 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 (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 *Serial/Batch Number Counting* dialog box.

The dialog box allows you to:

- Select batch or serial numbers, either manually or automatically.
- Manually or automatically create serial/batch numbers as drafts.
  For more information about the automatic creation of batches and serial numbers, see Automatically Creating Batches and Serial Numbers [page 521].
- Switch to select serial/batch numbers for different individual and team counters, and view the total selection for teams.
- 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 business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

Displays the UDFs related to the inventory counting, divided by categories.

Related Information

Managing Inventory Counting [page 465]
Creating Inventory Counting [page 475]
Working with Detailed Views [page 83]
Managing Batches, Serial Numbers, and Bin Locations [page 517]

1.10.3.2.1 Creating Inventory Counting

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. For more information, see Counting Inventory by Units of Measure [page 477].

   If you count by batches or serial numbers, click the value help icon in the *Counted Qty* field. The *Serial/Batch 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. On the *Attachments* tab, add new attachments by choosing *Upload*.
5. To add the new inventory counting to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Inventory Counting [page 465]
Working with Inventory Counting [page 467]
Apps for Creating Records [page 89]

1.10.3.2.2 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. In create mode of inventory counting, specify the information on the *General* tab.
2. On the *Counting* tab, choose at least one item managed by UoM.
3. In the *UoM Counted Qty* field, click the value help icon to open the *Inventory Counting by UoM* dialog box.
4. Specify a single or multiple UoMs by which you want to count your inventory. Bar codes are not currently required.
5. 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 work with 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 upon clicking.
6. On the *Attachments* tab, add new attachments by choosing *Upload*.
7. Choose *OK* to close the dialog box.

Related Information

Managing Inventory Counting [page 465]
Working with Inventory Counting [page 467]
Creating Inventory Counting [page 475]

1.10.3.3 Importing Counting Results from Microsoft Excel

Prerequisites

Prepare a Microsoft Excel file with the data you want to import. Make sure the file meets the following requirements:

- The file must not contain any blank rows.
- The file must be saved as TXT, xlsx, and csv files. SAP Business One, Web client supports the following TXT formats for import:
  - Tab-delimited
  - MS-DOS
  - Macintosh
- The number of characters in the columns of the Microsoft Excel table must not be greater than the length of the corresponding fields in SAP Business One, Web client.

Context

You can import your counting results into an inventory counting document from a pre-filled Microsoft Excel file.

Procedure

1. Go to the *Inventory Counting* app.
2. To begin a new inventory counting record, select *Create*.
3. Enter the required information in the detail view of the inventory counting document. Define the counting type and specify the counters.

   The fields available to the import template differ depending on your counting type.
4. On the *Counting* tab, choose *Import Items* to import counting results via Microsoft Excel. Alternatively, you can select an existing inventory counting record from the list view and then choose *Import Items* in its detail view to import counting results. The *Mapping Data Fields* dialog box opens. Choose your preferred import method. Select either of the following import methods:
   - If you want to import all data in the spreadsheet and update existing records, select the *Add New Records and Update Existing Records* radio button.
   - If you want to import all data in the spreadsheet except for items (in the same storage locations) that already exist in the inventory counting document, select the *Add New Records Without Updating Existing Records* radio button. The system prevents you from adding the document if any duplicate items exist.

> **Note**
>
> When multi-branch is enabled, if the branch at the header level is not defined, you cannot select *Import Items*.

5. Choose the Microsoft Excel file to import by choosing the ••• icon. If your prepared Microsoft Excel file contains a header row, select the *File Contains Header* checkbox.
6. Once your file is selected, the columns from your file will be available for mapping. Map the system fields to the columns in your file.
7. Choose *OK*. Once you choose *OK*, the system imports your counting results into the *Inventory Counting* document (or page).

> **Note**
>
> When counting by a single unit of measure (UoM), the counted quantity updates in the *UoM Counted Qty* field. When counting by multiple UoMs, it updates in the *Inventory Counting by UoM* dialog box. In both cases, the counted quantity also appears as a summary in the *Counted Qty* field.

8. Make any necessary adjustments to the counting results.
9. To save the counting results in SAP Business One, Web client, choose one of the following:
   - *Add & View*
   - *Add & New*
   - *Add & Back*

   To save the counting results to an existing inventory counting document, choose the *Update* button.

Results

If you feel satisfied with the counting results (for example, differences between counters are small or rare), you can proceed to post the results to adjust your inventory records in the system.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]
Fields for Import [page 479]
Preparing Import Data for Inventory Counting [page 482]
Merge of Lines with the Same Item [page 484]

1.10.3.3.1 Fields for Import

You can import inventory records from Microsoft Excel into the inventory counting documents.

To import your counting results from Microsoft Excel intoSAP Business One, Web client, you must define the Microsoft Excel fields based on certain rules. These fields must follow certain rules; otherwise, the import will fail.

The table below lists the fields available for import and the rules:

Fields	Description
Item Code	• Mandatory • Requirement: Exists in the company.
Item Description	Optional **Note** If the item description does not match the item code, the document records the specified item description; nevertheless, the master data of the item is not updated with the specified item description.
Warehouse Code	Mandatory, if the warehouse is not managed by bin locations. Optional, if the warehouse is managed by bin locations. Requirements: • Exists in the company. • Is assigned to the item. • Is active.
Bin Location Code	Mandatory, if the warehouse is managed by bin locations. Requirements: • Exists in the company • Is active • Matches the warehouse if the warehouse code is defined.
Counted Quantity	Optional Requirements: • The field value must be a positive number or zero. If you keep the field empty, it equals zero. • For UoM items, this field corresponds to the *UoM Counted Qty* field in the document. • For non-UoM items, this field corresponds to the *Counted Qty* field in the document.

Fields	Description

Bar Code	• Optional
	• Requirements:
	  • Is linked with the specified UoM code.
	  • Is linked with the item's inventory counting UoM code if no UoM code is specified.

UoM Code	• Optional
	• Requirements:
	  • Exists in the company.
	  • Belongs to the UoM group that is assigned to the item.

Batch Number	Optional

Serial Number
Manufacturer Serial No.
Lot Number
	• Optional, and you can select only one of the three numbers for import.
	• Requirements:
	  • If your company requires one of these numbers to be unique for the item, you must specify the required number, and the number must not be repeated. This requirement is subject to the setting of the *Unique Serial Numbers By* field (*Main Menu* > *Administration* > *System Initialization* > *General Settings* > *Inventory*) in SAP Business One.
	  • Different team counters cannot select the same serial number, manufacturer serial number, or lot number for the same item. (This restriction does not apply to individual counters.)

Counter Type	• Optional, and you can select only one of the three numbers for import.
	• **c**:
	  • E: for employee
	  • U: for user
	• Requirements: If the same counter ID exists for an employee and a user, you must specify this field.

Fields	Description

Counter ID	• Mandatory
	• **Values Values**:
	  • User Code
	  • Employee No.
	• Requirements:
	  • Exists in the company.
	  • Is active if the counter is an employee.
	Note
	The counter can be a locked user.

Individual / Team Counter	• Optional
	• **Values Values**:
	  • T: for team counters
	  • I: for individual counters
	• Requirements:
	  • The value of each counter must correspond to your specification in the Inventory Counting document. For example, if you specify **I** for a team counter in a row, the data in this row is not imported.
	  • If a counter is simultaneously an individual counter and a team counter, you must specify this field.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]
Importing Counting Results from Microsoft Excel [page 478]
Preparing Import Data for Inventory Counting [page 482]
Merge of Lines with the Same Item [page 484]

1.10.3.3.2 Preparing Import Data for Inventory Counting

Procedure

1. Create a Microsoft Excel file, as below:

	A	B	C	D	E	F	G	H	I	J	K
1	Item Code	Item Description	Warehouse	Bin Location	Counted Quantity	Bar Code	UoM	Batch	Counter Type	Counter ID	Individual/ Team Counter
2	I006	I006	03	03-SYSTEM-BIN-LOCATION	20	1234	BOX	B60000	U	user2	I
3	I006	I006	03	03-SYSTEM-BIN-LOCATION	20	1234	BOX	B60001	U	user2	I
4	I006	I006	03	03-SYSTEM-BIN-LOCATION	20	1234	BOX	B60000	U	user3	I
5	I006	I006	03	03-SYSTEM-BIN-LOCATION	18	1234	BOX	B60001	U	user3	I
6	I006	I006	03	03-SYSTEM-BIN-LOCATION	19	1234	BOX	B60000	U	user4	I
7	I006	I006	03	03-SYSTEM-BIN-LOCATION	20	1234	BOX	B60001	U	user4	I
8	I006	I006	03	03-SYSTEM-BIN-LOCATION	21	1234	BOX	B60000	U	user5	I
9	I006	I006	03	03-SYSTEM-BIN-LOCATION	20	1234	BOX	B60001	U	user5	I
10	I006	I006	03	03-SYSTEM-BIN-LOCATION	15	1234	BOX	B60000	U	manager	T

	A	B	C	D	E	F	G	H	I	J	K
11	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	8	1234	BOX	B60001	U	user1	T
12	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	15	1234	BOX	B60000	U	user2	T
13	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	7	1234	BOX	B60001	U	user2	T

2. Import the Microsoft Excel file into the *Inventory Counting* app. For more information, see Importing Counting Results from Microsoft Excel [page 478].

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]
Fields for Import [page 479]
Merge of Lines with the Same Item [page 484]

1.10.3.3.3 Merge of Lines with the Same Item

If you enter inventory records manually in SAP Business One, Web client, the item in each row of the document must be unique; in other words, an item in the same storage location (warehouse or bin location) cannot be specified twice in the document.

However, if you import inventory records from Microsoft Excel, the file may contain duplicate items. When importing the records, the system automatically merges the lines with the same item (in the same storage location) into one row.

Line Number	Item Code	Warehouse Code	Counted Quantity
1	I001	WH001	10
2	I001	WH001	5
3	1001	WH001	10

With the updated import lines, the result is as below:

Item Code	Warehouse Code	Counted Quantity
I001	WH001	25

> **Note**
>
> After merging lines with duplicate items in the import file, the system checks whether the merged line conflicts with existing records. Depending on your setting, either the existing records are updated with the import line, or the import line is ignored and skipped.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]
Importing Counting Results from Microsoft Excel [page 478]
Fields for Import [page 479]
Preparing Import Data for Inventory Counting [page 482]

1.10.4 Inventory Postings

Apps

When working with inventory postings, you can find the following apps:

- *Inventory Postings*
- *Create Inventory Posting*

Tasks

You can carry out the following tasks with these apps:

- Search and filter inventory posting documents.
- View and manage the different views of inventory posting documents.
- Edit and create inventory posting documents.
- Copy from single or multiple inventory counting documents.
- Create and process inventory posting drafts.

Related Information

Managing Inventory Postings [page 486]
Working with Inventory Postings [page 487]
Creating Inventory Postings [page 490]

1.10.4.1 Managing Inventory Postings

To open the *Manage Inventory Postings* list view, choose the *Inventory Postings* tile on the home page. Here you can filter, sort, group, and access the relevant inventory posting 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For information on the detailed view of inventory postings, see Working with Inventory Postings [page 487].

Selecting Views

Web client list views provide you with multiple views of the dataset of inventory posting records. The views store filter settings and parameters according to a relevant category (for example, *All*) 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:

- *Inventory Posting by Documents* displays all inventory posting documents grouped by document number. This view is displayed by default.
- *All Inventory Postings* displays all the company's inventory posting documents.
- *Inventory Postings by Items* displays all inventory posting documents grouped by item number.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

> **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 68].

Related Information

Working with Inventory Postings [page 487]
Creating Inventory Postings [page 490]
Working with List Views [page 53]

1.10.4.2 Working with Inventory Postings

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 with 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 posting 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 83].

Posting Date — Displays the date on which the inventory adjustment is applied to the system.

Count Date and *Count Time* — Displays the inventory counting date and time.

> **Note**
>
> If the document is created by copying from inventory counting documents, the count date and time fields display the copied values. If the counting results are from multiple documents, these fields remain empty.

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

Duplicate — Creates a new posting document that duplicates the items and details, including warehouse, bin locations, and UoM codes from the current document. If references exist in the current document, they are copied by default to the new document.

Relationship Map — Provides an interactive representation of both the posting and the related counting document in one view, along with any other linked transactions.

Refer to Relationship Map [page 91] for more details.

Working with the Record Content

General Tab

The fields on the *General* tab provide overall information about the inventory posting and the referenced documents.

Price Source

- *By Price List* - Displays the *Price List* field. Select the required price list.

- *Last Evaluated Price* - Displays the price generated in the last inventory valuation simulation run for perpetual inventory, or the inventory valuation report run for non-perpetual inventory systems.
- *Item Cost* - When you select *Item Cost* as the price source, all lines will be updated with *Item Cost* as the price unit.

> **Note**
>
> If the variance is negative (the counted quantity is lower than the in-warehouse quantity), the system always displays the current item cost in the *Price* field.

Inventory Offset - Increase Account
Default for the line-level account. The system uses this account when the in-warehouse quantity on count date is greater than the system value. The field is available only when using perpetual inventory.

Inventory Offset - Decrease Account
Default for the line-level account. The system uses this account when the in-warehouse quantity on count date is less than the system value. The field is available only when using perpetual inventory.

Contents Tab

The *Contents* tab provides information about inventory posting items and related quantities.

Serial/Batch Number Posting
For items managed by batch or serial numbers, you can choose the *Value Help* icon in the *Variance* field to open the *Serial/Batch Number Posting* dialog box.

In the dialog box, you can:

- Select batch or serial numbers, either manually or automatically.
- Manually or automatically create serial/batch numbers as drafts. For more information about the automatic creation of batches and serial numbers, see Automatically Creating Batches and Serial Numbers [page 232].
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document lines that require batches and serial numbers.
- Sort and filter the data in each column by choosing each column header.

Make sure that the variance quantity of your items does not exceed the total selected quantity of the batches or serials.

UoM Code
Displays UoM codes by which you count the inventory. You can 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 appears in the inventory posting document when you add the item.

UoM Counted Quantity
Displays the counted quantities by the items' UoM. Choose the *Value Help* icon to open the *Inventory Posting by UoM* dialog box, where you can input UoM details and quantities.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Inventory Postings [page 486]
Creating Inventory Postings [page 490]
Working with Detailed Views [page 83]

1.10.4.2.1 Creating Inventory Postings

Context

An inventory posting document is used to reconcile the item quantities with the inventory counting results and adjust the inventory records.

Procedure

1. To create an inventory posting document, choose the *Create Inventory Posting* tile.
2. On the *General* tab, specify the *Price Source*.
3. In the *Default Values* section, specify the *Inventory Offset - Increase Account* or *Inventory Offset - Decrease Account* depending on whether the inventory quantity increases or decreases.
4. To create a posting document by copying existing inventory counting documents:
    1. Choose *Copy from Inventory Counting* in the top right corner.
    2. Select one or more inventory counting documents. The *Contents* tab fills automatically with the selected data.
5. On the *Contents* tab, specify item details as needed. You can select items individually by choosing the *Value Help* icon, or choose the *Select Items* option to batch select items by filtering with item details, warehouse, and user-defined fields.

    > **Note**
    >
    > If a UoM code is defined for the item, the UoM code displays when you select the item. You can change it if needed.
    >
    > - For a single UoM, you can change the code and enter the counted quantities directly into the counting column. Alternatively, you can choose the *Value Help* icon in the *UoM Counted Qty* field, specify a UoM code, and enter your counted results in the *Inventory Posting by UoM* dialog box.
    > - For multiple UoMs, you can only change the codes by choosing the *Value Help* icon in the *UoM Counted Qty* field.

6. On the *Attachments* tab, add new attachments by choosing *Upload*.
7. To add the new inventory posting document to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Inventory Postings [page 486]
Working with Inventory Postings [page 487]

1.10.5 Inventory Opening Balances

Apps

When working with inventory opening balances, you can find the following apps:

- *Inventory Opening Balances*

- *Create Inventory Opening Balance*

Tasks

You can carry out the following tasks with these apps:

- Search and filter inventory opening balance documents.
- View and manage the different views of inventory opening balance documents.
- Edit and create inventory opening balance documents.

Related Information

Managing Inventory Opening Balances [page 492]
Working with Inventory Opening Balances [page 494]
Creating Inventory Opening Balances [page 496]

1.10.5.1 Managing Inventory Opening Balances

To open the *Inventory Opening Balances* list view, choose the *Inventory Opening Balances* tile on the home page. Here you can filter, sort, group, and access the relevant inventory opening balance 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, choose the › *Details* icon on the row of the relevant record or choose 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 opening balances, see Working with Inventory Opening Balances [page 494].

Selecting Views

Web client list views provide you with multiple views of the dataset of inventory opening balance records. The views store filter settings and parameters according to a relevant category (for example, *All*) 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:

- *Inventory Opening Balances by Documents* displays all inventory opening balance documents grouped by document number.
  This view is displayed by default.

- *All Inventory Opening Balances* displays all inventory opening balance documents in the company.
- *Inventory Opening Balances by Items* displays all inventory opening balance documents grouped by item number.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

> **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 68].

Related Information

Working with Inventory Opening Balances [page 494]
Creating Inventory Opening Balances [page 496]
Working with List Views [page 53]

1.10.5.2 Working with Inventory Opening Balances

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 with 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 opening balance record number, the header area displays key information about the business record.

Posting Date Displays the date the document is posted. This date is set when you create the document.

Performing Business Actions

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

Duplicate Duplicates items and their details, including warehouse and bin locations, to a new opening balance document. If the current document contains references, those references are copied to the new document by default.

Working with the Record Content

General Tab

The *General* tab provides overall information about the inventory opening balance and any referenced documents.

Contents Tab

Specify item details as needed. Choose an item from the list or select items and warehouses using the *Select Items* option.

In-Warehouse Quantity	Displays the current quantity in the selected warehouse or bin location.

Serial/ Batch Numbers

For items managed by batch or serial numbers, you can choose the *Value Help* icon in the *Serial/Batch Numbers* field.

- For lines with positive opening balance, 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 batches or serial numbers.
- For lines with negative opening balance, as you type the batch or serial number in the field, a list of relevant serial/batch 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 the creation or selection, batches and serial numbers are presented in the field. For more information about the automatic creation of batches and serial numbers, see Automatically Creating Batches and Serial Numbers [page 232].

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Inventory Opening Balances [page 492]
Creating Inventory Opening Balances [page 496]
Working with Detailed Views [page 83]

1.10.5.2.1 Creating Inventory Opening Balances

Context

You can set up inventory opening balances at these points:

- As initial settings: Before entering any inventory transactions.
- After transactions exist: If opening balances were not set up initially, you can enter them later, even when inventory transactions are already recorded.

Procedure

1. To create a new inventory opening balance document, choose the *Create Inventory Opening Balance* tile on the home page.
2. On the *General* tab, select the *Price Source* for the items.
   - *By Price List*: Select the required price list in the *Price List* field.
   - *Last Evaluated Price*: Displays the price generated in the last inventory valuation simulation run for perpetual inventory and the inventory valuation report run for non-perpetual inventory systems.
   - *Item Cost*: When you select *Item Cost* as the price source, all lines will be updated with the item cost as the price unit.
3. On the *Contents* tab, add the items for which you want to enter opening balances.

   To batch select items based on item details or warehouses, choose the *Select Items* button to open the item selection criteria window.

   > **Note**
   >
   > To allow initial quantities with a price value of 0, select *Allow Positive Inventory Opening Balances with Zero Price* in *Administration* > *Configuration* > *Inventory* > *Inventory Document Settings*.

4. Enter the inventory opening balances information:
   - Input initial quantities in the *Opening Balance* field.
   - Unit prices are pre-filled according to the selected price list. Lines with negative variance always use the item costs.

5. On the *Attachments* tab, add new attachments by choosing *Upload*.
6. To add the new inventory opening balance to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Inventory Opening Balances [page 492]
Working with Inventory Opening Balances [page 494]
Apps for Creating Records [page 89]

1.10.6 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 list views of draft documents, such as the *Manage Sales & Purchasing Drafts* list view, 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:

Delete	Deletes 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 documents.
Add and Delete	Adds the drafts as official documents and deletes them from the database.
Preview, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print one or more drafts in the default or a different Crystal Reports layout.

> **Note**
>
> The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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:

Delete	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, Print, Choose Layout and Preview, Choose Layout and Print	Preview or print the draft in the default or a different Crystal Reports layout.

> ⓘ Note
>
> The *Print* and *Choose Layout and Print* options are only available for sales and purchasing drafts.

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 document, or as a draft, the same as when creating a new document.

> ⓘ 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.
> - In the following scenario, you receive a confirmation message with the existing draft numbers and are asked whether to continue with the process:
>   1. You use the *Copy To* or *Copy From* function to add one or more base sales or purchasing documents to a target document.
>   2. If approval isn't required, you use the *Save as Draft* function to save the target document. If approval is required, the system automatically creates a draft after you add the document, pending approval.
>   3. You (or another user) use the *Copy To* or *Copy From* function to copy the same base documents to another target document again.
>   4. You (or another user) try to add the target document, save the target document as a draft again, or add the target document for approval again.
>
>   Before making your decision, you can open the *Sales & Purchasing Drafts* app in the Web client to view details of the existing drafts using the provided draft numbers.

1.10.7 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, outgoing payments, inventory transfers, and inventory transfer requests.

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 226]

1.10.8 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, goods receipts, inventory transfers, and inventory transfer requests.

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.

   > ⓘ Note
   >
   > You can choose to also get those notifications by email. See Approval Process Settings [page 714]

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 225]

1.10.9 Inventory Transfer Requests

Apps

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

- *Inventory Transfer Requests*
- *Create Inventory Transfer Request*

Tasks

You can carry out the following tasks with these apps:

- Search and filter inventory transfer request documents.
- View and manage the different views of inventory transfer requests.
- View, edit, and create inventory transfer requests.
- Close single or multiple inventory transfer requests.

Related Information

Managing Inventory Transfer Requests [page 501]
Working with Inventory Transfer Requests [page 503]
Creating Inventory Transfer Requests [page 505]
Relationship Map [page 91]

1.10.9.1 Managing Inventory Transfer Requests

To open the *Manage Inventory Transfer Requests* list view, click the *Inventory Transfer Requests* tile on the home page. Here you can filter, sort, group, and access the relevant inventory transfer requests.

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

For more information on the detailed view of inventory transfer requests, see Working with Inventory Transfer Requests [page 503].

Selecting Views

Web client list views provide you with multiple views of the datasets of inventory transfer requests. 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 define the filter settings and parameters to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

> **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 68].

Related Information

Working with Inventory Transfer Requests [page 503]
Creating Inventory Transfer Requests [page 505]
Working with List Views [page 53]

1.10.9.2 Working with Inventory Transfer 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 with 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 inventory transfer request, the header area displays key information about the business record. For more information, see Header Area [page 83].

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 83].

Copy To	Copy the current inventory transfer request to an inventory transfer.

Working with the Record Content

General Tab

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

Contents Tab

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

Serial/ Batch 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 serial/batch numbers is displayed for you to choose from.

Alternatively, choose the icon *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.

Referenced Documents Tab

The fields on this tab show the information about the referenced-to and referenced-by documents.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

Displays the UDFs related to the inventory transfer request, divided by categories

Related Information

Managing Inventory Transfer Requests [page 501]
Creating Inventory Transfer Requests [page 505]
Working with Detailed Views [page 83]

1.10.9.2.1 Creating Inventory Transfer Requests

Context

You can create an inventory transfer request to request goods movements between warehouses and bin locations of the same warehouse. In inventory transfer requests, you can choose a warehouse both as the issuing and receiving warehouse, and after adding the document, you can copy it to an inventory transfer and specify different bin locations.

Procedure

1. To create a new inventory transfer request, choose the *Create Inventory Transfer Request* tile.
2. On the *General* tab, specify the required information, for example, business partner and price list.
3. On the *Contents* tab, enter the relevant items, the receiving and issuing warehouse, and other details. If you work with items managed by batches or serial numbers, you need to select batch or serial numbers.
4. Optionally, on the *Referenced Documents* tab, specify the referenced-to and referenced-by documents.
5. Optionally, on the *Attachments* tab, add new attachments by choosing *Upload*.
6. To add the new inventory transfer request to the company database, choose one of the following: *Add & View*, *Add & New*, and *Add & Back*.

Related Information

Managing Inventory Transfer Requests [page 501]
Working with Inventory Transfer Requests [page 503]
Apps for Creating Records [page 89]

1.10.10 Inventory Transfers

Apps

When working with inventory transfers, you can find the following apps:

- *Inventory Transfers*
- *Create Inventory Transfer*

Tasks

You can carry out the following tasks with these apps:

- Search and filter inventory transfer documents.
- View and manage the different views of inventory transfers.
- View, edit, and create inventory transfers.
- Close single or multiple inventory transfers.

Related Information

Managing Inventory Transfers [page 506]
Working with Inventory Transfers [page 508]
Creating Inventory Transfers [page 511]
Relationship Map [page 91]

1.10.10.1 Managing Inventory Transfers

To open the *Manage Inventory Transfers* list view, click the *Inventory Transfers* tile on the home page. Here you can filter, sort, group, and access the relevant inventory transfer 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, choose the › *Details* icon on the row of the relevant record or choose 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 transfers, see Working with Inventory Transfers [page 508].

Selecting Views

Web client list views provide you with multiple views of the dataset of inventory transfer 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 change the filter settings and parameters to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 68].

> **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 68].

Related Information

Working with Inventory Transfer Requests [page 503]
Creating Inventory Transfer Requests [page 505]
Working with List Views [page 53]

1.10.10.2 Working with Inventory Transfers

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 with 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 inventory transfer request, the header area displays key information about the business record. For more information, see Header Area [page 83].

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 83].

Reverse Reverse item movements in one or more document lines and create a new inventory transfer.

A new inventory transfer appears in create mode, with all relevant data inherited from the original document. You can delete the lines that you don't want to reverse and add new ones according to your business needs. Choose the *Add & View* button to confirm.

Working with the Record Content

General Tab

The fields on this tab provide general information about the inventory transfer.

Contents Tab

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

Serial/ Batch Numbers

> **Note**
>
> This field in 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 batches or 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, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

From Bin Locations

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

This field allows you to select issuing bin locations, from which you move the selected items to other 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, serial/batch numbers at 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, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

From Bin Location Allocation / To Bin Location Allocation

> **Note**
>
> For this field to be operational, in the corresponding *From Warehouse* or *To Warehouse* field of the document line, you need to choose an issuing or receiving warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The fields display the quantities that are already allocated.

Choose the *Value Help* icon in either column to open a dialog box, where you can select issuing or receiving bin locations.

For the *To Bin Location Allocation* field, if you work with batches, you can choose the plus icon at the front and split one batch to different bin locations.

For more information, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228] or Incoming Batches, Serial Numbers, and Bin Locations [page 230].

To Bin Locations

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

This field allows you to select receiving bin locations, to which you move the selected items from other bin locations.

Choose the *Value Help* icon to open a dialog box where you can assign receiving bin locations.

If you work with batches, you can choose the plus icon at the front and split one batch to different bin locations.

For more information, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Referenced Documents Tab

The fields on this tab show the information about the referenced-to and referenced-by documents.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

Displays the UDFs related to the inventory transfer request, divided by categories.

Related Information

Managing Inventory Transfers [page 506]
Creating Inventory Transfers [page 511]
Working with Detailed Views [page 83]

1.10.10.2.1 Creating Inventory Transfers

Context

You can create an inventory transfer to move your inventory between warehouses and bin locations at the same warehouse. An inventory transfer can also be carried out as a consignment for a customer. The items are then stored in the customer's warehouse and are sold from there.

Once you add the inventory transfer, you can't change the document, but you can only correct it by entering a compensatory movement.

Procedure

1. To create an inventory transfer, choose the *Create Inventory Transfer* tile.
2. On the *General* tab, specify the needed information, for example, business partner and price list.
3. On the *Contents* tab, enter the relevant items, the receiving and issuing warehouse, and other details.

   You can also choose the *Copy From* button in the top-right corner of the header to select from a list of all the inventory transfer requests and copy information about items, warehouses, and serial/batch numbers to the current inventory transfer.
4. Optionally, on the *Referenced Documents* tab, specify the referenced-to and referenced-by documents.
5. Optionally, on the *Attachments* tab, add new attachments by choosing *Upload*.
6. To add the new inventory transfer request to the company database, choose one of the following: *Add & View*, *Add & New*, or *Add & Back*.

   > **Note**
   >
   > Before you add the inventory transfer, you can use the *Journal Entry Preview* option in the toolbar on the right side of the header to preview the corresponding journal entry posting. If transactions

> are posted to journal entries, for example, by another user, during the journal entry preview, the final journal entry might differ from the one previewed.

Related Information

Managing Inventory Transfers [page 506]
Working with Inventory Transfers [page 508]
Apps for Creating Records [page 89]

1.10.11 Recurring Transactions

Apps

When working with recurring transactions, you can find the following apps:

- *Recurring Transaction Templates*
- *Recurring Transactions*

Tasks

You can carry out the following tasks with these apps:

- Create recurring transaction templates.
- Execute recurring transactions.
- Choose the system response if data is missing in any of the recurring transaction templates.
- Filter the list view entries based on their start date, valid until date, and business partner details.
- Remove single or multiple recurring transactions.

Related Information

Managing Recurring Transaction Templates [page 217]
Managing Recurring Transactions [page 220]
Managing Drafts [page 223]
Managing Documents in Approval Process [page 225]
Approval Decisions [page 226]

1.10.11.1 Managing Recurring Transaction Templates

Recurring transaction templates can be used to streamline business processes that repeat regularly.

To open the *Recurring Transaction Templates* list view, choose the *Recurring Transaction Templates* app on the home page from the *Sales*, *Purchasing*, or *Inventory Transactions* groups.

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

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 in the top-left corner of the header area:

- *My Open Recurring Transaction Templates* - Displays recurring transaction templates that have been created by the current user and whose validity date is in the future.
- *All Recurring Transaction Templates* - Displays all the recurring transaction templates that are available in the system for localization, including those with validity dates in the past and in the future.
- *Open Recurring Transaction Templates* - Displays all recurring transaction templates available in the system for the localization, with their validity date in the future.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

BP Properties	Choose whether to ignore business partner properties when filtering the templates. The default selection is *Yes*. If you select *No*, select the properties you want to filter from the list and choose *Update*. Select one or more business partner properties as the filtering criteria to display the templates.

Features of Recurring Transaction Templates List View

You can create new templates, or edit, delete, or duplicate existing templates. With the templates and their recurrence details, recurring transaction instances are recorded, and execution is based on the templates you define. For more information on executing recurring transactions, see Managing Recurring Transactions [page 220].

Creating Recurring Transaction Template

1. Choose *Create* located in the table toolbar.
2. On the *General* tab, specify the relevant information, including the template name, document type, document number, recurrence period, start date, and valid-until date.

   > **Note**
   >
   > The valid-until date is optional and can be added later.

Recurrence Period	Choose the intervals at which you want the recurring transaction to be repeated. The following options are available: *Daily*, *Weekly*, *Every 2 Weeks*, *Monthly*, *Every 2 Months*, *Quarterly*, *Semiannually*, *Annually*, and *One Time*. After you enter the interval and a start date for the transaction, the date for the next execution and the total number of instances are automatically displayed.

3. On the *Contents* tab, review the information that was auto-populated.
4. To save the record to the company database, choose one of the following: *Add & View*, *Add & New*, or *Add & Back*.

Related Information

Managing Recurring Transactions [page 220]
Working with List Views [page 53]

1.10.11.2 Managing Recurring Transactions

Recurring transactions are business transactions that are regularly entered into the system with the same frequency, or the customer has a subscription and pays for it regularly (for example, monthly).

To open the *Manage Recurring Transactions* list view, choose the *Recurring Transactions* tile on the home page from the *Sales*, *Purchasing*, or *Inventory Transactions* groups.

List views in the SAP Business One, 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.

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 in the top-left corner of the header area:

- *My Recurring Transactions on Execution* displays recurring transactions created by the current user that are scheduled to be executed on that day.
- *All Recurring Transactions on Execution* displays all the recurring transactions scheduled for execution on that day.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

- *If Data Is Missing* Helps you to manage errors or warning messages during the execution. Choose from the following options:
  - *Continue to Execute*
  - *Skip to Next Transaction* - Default option
  - *Request Confirmation*
- *Execute* Executes single or multiple transactions. An information screen confirms the execution. Choose the link to view the generated document or choose *OK* to exit the window.
- *Remove* Removes one or more transactions. For example, you can remove transactions that do not need to be executed.

Features of Recurring Transactions List View

The list view contains all the recurring transactions that are currently due, and those that were due in the past but are pending execution.

Based on the recurrence information, individual recurring transaction instances are generated in the list view, so that you can execute the transactions individually or in batches.

Only when you have full authorizations for recurring transactions, and for the related document types, can you post and create recurring transactions.

You can carry out the following tasks in this tile:

- Execute recurring transactions.
- Choose the system response if data is missing in any of the recurring transaction templates.
- Filter the list view entries based on their start date, valid until date, and business partner details.
- Remove single or multiple recurring transactions.

Related Information

Managing Recurring Transaction Templates [page 217]
Working with List Views [page 53]

1.10.12 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 228].

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 230].

1.10.12.1 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 serial/batch numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Serial/ Batch 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 serial/batch numbers directly in the field. As you type, a list of serial/batch 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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer, this field is subdivided to *From Bin Location Allocation* and *To Bin Location Allocation*.

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, serial/batch 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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.10.12.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create serial/batch 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.

Serial/ Batch 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 serial/batch numbers. For more information about automatic creation of serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 232].

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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer this field is subdivided to *From Bin Locatio Allocation* and *To Bin Location Allocation*.

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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.10.12.2.1 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 serial/batch 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 *Serial/Batch 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 *Serial/Batch 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 serial/batch 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*.

1.10.12.2.2 Preparing a Microsoft Excel Import File for Serial Numbers

You can import serial numbers into documents using the Import from Microsoft Excel function.

Procedure

1. Open the relevant document where you want to import serial numbers.
2. In the *Serials/Batch Numbers* column under the *Details* section, choose the icon.

> **Note**
>
> If the *Serial/Batch Numbers* column isn't visible, choose the *Settings* icon, and select *Serial/Batch Numbers* to display the column.

3. The *Create Serial Numbers* dialog box opens, where you can find the *Import* button.

> **Note**
>
> For A/R Credit Memo or A/R Return, choose *Create* to open the *Create Serial Numbers* dialog box, where you can find the *Import* button.

4. Choose *Import* to open the *Mapping Data Fields* dialog box.
5. In the *File to Import* field, upload your Microsoft Excel file. If your file contains a header row, which typically includes the names of the object fields, select the checkbox *File Contains Header* to ensure the system treats the first row as a header. After uploading, the system displays file columns and system fields ready for mapping.
6. Map the file columns to the system fields. You can map columns manually, or apply a saved template. While mapping, you can choose how field names appear in the dropdown *Field in Object* by displaying only the field name, only the database name, or both the field name and database name.
7. Choose *Import* to complete the process.

The following fields for serial numbers can be imported into SAP Business One, Web client and, therefore, can be contained in a Microsoft Excel file.

> **Note**
>
> The value options of a field must be in upper case.

Field Name	Max. Length	Data Type
Mfr Serial No.	36	Alphanumeric
Serial Number	36	Alphanumeric
Lot Number	36	Alphanumeric
Expiration Date	8	Date Format: YYYY-MM-DD or YYYY/MM/DD
Mfr Date	8	Date Format: YYYY-MM-DD or YYYY/MM/DD
Admission Date	8	Date Format: YYYY-MM-DD or YYYY/MM/DD
Mfr Warranty Start	8	Date Format: YYYY-MM-DD or YYYY/MM/DD

Field Name	Max. Length	Data Type
Mfr Warranty End	8	Date Format: YYYY-MM-DD or YYYY/MM/DD
Location	100	Alphanumeric
Details	16	Text

> **Note**
>
> - Ensure that at least one of the following three fields that define serial numbers has a value.
>   - *Mfr Serial No.*
>   - *Serial Number*
>   - *Lot Number*
> - For importing serial numbers from a Microsoft Excel file, you can only add new records; you cannot update existing records. All data is imported as new records.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]
Preparing a Microsoft Excel Import File for Batches [page 524]

1.10.12.2.3 Preparing a Microsoft Excel Import File for Batches

You can import batch numbers into documents using the Import from Microsoft Excel function.

Procedure

1. Open the relevant document where you want to import serial numbers.
2. In the *Serials/Batch Numbers* column under the *Details* section, choose the icon.

   > **Note**
   >
   > If the *Serial/Batch Numbers* column isn't visible, choose the *Settings* icon, and select *Serial/Batch Numbers* to display the column.

3. The *Create Batch Numbers* dialog box opens, where you can find the *Import* button.

> **Note**
>
> For A/R Credit Memo or A/R Return, choose *Create* to open the *Create Batch Numbers* dialog box, where you can find the *Import* button.

4. Choose *Import* to open the *Mapping Data Fields* dialog box.
5. In the *File to Import* field, upload your Microsoft Excel file. If your file contains a header row, which typically includes the names of the object fields, select the checkbox *File Contains Header* to ensure the system treats the first row as a header. After uploading, the system displays file columns and system fields ready for mapping.
6. Map the file columns to the system fields. You can map columns manually, or apply a saved template. While mapping, you can choose how field names appear in the dropdown *Field in Object* by displaying only the field name, only the database name, or both the field name and database name.
7. Choose *Import* to complete the process.

Fields for Import

The following fields for batches can be imported into SAP Business One, Web client and, therefore, can be contained in a Microsoft Excel file.

> **Note**
>
> The maximum length of a numeric value is expressed in the form of <Maximum Digits>.<Maximum Digits>. For example, "19.6" means that, at most, 19 digits are allowed before the decimal separator, while, at most, 6 digits are allowed after the decimal separator.
>
> The value options of a field must be in upper case.

Field Name	Max. Length	Data Type
Batch	36	Alphanumeric
Qty	19.6	Numeric
Batch Attribute 1	36	Alphanumeric
Batch Attribute 2	36	Alphanumeric
Status	1	Value options: • `0` – Released • `1`– Not Accessible • `2` - Locked
Expiration Date	8	Date Format: YYYY-MM-DD or YYYY/MM/DD

Field Name	Max. Length	Data Type
Mfr Date	8	Date Format: YYYY-MM-DD or YYYY/MM/DD
Admission Date	8	Date Format: YYYY-MM-DD or YYYY/MM/DD
Location	100	Alphanumeric
Details	16	Text

> **Note**
>
> - Ensure that at least one of the following three fields that define serial numbers has a value.
>   - `<Batch>`
>   - `<Batch Attribute 1>`
>   - `<Batch Attribute 2>`
> - For importing batches from the Microsoft Excel file, you can only add new records; you cannot update existing records. All data is imported as new records.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]
Preparing a Microsoft Excel Import File for Serial Numbers [page 522]

1.10.13 Available-to-Promise Report

To open the *Available-to-Promise Report* list view, choose *Inventory Transactions* > *Available-to-Promise Report* in the *Main Menu*. Here you can filter, sort, group, and access the relevant records.

The *Available-to-Promise Report* displays inventory availability information for items based on *In Stock*, *Committed*, and *Ordered* quantities. The report shows purchasing and sales documents that affect item availability, organized by item and warehouse, based on the defined selection criteria.

Committed Filter the documents by the quantity committed to open sales orders and other outbound documents.

Display Orders Beyond Item's Lead Time Select this option to include orders with delivery dates beyond the item's defined lead time.

Inventory UoM	Filter items based on the unit of measure used for inventory management.

You can use *Expand All* to show detailed document information, or *Collapse All* to show only summary-level data.

1.11 Resource Management

Apps

In the *Resource Management* group, you can find the following apps:

- *Resources*
- *Create Resource*
- *Resource Capacity*
- *Set Daily Internal Capacities*

Tasks

You can carry out the following tasks with these apps:

- Create and maintain resource master data.
- Define daily capacities for resources or specify capacity for a selected period.
- Assign resource capacities to production orders.
- Define and maintain resource cost information.

Related Information

Managing Resources [page 527]
Working with Resources [page 529]
Creating Resources [page 533]

1.11.1 Managing Resources

To open the *Manage Resources* list view, choose the *Resources* 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, choose the *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for resources, see Working with Resources [page 529].

Selecting Views

The Web client list view provides you with a dataset of resources records. By default, the list view opens in the *All Resources* view. This view displays a list of all resources existing in the system.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Delete Select and delete unused resources. You can only delete resources that are not linked to any active transactions.

Internal Resource Capacity	Choose this button to open the *Resource Capacity* app where you can set the resource capacity for the selected resources. For more information, see Resource Capacity [page 534].

> **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 68].

Related Information

Working with Resources [page 529]
Creating Resources [page 533]
Working with List Views [page 53]

1.11.2 Working with Resources

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 with 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 resource 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 83].

Internal	Shows the internal capacity data of the resource for the warehouse.
Committed	Shows the resource capacity already allocated to planned or released production orders.
Ordered	Shows the resource capacity required for open orders.

Consumed	Shows the resource capacity consumed by completed orders.
Available	Shows the remaining resource capacity that is available for new orders.

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 83].

Duplicate	Creates a copy of the resource and lets you assign a new resource number. The internal resource capacity is not copied.
Duplicate with Capacity	Creates a copy of the resource, including internal resource capacity, for the current system date and future dates.
Internal Resource Capacity	Opens the *Resource Capacity* app, displaying data for the resource within the specified date range.

Working with the Record Content

General Tab

Provides general information about the resource.

Resource Type	Select from *Machine*, *Labor*, or *Other*.
Resource Group	Select an existing resource group or define a new one. Use the *Define New* option to create a new resource group. You can also define a new one under *Administration* > *Configuration* > *Resources* > *Resource Groups*. For more information, see Resource Definitions [page 779].
Linked-to Item	Displays the non-inventory item linked to the resource. If the item does not exist, you can choose *Create Link* in edit mode to create a non-inventory item that will be linked to the resource. By linking resources to non-inventory items, you can purchase and sell these resources in sales and purchase order documents, using the existing non-inventory item functionality. This is especially helpful for service-based businesses.
Preferences	Choose the date range for which the resource remains active or inactive.
Resource Allocation	Choose when the resource is assigned to a production order: • On Start Date

- On End Date
- Start Date Forwards
- End Date Backwards

Capacity Tab

The fields on this tab provide information about the available capacity of a resource based on the selected *Capacity Period Range*.

Planning Data Tab

Allows you to set default values for resource capacity planning.

Daily Capacity Factors

Displays four daily capacity factors that determine the overall daily capacity of the resource for every day in the *Standard Daily Capacity* table.

Relevant to Single Run Capacity

Indicates whether the factor is relevant to the calculation of *Single Run Capacity*, which is automatically calculated by multiplying all relevant factors.

Standard Daily Capacity

For every day in the table, enter up to four daily capacity factors in numbers that determine the overall daily capacity of the resource. The total daily standard capacity is automatically calculated in the *Daily Capacity* field by multiplying the factors. Instead of entering daily factors, you can enter the daily capacity directly in the *Daily Capacity* field.

> **Example**
>
> If the values for factors 1, 2, and 3 are given as 7, 8, and 1, and no value is given for the fourth factor, the daily resource capacity for that day will be 7*8*1=56.

Single Run Capacity

Displays the capacity a resource requires to complete one cycle of an operation in production and is calculated by multiplying only the factors marked as relevant for single run capacity.

Fixed Assets Tab

Available only for *Machine* resource type. Use this tab to associate the resource with one or more fixed assets.

Fixed Asset Item No. is linked to all available fixed asset items. When you select a fixed asset, the related data is retrieved automatically from Asset Master Data.

> **Note**
>
> A fixed asset item can be assigned to only one resource.

Employees Tab

Available only for the *Employee* resource type. Use this tab to associate one or more employees with a resource.

Select from the list of all active employees. Employee data is populated automatically.

Each employee can only be selected once per resource, but a resource can be linked to multiple employees, and an employee can be linked to multiple resources.

Properties Tab

Displays all available properties for the resource.

- *All*: Lists all the properties defined in the *Define Properties* configuration.
- *Selected*: Displays the properties selected for the resource from the *All* bucket.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Resources [page 527]
Creating Resources [page 533]
Working with Detailed Views [page 83]

1.11.2.1 Creating Resources

Context

You can create new resources such as machine and labor to be used for production and project management.

Procedure

1. To create a new resource, choose one of the following options:
   - From the *Manage Resources* list view, choose the *Create* button.
   - From an existing resource, choose the *New* button.
   - Choose the *Create Resource* tile on the home page.
2. On the *General* tab, enter all the relevant data:
   - *Series*: Select the series from the dropdown list. The default option is *Manual*.
   - *Resource Type*: Choose from the three options: *Machine*, *Labor*, and *Other*.
   - *Resource Group*: Choose from the two options: *Resources* and *Define New*. The *Define New* option takes you to the *Resource Group* creation page.
   - *Issue Method*: Choose from the two options: *Backflush* or *Manual*.
   - *Resource Standard Cost*: The standard costs are fetched based on the resource group entered for the resource.
3. On the *Capacity* tab, you can view resource capacity for a desired period range per warehouse.
4. The *Planning Data* tab helps you to specify the default capacity for the resource to be used when generating the resource capacity. These values are defined on a daily basis.
   - *Daily Capacity Factors*: There are four factors available and the daily capacity is calculated by multiplying the specified factor values.
   - You can choose whether a factor is *Relevant to Single Run Capacity* by selecting the checkboxes.
5. In the *Fixed Assets* tab, select the assets tagged to the resource. This tab is only available for the *Machine* resource type.
6. If the resource type is *Labor*, fill in the details on the *Employees* tab.
7. In the *Properties* tab, select the relevant properties for the resource.
8. To add the new resource master data to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Resources [page 527]
Working with Resources [page 529]

Apps for Creating Records [page 89]

1.11.3 Resource Capacity

To access the *Resource Capacity* list view, choose the *Resource Capacity* tile in the *Resource Management* group on the home page. You can also access the *Resource Capacity* app from the production order detailed view. In a resource-type component line in the *Components* tab, choose the link in the *Available* field to open the *Resource Capacity* app.

The *Resource Capacity* app provides details of the resource capacity for a specific period range.

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. By default, the existing record is displayed in view mode.

Selecting Views

Web client list views provide you with a dataset of resource capacity records. The views store filter settings and parameters according to a relevant category (for example, *All*) to determine which records are displayed in the list view. The default view available in the views menu in the top-left corner of the header area is *All Resource Capacities*.

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 54].

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 65].

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 68].

Edit	Choose to update the internal and single run capacities for each resource. Choose *Save* to apply your changes.
Set Daily Internal Capacity	Choose to open the *Set Daily Internal Capacities* app for the selected resources and the defined capacity period.
Percentage Increase/ Decrease	When you choose *Edit* and select a line with the *Internal* capacity type, this field becomes active. Choose this field to enter the percentage, positive or negative, by which you want to increase or decrease the data for the selected line.
Expand All / Collapse All	Choose to display the resource capacities in an expanded or collapsed view. In the expanded view, all capacity types of different warehouses are displayed. In the collapsed view, only the total of internal capacities across different warehouses is displayed.

Resource Capacity List View Features

You can view comments for the internal and single run capacities of each day by choosing the icon next to the capacity values. The *icon* indicates that the comments are added through mass update, such as the *Set Daily Internal Capacity* app. The *icon* indicates that the comments are added manually to the specific capacity field.

In edit mode, you can choose the icon to add or update comments in a dialog box.

Related Information

Setting Daily Internal Capacities [page 536]
Managing Resources [page 527]
Working with Resources [page 529]
Creating Resources [page 533]
Resource Management [page 527]

1.11.3.1 Setting Daily Internal Capacities

Context

This app allows you to mass update the capacities of resources.

Procedure

1. Choose the *Set Internal Daily Capacities* tile under the *Resource Management* group on the home page.
2. Use the options in the *Basic Information* fields to specify the capacity period and the parameters for resources for which you want to set daily internal capacities, including the warehouse code, resource number, resource group, and resource type.
3. In the *Set Daily Capacity Based On* field, determine whether to set the daily capacity based on predefined values or a customized value. Select one of the following options:
   - *Data from Planning Data Tab of Resource Master Data*: Sets the internal capacity for the selected range of resources using the values specified on the *Planning Data* tab of the relevant resource master data record.
     1. In the *Update Data For* section, select the check boxes for the days for which you want to update the internal capacity.
     2. In the *Increase/Decrease Data from Planning Data Tab For* field, select whether you want to modify the data for daily capacity, single run capacity, or both.
     3. To modify the data from the *Planning Data* tab, in the *By* field, select one of the following:
        1. *Fixed Capacity*: Enter the amount of resource units, positive or negative, by which you want to increase or decrease the data.
        2. *Percentage*: Enter the percentage, positive or negative, by which you want to increase or decrease the data.
   - *Manual Data as Entered Below for each Weekday*: Sets the internal capacity for the selection of resources according to the data entered manually in this page.
   - 1. In the *Daily Capacity Factors* section, select the factors to apply to the calculation of the single run capacity for the resources.
     2. In the *Update Data For* section, select the check boxes for the days to update internal capacity, and enter up to four daily capacity factors in numbers that determine the overall daily capacity of the resource. The total daily standard capacity is automatically calculated in the *Daily Capacity* field by multiplying the factors. Instead of entering daily factors.
   - *Update Single Run Capacity with Internal Capacity*: Select this option and choose *Update* to update the *Single Run Capacity* values of the resources with the *Internal Capacity* values recorded in the *Resource Capacity* app .
   - *Update Internal Capacity with Single Run Capacity*: Select this option and choose *Update* to update the *Internal Capacity* values of the resources with the *Single Run Capacity* values recorded in the *Resource Capacity* app.
4. In the *Additional Comment* field, you can enter text which will be accessible from the *Resource Capacity* app.

5. If you do not want the capacity data to be applied to holiday days, select the *Do Not Update Holiday Days* checkbox.
6. Choose *Update* to save your settings.

Related Information

Resource Capacity [page 534]
Managing Resources [page 527]
Working with Resources [page 529]
Creating Resources [page 533]
Resource Management [page 527]

1.12 Production

The apps in the *Production* group give quick and easy access to the production process, from creating and maintaining bills of materials and 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 the following production documents: bills of materials, production orders, receipts from production, and issues for production.

Related Information

Bills of Materials [page 538]
Production Orders [page 544]
Receipts from Production [page 552]
Issues for Production [page 558]

1.12.1 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 538]
Working with Bills of Materials [page 540]
Creating Bills of Materials [page 542]

1.12.1.1 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, choose the › *Details* icon on the row of the relevant record or choose 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 540].

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 54].

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 54].

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 65].

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 68].

> **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 68].

Related Information

Working with Bills of Materials [page 540]
Creating Bills of Materials [page 542]

1.12.1.2 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 with 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 83].

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.
Product 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 83].

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 Customization [page 807].

Related Information

Managing Service Calls [page 602]
Creating Opportunities [page 101]

1.12.1.2.1 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 538]
Working with Bills of Materials [page 540]

1.12.2 Production Orders

Apps

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

- *Production Orders*
- *Create Production Order*

Tasks

You can perform the following tasks with these apps:

- Search and filter production orders.
- View and manage different views of production orders.
- Create and edit production orders.
- Define and track production stages, operations, and resources.
- View production orders in relationship maps.
- Create related production documents, such as issues for production and receipts from production.

Related Information

Managing Production Orders [page 544]
Working with Production Orders [page 546]
Creating Production Orders [page 550]
Relationship Map [page 91]

1.12.2.1 Managing Production Orders

To open the *Manage Production Orders* list view, choose 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, choose the › *Details* icon on the row of the relevant record or choose 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 54].

Managing Views

The Web client list view provides you with multiple views of production order 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 Production Orders* 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 54].

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 54].

Customizing Data Display

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 65].

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 68].

Change Status To

Choose this dropdown list to change the statuses of one or more selected production orders. Selecting any line within a production order allows you to change the status for the entire production order.

This dropdown list is enabled when:

- You select at least one line from the list.
- All selected lines are in the same status of either *Planned* or *Released*.

If all the selected lines are in the *Planned* status, you can change the status to *Released* or *Canceled*.

If all the selected lines are in the *Released* status, you can change the status to *Planned*, *Closed*, or *Canceled*.

> **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 68].

Features of Production Orders List View

If the columns displayed in the table only contain header fields, the production orders are listed by document.

If the columns contain line fields, such as *No. (Lines)*, the production orders are listed by line.

Related Information

Working with Production Orders [page 546]
Creating Production Orders [page 550]
Working with List Views [page 53]

1.12.2.2 Working with Production 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 with 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 83].

Status Displays the status of the production order, such as *Planned*, *Released*, *Closed*, or *Canceled*.

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 83].

Functions Use the dropdown to create the documents that support your production process.

- *Inventory Transfer Request*: Select this option and a dialog box appears, in which you can select the components that you want to transfer for the production order. For the component quantities to be transferred, you can either choose to transfer the open quantities of components from the production order, or determine the quantity to transfer by specifying the quantity of parent items. Choose *OK* and the *Inventory Transfer Request* page appears with relevant data populated. You can update the from and to warehouses, as well as item quantities as needed.
- *Component Transfer*: Select this option and a dialog box appears, in which you can select the components that you want to transfer for the production order. For the component quantities to be transferred, you can either choose to transfer the open quantities of components from the production order, or determine the quantity to transfer by specifying the quantity of parent items. Choose *OK* and the *Inventory Transfer* page appears with relevant data populated.
- *Report Completion*: This option is available for production orders in the released status. When you select the option, the *Receipt from Production* page appears with relevant data from the production order populated. You can revise the quantities and warehouses as needed, and then create a receipt from production.

  > **Note**
  >
  > For the *Disassembly* type orders, when you choose *Report Completion*, the *Issue for Production* page appears because you receive the components of the disassembled production order in the warehouse and issue the product from the warehouse.

> **Note**
>
> This dropdown is not available for canceled or closed production orders.

Relationship Map Displays a graphical representation of the document flow associated with the production order. You can view connections between the production order and related documents,

such as sales orders, inventory transfer requests, component issues, and receipts from production.

The map provides three dropdown options:

- *Production Tree* gives a graphical view of the order, with quick view and detailed view options.
- *Related Components* shows the components (items and resources) linked to the order.
- *Referenced Documents* shows the documents associated with the order.

Working with Record Content

General Tab

The fields on this tab provide information about the production order.

Type Displays the type of the production order:

- *Standard*: Used to produce a regular production item based on the bill of materials.
- *Special*: Used to produce or repair any inventory items and for custom requirements.
- *Disassembly*: Used to dismantle a manufactured/parent item and return its components to inventory.

Status The default status when creating a production order is *Planned*.

You can change the status to *Released* when it is released to the shop floor for production. At this stage, you can report transactions for the production order and the issue of the components. You can add a new component or update the component items if there are no transactions for the selected components.

When the production process is completed, you can change the status to *Closed*. You cannot add any new transactions to a closed production order.

You can change the status to *Canceled* to remove the production order from the list before the production process starts.

> **Note**
>
> Once a receipt from production is added, the production order cannot be canceled. If you have already issued some components, you can only cancel the production order after returning all of the issued quantities of components.

Product Group Displays the item group to which the parent item belongs, which is defined in the *Item Group* field in the parent item's detailed view.

Transaction No. When the production order is closed, this field displays the number of the journal entry generated from the production order.

Components Tab

For *Standard* and *Special* orders, this table lists the item and resource components required for production.

For *Disassembly* orders, it lists the item components that are returned to inventory.

Group Displays the group to which a component belongs, which is defined in the *Item Group* field in the associated item's detailed view, or the *Resource Group* field in the associated resource's detailed view.

Serial/ Batch 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 serial/batch 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 serial/batch numbers.

For more information about the automatic creation of serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 569].

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

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 567].

Summary Tab

The fields on the tab display information about the released and closed production orders, as well as reference documents of the production order. You can view the product cost for the production order.

The product cost includes the *Actual Item Component Cost*, *Actual Resource Component Cost*, and *Actual Additional Cost*. The *Total Variance* field displays difference between the actual product cost and total actual component cost.

Attachments Tab

This tab shows the attachments of the current business record.

> ⓘ Note
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.
File Size	View the size of the attachments. Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

User-Defined Fields Tab

This tab shows information on user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Production Orders [page 544]
Creating Production Orders [page 550]
Working with Detailed Views [page 83]

1.12.2.2.1 Creating Production Orders

Context

You can create production orders to track the quantity and cost of materials and the product status in the manufacturing process.

Procedure

1. To create a new production order, choose one of the following options:
   - In the *Manage Production Orders* list view, choose *Create*.

- In the detailed view of an existing production order, choose *New*.
- On the *Home* page, choose *Main Menu* > *Production* > *Create Production Order*.

2. On the *General* tab, enter all the relevant data:
   - In the *Type* field, select one of the following: *Standard*, *Special*, or *Disassembly*. The default option is *Standard*.
   - In the *Product No.* field, select the parent item for the production order. For *Standard* and *Disassembly* types, choose from the list of bills of materials, and for the *Special* type, choose from the list of items.
   - Enter the planned quantity of the product. The default value is 1.
   - In the *Priority* field, specify the degree of importance of the production order. The default value is 100. The lower the number, the higher the importance of the production order.
   - When resource-type components exist, you can select how the automatic allocation of resources will occur from the *Routing Date Calculation* field.
   - You can select the *Procure Items* checkbox to enable the creation of procurement documents for all item-type components included in the production order.
   - In the *Linked To* field, choose from the drop-down list to specify if the production order is linked to a sales order or production order. The *Sales Order* option is displayed by default. Enter the relevant sales or production order number in the *Linked Order* field.
3. On the *Components* tab, enter all the relevant data in the table:
   - In the *Type* column, choose from *Item*, *Resource*, *Text*, or *Route Stage*. The default option is *Item*. The remaining fields are automatically adjusted based on the selection.
   - You can choose *Manual* or *Backflush* as the issue method. Individual components of a parent item are either issued manually or automatically.
4. To add the new production order to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Results

The production order is created in *Planned* status.

To release the production order to the shop floor, choose *Edit* and change the status to *Released* on the *General* tab. Then you can select *Report Completion* in the *Functions* dropdown list to report completion of the production order.

To close a production order, choose *Edit* and change the status to *Closed* on the *General* tab.

Related Information

Managing Production Orders [page 544]
Working with Production Orders [page 546]

1.12.3 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 552]
Working with Receipts from Production [page 554]
Creating Receipts from Production [page 556]

1.12.3.1 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, choose the › *Details* icon on the row of the relevant record or choose 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 554].

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 54].

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 54].

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 65].

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 68].

> **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 68].

Related Information

Working with Receipts from Production [page 554]

Creating Receipts from Production [page 556]

1.12.3.2 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 with 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 83].

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 83].

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.

Transaction No. Transaction number of the posted journal entry transaction, with a link to the journal entry quick view. Choose *View More* in the quick view to open the journal entry detailed view.

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*.

Serial/ Batch 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 serial/batch 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 serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 569].

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

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 567].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin location 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 567].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin location enabled.
>
> You can enable bin locations 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 567].

User-Defined Fields Tab

This tab shows information on user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Receipts from Production [page 552]
Creating Receipts from Production [page 556]
Working with Journal Entries [page 581]

1.12.3.2.1 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 552]
Working with Receipts from Production [page 554]

1.12.4 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 559]
Working with Issues for Production [page 560]
Creating Issues for Production [page 563]

1.12.4.1 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, choose the *Details* icon on the row of the relevant record or choose 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 560].

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 54].

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 54].

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 65].

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 68].

> **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 68].

Related Information

Working with Issues for Production [page 560]
Creating Issues for Production [page 563]

1.12.4.2 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 with 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 83].

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 83].

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.

Transaction No. — Transaction number of the posted journal entry transaction, with a link to the journal entry quick view. Choose *View More* in the quick view to open the journal entry detailed view.

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*.

Serial/ Batch 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 serial/ batch 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 the field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 565].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin location 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 the field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 565].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin location 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, serial/batch 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 the field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 565].

User-Defined Fields Tab

This tab shows information on user-defined fields related to this document, divided by categories. For more information, see Customization [page 807].

Related Information

Managing Issues for Production [page 559]
Creating Issues for Production [page 563]
Working with Journal Entries [page 581]

1.12.4.2.1 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 538]
Working with Bills of Materials [page 540]

1.12.5 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 228].

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 230].

1.12.5.1 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 serial/batch numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Serial/ Batch 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 serial/batch numbers directly in the field. As you type, a list of serial/batch 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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer, this field is subdivided to *From Bin Location Allocation* and *To Bin Location Allocation*.

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, serial/batch 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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.12.5.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create serial/batch 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.

Serial/ Batch 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 serial/batch numbers. For more information about automatic creation of serial/batch numbers, see Automatically Creating Batches and Serial Numbers [page 232].

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.
- For items managed by serial numbers, display all serial numbers or only the selected ones.
- 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 serial/batch 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.

In inventory transfer this field is subdivided to *From Bin Locatio Allocation* and *To Bin Location Allocation*.

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 *Serial/Batch Numbers* and *Bin Location Allocation* fields.

In inventory transfer, this field is subdivided to *From Bin Locations* and *To Bin Locations*.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 368]

1.12.5.2.1 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 serial/batch 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 *Serial/Batch 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 *Serial/Batch 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 serial/batch 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*.

1.12.6 Procurement Confirmation Wizard

Apps

When working with the procurement confirmation wizard, select the *Procurement Confirmation Wizard* app on the home page. Alternatively, choose *Production* > *Procurement Confirmation Wizard* or *Production* > *Procurement Confirmation Wizard* in the *Main Menu*.

Tasks

You can carry out the following tasks with this app:

- Create one or more procurement documents, such as purchase quotations, purchase orders, or production orders, directly from one or multiple sales documents or production orders.
- Combine several base documents into a single target document for a customer.

Related Information

Creating Purchase Orders from Sales Orders [page 375]
Creating Procurement Documents from Production Orders [page 376]

1.12.6.1 Creating Purchase Orders from Sales Orders

Context

You can create a purchase order directly from a sales order following these steps:

Procedure

1. Create a sales order specifying customer and item information. In the *Logistics* tab, select the checkbox *Procure Non-Drop-Ship Items*.

   > **Note**
   >
   > Alternatively, you can edit an existing sales order and select the *Procure Non-Drop-Ship Items* checkbox in the *Logistics* tab.

2. After you add or update the sales order, the *Procurement Confirmation Wizard* opens.
3. The wizard displays the *Base Document* and *Business Partners* fields, pre-filled with customer details from the selected sales order. You can add business partners if required.
4. To create purchase orders for all open sales orders with unfulfilled purchase quantities for selected business partners, select the *Include All Open Base Documents* checkbox.
5. Choose *Next*. All open sales orders are listed for you to select.
6. In the *Base Document Lines* step, choose *Purchase Order* as the *Target Document*. Make sure all items have a vendor assigned to them. If an item has a preferred vendor, this vendor is already entered in the line. If required, change the vendor code. The other details are automatically filled in.
7. To save the purchase order as a draft, select the *Create Draft Document* checkbox.
8. Choose *Next*.
9. In the *Consolidation* step, specify whether to consolidate the purchase requirements from multiple sales orders into one purchase order, and which consolidation options to apply.

   > **Note**
   >
   > If you choose *No Consolidation*, the documents are grouped by vendor, that is, one purchase order is created per vendor.

10. Specify the system response to errors that may occur in the document generation process in the *If an Error Occurs* dropdown list. You can select either *Skip to Next Vendor* (default option) or *Stop Execution*.
11. Choose *Next*. The *Results Preview* displays the details of all purchase orders that will be created. The purchase orders are grouped by vendor and the consolidations options you selected.
12. To generate the documents, choose *Execute Now*.
13. The *Summary Report* displays all the documents that have been created and any errors that have occurred.

1.12.6.2 Creating Procurement Documents from Production Orders

Context

You can create purchase orders, purchase quotations, or purchase requests from a production order. Alternatively, you can procure components directly for a production order to ensure availability for the production process. By creating procurement documents based on actual production requirements, you can better maintain minimum inventory levels and support efficient production planning.

Procedure

1. Create a production order specifying the product information. On the *General* tab, select the *Procure Items* checkbox. The *Components* tab is updated with the *Allow Procurement Doc.* column checked for the item entries.
2. Add the production order, and the **Procurement Confirmation Wizard** opens.
3. In the *Base Document Type* step, the product number and description fields are prefilled based on the production order. You can select more products for which you want to generate procurement documents.
4. Select the checkbox *Include All Open Base Documents* to ensure all related open documents for the selected products are displayed in the next step.
5. Choose *Next* and select the base documents from which you want to generate procurement documents.
6. Choose *Next*. In the *Base Document Lines* step, select one of the following options as the target document type: *Purchase Order*, *Purchase Quotation*, or *Purchase Request*.
7. If an item has a preferred vendor, this vendor is already entered in the line. If required, change the vendor code. The other fields are automatically filled in.
8. To create the procurement document as a draft, select the *Create Draft Document* checkbox.
9. Choose *Next*. In the *Consolidation* step, specify whether to consolidate the purchase requirements from multiple production orders into one purchasing document, and which consolidation options to apply.

   > **Note**
   >
   > If you choose *No Consolidation*, the documents are grouped by vendor, that is, one purchasing document is created per vendor.

10. Specify the system response to errors that may occur in the document generation process in the *If an Error Occurs* dropdown list. You can select either *Skip to Next Vendor* (default option) or *Stop Execution*.
11. Choose *Next*. The *Results Preview* displays the details of all purchasing documents that will be created. The purchasing documents are grouped by vendor and the consolidations options you selected.
12. To generate the documents, choose *Execute Now*.
13. The *Summary Report* displays all the documents that have been created and any errors that have occurred.

Related Information

Creating Purchase Orders from Sales Orders [page 375]

1.13 Accounting

Apps

In the *Accounting* group, you can find the following apps:

- *Exchange Rates*
- *Chart of Accounts*
- *Indexes*
- *Account Code Generator*
- *Journal Entries*
- *Create Journal Entry*
- *Journal Vouchers*
- *Recurring Journal Entries*
- *Create Recurring Journal Entry*

Related Information

Chart of Accounts [page 574]
Creating G/L Accounts with Account Code Generator [page 577]
Journal Entries [page 579]
Journal Vouchers [page 590]
Recurring Journal Entries [page 594]
Working with Exchange Rates and Indexes [page 598]

1.13.1 Chart of Accounts

App

Use the *Chart of Accounts* app to work with all of your company's general ledger (G/L) accounts and to form the basis for your company's reporting and posting activities.

Tasks

You can carry out the following tasks with this app:

- Search and filter G/L accounts
- View, create, edit, and delete G/L accounts

Related Information

Managing G/L Accounts [page 574]
Working with G/L Accounts [page 576]
Creating G/L Accounts [page 577]

1.13.1.1 Managing G/L Accounts

To view the list of G/L accounts in the *Chart of Accounts* app, click the *Chart of Accounts* 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed pane for G/L accounts, see Working with G/L Accounts [page 576].

Selecting Views

The Web client list views provide you with multiple views of the dataset of G/L account 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 change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Create Select the G/L account for which you want to create a same level or sublevel account, and choose an option in the dropdown list.

Expand to Level When you are expanding the hierarchy, the chart displays accounts by the selected level.

> **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 68].

Related Information

Chart of Accounts [page 574]
Working with G/L Accounts [page 576]
Creating G/L Accounts [page 577]
Working with List Views [page 53]

1.13.1.2 Working with G/L Accounts

In the *Chart of Accounts* app, the detailed information is displayed in a detailed pane on the right side of the chart of accounts. The detailed pane is identical to a detailed view, except that you can change the size of the chart of accounts and the detailed pane using the slider between them.

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 with 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 G/L account code, the header displays key information about the account.

Performing Business Actions

You can edit the G/L account using the toolbar on the right side of the header.

Working with the Record Content

General Tab

The fields on this tab provide general information about the G/L account.

Properties Tab

The fields on this tab provide information about the account properties.

Details Tab

The fields on this tab provide information about the account details.

Position Tab

The fields on this tab provide information about the account position in the chart of accounts.

Related Information

Chart of Accounts [page 574]
Managing G/L Accounts [page 574]
Creating G/L Accounts [page 577]

Working with Detailed Views [page 83]

1.13.1.2.1 Creating G/L Accounts

Procedure

1. To create a new G/L account, in the *Chart of Accounts* app, select the G/L account for which you want to create a same level or sublevel account, and choose an option in the *Create* dropdown list.
2. On the *General* tab, enter the relevant account information, such as the account code, account name, and so on.
3. On the *Properties* and *Details* tabs, define the relevant properties and details.
4. On the *Positions* tab, the information is filled automatically according to your selected account and creation option. Change the settings if needed.
5. To add the new G/L account to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*. For more information, see Apps for Creating Records [page 89].

Related Information

Chart of Accounts [page 574]
Managing G/L Accounts [page 574]
Working with G/L Accounts [page 576]
Creating G/L Accounts with Account Code Generator [page 577]

1.13.2 Creating G/L Accounts with Account Code Generator

Prerequisites

- Ensure that account segmentation is allowed for your country/region or state.
- Ensure that the option *Use Segmentation Accounts* is selected under *Administration* > *Configuration* > *Accounting* > *Accounting Settings*.

Context

Use the *Account Code Generator* app to have active accounts generated automatically from a combination of different segments. These segments represent the specific business units or activities that you want to track.

Procedure

1. To create G/L accounts with the account code generator, click the *Account Code Generator* tile.
2. On the *G/L Account Details* tab, define the details for the accounts.
   - In the *Natural Account* field, define the account code. The generated account code is the combination of this natural account and the segment codes. The number of characters of this natural account is limited to the value of the *Size* field in the *Account Segmentation - Setup* window in the SAP Business One client for the first segment: *Natural Account*.
   - In the *Account Name* field, define the account name. The generated account name is the combination of this account name and the segment short names.
3. On the *G/L Account Location* tab, define the location of the accounts.

   The *Parent Article* dropdown list displays titles from one level above the value you set in the *Level* dropdown list of the *G/L Account Details* tab.

   > **Example**
   >
   > When you select 3 in the *Level* dropdown list, the *Parent Article* field displays titles from level 2 of the selected drawer.

4. On the *G/L Account Properties* tab, define the relevant properties for the accounts.

   The fields appear according to the selected drawer.
5. Choose the button for each segment to open *Segment Codes*, where you can select the required codes from each segment to be included in the accounts.

   > **Note**
   >
   > You must use all the segments when you create new G/L accounts.

6. Choose *OK* to open the *Account Code List*, where you can view the accounts to be generated in the chart of accounts, according to the parameters you set. You can change the name, currency, and parent article, if required.

   In the *Add* column, select the accounts that you would like to create.
7. To add the new G/L accounts to the company database, choose *Add*.

Related Information

Creating G/L Accounts [page 577]

1.13.3 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 579]
Working with Journal Entries [page 581]
Creating Journal Entries [page 583]

1.13.3.1 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, choose the › *Details* icon on the row of the relevant record or choose 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 581].

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 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Journal Entries [page 579]
Working with Journal Entries [page 581]
Creating Journal Entries [page 583]
Working with List Views [page 53]

1.13.3.2 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 with 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 83].

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 83].

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* checkbox. If it is selected, once you select a G/L account and the tax information is specified in a journal entry row, a row or rows for the tax transaction are automatically created. The value is not editable once the journal entry is added.

The checkbox is selected by default if the option *Use Automatic Tax* in *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Journal Entry* in the SAP Business One client is selected.

> **Note**
>
> The *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.

Used in Recommended Payment Run This checkbox cannot be edited and indicates if the journal entry line is reserved for a payment run. These lines cannot be cleared with payment documents or a new payment run.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Journal Entries [page 579]
Managing Journal Entries [page 579]
Creating Journal Entries [page 583]
Working with Detailed Views [page 83]

1.13.3.2.1 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.

   With the *Template Type* and *Template* fields, you can create the manual journal entry according to either of the following templates:

   - A journal entry template: selecting a journal entry template will fill the lines with defined percentages. After you enter a value in a line, the other lines with be filled with values calculated according to the percentages.
   - A recurring journal entry: selecting a recurring journal entry instance will fill both the *General* and *Contents* tabs.
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. On the *Attachments* tab, add new attachments by choosing *Upload*.
5. 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 89].

Related Information

Journal Entries [page 579]
Managing Journal Entries [page 579]
Working with Journal Entries [page 581]
Importing a Single Journal Entry from Microsoft Excel Files [page 584]

1.13.3.2.1.1 Importing a Single Journal Entry from Microsoft Excel Files

Context

You can import data from Microsoft Excel files to a single journal entry in SAP Business One, Web client. The data is copied from a Microsoft Excel file to the corresponding fields in Web client. This import feature can be used by the consultants during the implementation process or by the end-users from time to time.

You must first configure the definitions for the import, according to the following rules:

- Microsoft Excel files must be saved as XLSX, CSV, or TXT files.
- Files must not contain any blank rows.

- The number of characters in the cells of the Microsoft Excel file must not be greater than the length of the corresponding fields in SAP Business One, Web client.

Procedure

From SAP Business One, Web client, choose the *Create Journal Entry* tile, and choose the *Import from Excel* button. The *Mapping Data Fields* window appears.

1. Import *Journal Entry Header*.
    1. In the *Mapping Data Fields* window, from the *Select Object* field, select *Journal Entry Header* and choose the browse button in the *File to Import* field. Select your Microsoft Excel file that includes the header information of the journal entry, which are the fields on the *General* tab of the *Journal Entry* window. Choose the *File Contains Header* checkbox if your Microsoft Excel file has a header row.
    2. Map the columns in the Microsoft Excel file with the header fields in the journal entry object. Choose the dropdown lists and select the fields of the journal entry header. Additionally, you can use the *Use Predefined Template* option to automatically map fields. Once you download the template, enter your data in the required format, upload the file, and select this option to map the file columns to your system fields automatically. If you select the *Hide Mapped Fields* checkbox, the dropdown list will not show the already mapped fields. You can display the UI Field names and/or the Database Field names according to your preferences.
    3. You can continue to import journal entry lines or choose the *OK* button to import the journal entry header file.
2. Import *Journal Entry Lines*.
    1. In the *Mapping Data Fields* window, from the *Select Object* field, select *Journal Entry Lines* and choose the browse button in the *File to Import* field. Select your Microsoft Excel file that includes the lines information of the journal entry, which are the fields on the *Contents* tab of the *Journal Entry* window. Choose the *File Contains Header* checkbox if your Microsoft Excel file has a header row.
    2. Map the columns in the Microsoft Excel file with the lines fields in the journal entry object. Choose the dropdown lists and select the fields of the journal entry lines. Additionally, you can use the *Use Predefined Template* option to automatically map fields. Once you download the template, enter your data in the required format, upload the file, and select this option to map the file columns to your system fields automatically. If you select the *Hide Mapped Fields* checkbox, the dropdown list will not show the already mapped fields. You can display the UI Field names and/or the Database Field names according to your preferences.
    3. If you want to import more journal entry lines from other Microsoft Excel files, repeat the above steps to import multiple Microsoft Excel files.
3. Choose *OK* to import the Microsoft Excel files.

> ### Note
>
> In the United Kingdom, France and Greece localizations, you also have the option to import withholding tax data. To import withholding tax data:
>
> 1. Select *Withholding Tax* from the *Select Object* field in the *Mapping Data Fields* window, and choose the browse button in the *File to Import* field. Select your Microsoft Excel file that includes the withholding tax information of the journal entry. Choose the *File Contains Header* checkbox if your Microsoft Excel file has a header row.
> 2. Map the columns in the Microsoft Excel file with the withholding tax fields in the journal entry object. Use the dropdown lists to select the fields for the journal entry withholding tax data: *Wtax Code*,

Taxable Amount, and *Wtax Amount*. If you select the *Hide Mapped Fields* checkbox, the dropdown list will not show the already mapped fields. You can display the UI Field names and/or the Database Field names according to your preferences.

3. If you want to import more withholding tax data from other Microsoft Excel files, repeat the above steps to import multiple Microsoft Excel files.
4. Choose *OK* to import the Microsoft Excel files.

Results

Once the import process is complete, all the imported information from the Microsoft Excel file is displayed in the new journal entry window. Make sure that all values are valid.

To add the new journal entry to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Preparing a Microsoft Excel Import File for a Journal Entry [page 586]

1.13.3.2.1.1.1 Preparing a Microsoft Excel Import File for a Journal Entry

The following fields for a Journal Entry can be imported into SAP Business One, Web client and therefore, can be contained in a Microsoft Excel file.

> ⓘ Note
>
> The fields to be imported should be visible in the journal entry rows grid at the time of importing. If they are hidden and later on selected for display, the imported values will not show up.

Fields References for the Journal Entry Header

Field Name	Database Field Name	Max. Length	Data Type	Remark
JDT_NUM				Journal entry number

Field Name	Database Field Name	Max. Length	Data Type	Remark
Posting Date	`OJDT.RefDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD
Remarks	`OJDT.Memo`	50	Alphanumeric	
Reference 1	`OJDT.Ref1`	100	Alphanumeric	
Reference 2	`OJDT.Ref2`	100	Alphanumeric	
Transaction Code	`OJDT.TransCode`	4	Alphanumeric	
Project Code	`OJDT.Project`	20	Alphanumeric	
Document Date	`OJDT.TaxDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD
Indicator Code	`OJDT.Indicator`	2	Alphanumeric	
Reverse	`OJDT.AutoStorno`	1		**Valid Values**: Y or N
Reverse Date	`OJDT.StornoDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD
Series	`OJDT.Series`			
Due Date	`OJDT.DueDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD
Automatic Tax	`OJDT.AutoVAT`	1		**Valid Values**: Y or N
Deferred Tax	`OJDT.DeferedTax`	1		**Valid Values**: Y or N
User-Defined Fields (UDFs)	UDFs in OJDT according to its setup.			

Fields References for the Journal Entry Lines

Field Name	Database Field Name	Max. Length	Data Type	Remark
Account Type				Values GL or BP are required. The default value is GL.
BP/Account Code	`JDT1.ShortName`			The *BP/Account Code* is a mandatory field and must be the second column in the Microsoft Excel file, after the *Account Type* field. If Account Type is not needed, then *BP/Account Code* must be the first column in the Microsoft Excel file. All the other fields in the journal entry lines are dependent on the first column.
Account Code	`JDT1.Account`	15	Alphanumeric	*Control Account* is editable only when a business partner is selected in the *BP/Account Code* field.
Debit Amount	`JDT1.Debit`	19.6	Numeric	
Credit Amount	`JDT1. Credit`	19.6	Numeric	
Transaction Currency	`JDT1.FCCurrency`	3	Alphanumeric	If we have foreign currency (FC) fields, for example, FCCredit or FCDebit, Transaction Currency (FCCurrency) must be entered as a column in the excel before the FC Fields. For the foreign currency (FC) fields to be enabled, the values entered through the file must have "All Currencies" or a specific foreign currency enabled at BP/Account level. If the option is not enabled, the row values will not get uploaded.
Debit Amount (FC)	`JDT1.FCDebit`	19.6	Numeric	When you enter both the foreign currency (FC) fields and the local currency (LC) fields (Debit/Credit), if the FC field is placed before the LC field, the system will automatically calculate the LC field based on the exchange rate for the foreign currency. The user-entered value will then override the system calculated value for the LC fields.
Credit Amount (FC)	`JDT1.FCCredit`	19.6	Numeric	
Due Date (in Lines)	`JDT1.DueDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD
Row Details	`JDT1.LineMemo`	50	Alphanumeric	
Posting Date (in Lines)	`JDT1.RefDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD

Field Name	Database Field Name	Max. Length	Data Type	Remark
Reference 1 (in Lines)	`JDT1.Ref1`	100	Alphanumeric	
Reference 2 (in Lines)	`JDT1.Ref2`	100	Alphanumeric	
Project Code (in Lines)	`JDT1.Project`	20	Alphanumeric	
Distribution Rule	`JDT1.ProfitCode`	8	Alphanumeric	
Costing Code 2	`JDT1.OcrCode2`			Specify the costing code fields if you chose the *In Separate Columns* radio button for the multi-dimensions distribution fields on the *Cost Accounting* tab of the *General Settings* window (*Administration* > *System Initialization* > *General Settings*).
Costing Code 3	`JDT1.OcrCode3`			
Costing Code 4	`JDT1.OcrCode4`			
Costing Code 5	`JDT1.OcrCode5`			
Document Date (in Lines)	`JDT1.TaxDate`	8	Date	**Valid Values**: • YYYY-MM-DD • YYYY/MM/DD
Reference 3 (in Lines)	`JDT1.Ref3`	27	Alphanumeric	
Tax Posting Account	`JDT1.TaxPostAcc`			Choose value *R* for Sales or *P* for Purchase. The Tax Posting Account is available only if *Automatic Tax* is selected in the header, and the Tax Code can be uploaded if a *Tax Posting Account* is selected. First Tax Posting Account and then the Tax Code columns must be aligned in the Microsoft Excel.
Tax Code	`JDT1.TaxCode`			
Branch Name (in lines)	`JDT1.BPLId`	100	Alphanumeric	
User-Defined Fields (UDFs)	UDFs in JDT1 according to its definition			

Related Information

Importing a Single Journal Entry from Microsoft Excel Files [page 584]

1.13.4 Journal Vouchers

App

Use the *Journal Vouchers* app to work with a temporary storage facility for journal entries that cannot yet be posted to the company database. Once you have checked and approved the journal voucher content, you save it to the database. It is then reflected in the accounting system.

Tasks

You can carry out the following tasks with this app:

- Search and filter journal vouchers
- View and manage different views of journal voucher lists
- View, edit, and delete journal vouchers
- Create journal vouchers by adding new transactions with entries.
- Create transactions with entries to a selected voucher.
- Post journal vouchers.

Related Information

Managing Journal Vouchers [page 590]
Working with Journal Vouchers [page 592]
Creating Journal Vouchers [page 593]

1.13.4.1 Managing Journal Vouchers

To open the *Manage Journal Vouchers* list view, click the *Journal Vouchers* 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for transactions in journal vouchers, see Working with Journal Vouchers [page 592].

Selecting Views

The Web client list views provide you with multiple views of the dataset of journal voucher 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 Vouchers* displays the open journal vouchers created by the user who is currently logged in. This view is displayed by default.
- *Journal Voucher Report* displays all the journal vouchers of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

Edit	Edits the remarks of journal vouchers.
Create Journal Voucher	Creates a new voucher by adding a new transaction with entries.
Create Entry to Voucher	Creates a new transaction with entries in the selected voucher. This button is available when the status of the selected voucher is *Open*.
Post	Posts all the entries in the selected vouchers to the database and record them in the same way as any other journal entry. This button is available when the status of the selected vouchers is *Open*. The status of the posted vouchers changes to *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 68].

Related Information

Journal Vouchers [page 590]
Working with Journal Vouchers [page 592]
Creating Journal Vouchers [page 593]
Working with List Views [page 53]

1.13.4.2 Working with Journal Vouchers

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 with a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

Viewing Key Record Information

The header displays the transaction number of the journal voucher.

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 83].

Edit	Edits the transaction of an open journal voucher.
Delete	Deletes the transaction of an open journal voucher from the company database. If you're deleting the only transaction in the journal voucher, the journal voucher will also be deleted.

Working with the Record Content

This page is identical to the journal entry detailed view, except for the *Voucher No.* field; it displays the number of the voucher to which the journal voucher transaction is added.

General Tab

The fields on this tab provide general information about the journal voucher transaction.

Contents Tab

The fields on this tab provide information for each journal voucher entry line.

Related Information

Journal Vouchers [page 590]
Managing Journal Vouchers [page 590]
Creating Journal Vouchers [page 593]
Working with Detailed Views [page 83]

1.13.4.2.1 Creating Journal Vouchers

Procedure

1. To create a new journal voucher by adding a new transaction with entries, choose *Create Journal Voucher* in the journal voucher list view. To create a new transaction with entries to a selected voucher, in the journal voucher list view, select a voucher and choose *Create Entry to Voucher*.

   This page is identical to the one for creating a manual journal entry, except for the series and No. definitions; the series selected in the journal voucher will be used as the journal entry series when you are posting the journal voucher.
2. On the *General* tab, enter the relevant transaction information.
3. On the *Contents* tab, enter the relevant accounting details.
4. To add the new transaction to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*. For more information, see Apps for Creating Records [page 89].

Related Information

Journal Vouchers [page 590]

Managing Journal Vouchers [page 590]
Working with Journal Vouchers [page 592]

1.13.5 Recurring Journal Entries

Apps

When working with recurring journal entries, you can find the following apps:

- *Recurring Journal Entries*
- *Create Recurring Journal Entry*

Tasks

You can carry out the following tasks with these apps:

- Search and filter recurring journal entries
- View and manage different views of recurring journal entry lists
- View, edit, create, delete, and duplicate recurring journal entry templates
- View, edit, delete, post, and duplicate recurring journal entry instances

Related Information

Managing Recurring Journal Entries [page 594]
Working with Recurring Journal Entries [page 596]
Creating Recurring Journal Entries [page 597]

1.13.5.1 Managing Recurring Journal Entries

To open the *Manage Recurring Journal Entries* list view, click the *Recurring 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for recurring journal entries, see Working with Recurring Journal Entries [page 596].

Selecting Views

The Web client list views provide you with multiple views of the dataset of recurring 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:

- *Recurring Journal Entries for Posting* displays the recurring journal entry instances for which the next due date is the current system date.
  This view is displayed by default.
- *Confirmation List* displays all the instances of recurring posting templates that are not posted.
- *List of Recurring Journal Entries* displays all the recurring journal entry templates of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

Setting Filters

The *Branch* filter only appears when you have enabled the multiple branches feature in the SAP Business One client.

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 54].

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 65].

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 68].

Post Choose whether to post the selected recurring journal entry instances on the current system date, the scheduled date, or on a date that you prefer.

> **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 68].

Related Information

Recurring Journal Entries [page 594]
Working with Recurring Journal Entries [page 596]
Creating Recurring Journal Entries [page 597]
Working with List Views [page 53]

1.13.5.2 Working with Recurring 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 with a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

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 83].

Post Choose whether to post the current recurring journal entry instance on the current system date, the scheduled date, or on a date that you prefer.

Working with the Record Content

General Tab

The fields on this tab provide general information about the recurring journal entry.

Next Due	Enter the required date for the next posting of the recurring journal entry. This is the base date from which Web client calculates the value defined in the *Frequency* field. The default value for this field is the current system date. If you choose *Template* in the *Frequency* dropdown list, this field is not shown.

Contents Tab

The fields on this tab provide information for each recurring journal entry line.

Related Information

Recurring Journal Entries [page 594]
Managing Recurring Journal Entries [page 594]
Creating Recurring Journal Entries [page 597]
Working with Detailed Views [page 83]

1.13.5.2.1 Creating Recurring Journal Entries

Procedure

1. To create a new recurring journal entry, click the *Create Recurring Journal Entry* tile.
2. On the *General* tab, enter the relevant information, such as the recurring journal entry code, next due, frequency, and so on.
3. On the *Contents* tab, enter the relevant accounting details.
4. To add the new recurring 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 89].

Related Information

Recurring Journal Entries [page 594]
Managing Recurring Journal Entries [page 594]
Working with Recurring Journal Entries [page 596]

1.13.6 Working with Exchange Rates and Indexes

Exchange Rates

You can use the exchange rate table to set up exchange rates for foreign currencies.

To open the exchange rate table, click the *Exchange Rates* tile on the home page. Alternatively, from the *Main Menu*, choose *Accounting* > *Exchange Rates*. Exchange rates are defaulted to display by the current year and the current month. You can filter, view, and edit the records.

You can also update the exchange rates in other apps through the *Enter Exchange Rate* dialog box, and the exchange rates are saved to the *Exchange Rates* app according to the document posting date.

> **Example**
>
> On 06/10/2025, you create a sales order for the foreign customer C10000, whose currency is EUR. After specifying the customer code, the *Enter Exchange Rates* dialog box appears, asking you to enter the exchange rate on the sales order posting date, which by default is taken from the current date 06/10/2025. You enter an exchange rate of **6** and choose *Update*.
>
> Later, you change the posting date to 07/20/2025, and the *Enter Exchange Rate* dialog box pops up again and you enter an exchange rate of **7** and choose **`Update`**.
>
> As a result, **6** is saved to the date 06/10/2025 and **7** is saved to the date 07/20/2025.

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.

Within the *Exchange Rates* app, above the table area, the header contains 2 dropdown lists, one filtering the year and the other filtering the month. And the table reflects your choice dynamically.

In the table area, each column represents a specific currency, each row represents a specific day in the specified month, and each cell represents the corresponding exchange rate.

You have the following options to manage exchange rates.

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

Set Rate for Selection Criteria	Choosing this button opens a dialog box, which allows you to specify selection criteria to set exchange rates in a certain date range and for different currencies. For each currency, you can either enter an exchange rate or choose to keep the current value.
Select Date Range	The button enables you to specify the start and end dates to update the exchange rates. The date range can be more than a month.

After making the changes, choose the *OK* button to save your revisions. The table header is changed to *Exchange Rates for Selected Date Range* and the updated data is then automatically reflected in the table according to your selection criteria.

Indexes

You can use the index table to revaluate financial reports and reflect changes in a specific economic index, typically an inflation index.

To open the index table, click the *Indexes* tile on the home page. Alternatively, from the *Main Menu*, choose *Accounting* > *Indexes*. Indexes are defaulted to display records of the current year. You can filter and edit the records.

Above the index table area, the header contains a dropdown list which is for filtering the year. The table reflects your choice dynamically.

In the table area, the first column displays the months of the selected year, and the remaining columns represent different indexes. You can delete indexes that you have defined, but you cannot delete those pre-defined by SAP Business One. You can define your indexes under *Administration* > *Configuration* > *Accounting* > *Indexes*. For more information, see the *Indexes* section of the topic Accounting Definitions [page 784].

Related Information

Importing Exchange Rates and Indexes from Microsoft Excel [page 599]

1.13.6.1 Importing Exchange Rates and Indexes from Microsoft Excel

Context

You can import from Microsoft Excel the exchange rates and indexes from one company to another.

Preparing the Microsoft Excel File

Prepare the Microsoft Excel file with the data you want to import. The following table illustrates the mandatory fields in the template:

Field Name	Database Field Name	Type	Length	Business Rules
Exchange Rate Date	RateDate	Date	8	Mandatory field
Currency Code	Currency	Alphanumeric	3	Mandatory field
Currency Rate	Rate	Numeric	19.6	

> **Note**
>
> You can add new currency records or update existing ones in *Administration* > *Configuration* > *Accounting* > *Currencies*. For more information on importing currencies, refer to Importing Currencies from Microsoft Excel [page 791].

Exporting to Microsoft Excel

Choose *Export to Microsoft Excel* in the table toolbar to download the Microsoft Excel file. This file contains all columns currently shown in the table view, including any filters applied. This option enables you to save, analyze, or share exchange rate and index data outside the system.

You can use the downloaded file as the template to import data.

Procedure

1. To import exchange rates, in the *Exchange Rates* app, choose the *Import* button.

   To import indexes, in the *Indexes* app, choose *Edit* in the list view, and then choose *Import* from the top right corner of the table.

   This opens the *Import from Microsoft Excel* window.
2. In the *File to Import* field, select the file to import. Select a method from the *Import Method* drop-down menu.

   The table on the *Preview* tab displays the information from the imported file.
3. Map your file's columns to the system fields.

   On the *Preview* tab, choose *Map Fields* and select one of the following mapping methods:

   - *Manual* – Map system fields to the respective file columns manually.
   - *Saved Template* – Specify a template from the *Select Template* drop-down list.
   - *Predefined Template* – Automatically map fields using the predefined template. You can also download the predefined template to prepare your Microsoft Excel file.
4. After the mapping is complete, choose *OK* to preview the data to be imported from Microsoft Excel on the *Preview* tab. Make any necessary changes.
5. Choose *Import* to add the information to the database.
6. Choose *Continue* in the *Confirmation* window.

After the import, the status and error messages are displayed.

Related Information

Working with Exchange Rates and Indexes [page 598]

1.14 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.

Apps

In the *Service* group, you can find the following apps:

- *Service Calls*
- *Create Service Call*
- *Equipment Cards*
- *Create Equipment Card*
- *Solutions Knowledge Base*
- *Create Solution*
- *Service Contracts*
- *Create Service Contract*

Related Information

Service Calls [page 602]
Equipment Cards [page 611]
Solutions Knowledge Base [page 618]
Service Contracts [page 623]

1.14.1 Service Calls

Apps

In the *Service* group, 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 602]
Working with Service Calls [page 604]
Creating Service Calls [page 609]

1.14.1.1 Managing Service Calls

To open the *Manage Service Calls* list view, choose 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, choose the › *Details* icon on the row of the relevant record or choose 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 604].

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 choosing the column header.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Working with Service Calls [page 604]
Creating Service Calls [page 609]

1.14.1.2 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 with 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 83].

Service Call <Number>

A combination of "Service Call" and a defined, automatically-generated sequential number that identifies the service call.

The service call number information is taken from the *Number* field in the *Service Call Details* section on the *General* tab.

Type

Sales type indicates that the service is provided to your customer.

Purchasing type indicates that the service is provided by your vendor.

The type information is taken from the option that you select for the *Type* dropdown list in the *Business Partner Details* section on the *General* tab when you create a service call.

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 choose the business partner code to open the *Business Partner* quick view in a popover to view some basic information about the business partner. 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 Web browser.

The code information is taken from the business partner that you choose for the *Customer* or *Vendor* field in the *Business Partner Details* section on the *General* tab when you create a service call.

Item

Displays the item number and item description if the service is provided for an item.

You can choose the item number to open the *Item* quick view in a popover to view some basic information about the item. 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 Web browser.

The item information is taken from the item that you choose for the *Item No.* field in the *Item Details* section on the *General* tab when you create a service call.

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.

The status information is taken from the option that you select for the *Status* dropdown list in the *Service Call Details* section on the *General* tab when you create a service call.

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* in the *Status* dropdown list. 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.

The subject information is taken from the text that you enter in the *Subject* field in the *Service Call Details* section on the *General* tab when you create a service call.

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 83].

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 Section

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 Section

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.

Address Section

Ship To and *Bill To*

Displays the default ship-to and bill-to address IDs and address summaries as defined in the *Business Partner* master data record for the current business partner.

To edit an existing ship-to or bill-to address, or create a new address, proceed as follows:

1. Choose *Edit* in the header toolbar in the upper right corner of the service call.
2. Choose *Edit* or *Define New* below the *Ship To* or *Bill To* field in the *Business Partner* tab to open the *Address Component* dialog.
3. Update the bill-to or ship-to address as necessary.
   In the dropdown list *Update Business Partner Master Data*, choose whether to synchronize your changes from the current service call to the *Business Partner* master data record of the selected business partner.
   If you choose *Define New* and then choose *Yes* for *Update Business Partner Master Data*, you can additionally see the dropdown list *Default for Business Partner* in the *Address Component* dialog. You can decide whether to automatically add the new address to the *Business Partner* master data record and set it as the default for the selected business partner.
4. Choose *OK*.

Territory Displays the geological territory to which the current business partner belongs, as defined in the *Business Partner* master data record for the current business partner.

Details Section

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 on the *General* tab, you can manually enter a contact person here.

Business Partner Project The project associated with the business partner.

Solutions & Resolution Tab

The fields on this tab provide information about the solutions and resolution of the problem.

Solutions Section

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 on this tab depend on whether the *Enable Scheduling Multiple Tickets* option on the *Document Settings* > *Per Document* tab in the SAP Business One client is selected or not.

Note that once this option is activated, it cannot be deactivated.

Attachments Tab

This tab shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path	View the destination folder in which the attachment is stored. It is not editable in Web client. When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.
Subfolder Path	• When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable. • If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.
File Name	If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

Related Information

Managing Service Calls [page 602]
Creating Opportunities [page 101]
Service Definitions [page 804]

1.14.1.2.1 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 in the *ID* field and select the target solution from the auto-complete list, 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, you can choose the arrow icon ( ) next to the solution ID to open the *Service Call Solution* quick view in a popover to view some basic information about the solution. In the popover, you can choose *View More* to view the detailed view of the solution in a new Web browser tab, or choose the *Open Menu* icon to open the detailed view in the current Web browser tab.

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 from 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. Go to the *Attachments* tab, and upload files or emails as attachments.
10. 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 602]
Working with Service Calls [page 604]

1.14.2 Equipment Cards

Apps

In the *Service* group, 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 611]
Working with Equipment Cards [page 613]
Creating Equipment Cards [page 616]

1.14.2.1 Managing Equipment Cards

To open the *Manage Equipment Cards* list view, choose 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, choose the *Details* icon on the row of the relevant record or choose 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 613].

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 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Managing Equipment Cards [page 611]
Creating Equipment Cards [page 616]

1.14.2.2 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 with 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 83].

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 83].

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 on 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 on 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.

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 on the *General Settings* > *Inventory* tab 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 on the *General Settings* > *Inventory* tab in the SAP Business One client.

Equipment Card 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 act as an intermediary between 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 the option *Add Multiple Business Partners to an Equipment Card* for equipment cards on the *Document Settings* > *Per Document* tab in the SAP Business One client.

When you edit an existing equipment card, you can change the equipment card type in the following ways:

- You can change the type from either *Sales* or *Purchasing* to *Sales & Purchasing*.
- To change the type from *Sales & Purchasing* to *Sales*, first remove all *Vendor* type of business partners from the equipment card.
- To change the type from *Sales & Purchasing* to *Purchasing*, first remove all *Customer* type of business partners from the equipment card.

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.

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 611]
Creating Equipment Cards [page 616]

1.14.2.2.1 Creating Equipment Cards

Prerequisites

In the SAP Business One client, select the following options:

- Go to *Administration* > *System Initialization* > *Document Settings* > *Per Document* tab. Choose *Equipment Card* from the *Document* dropdown list. Select the checkboxes, *Add Multiple Business Partners to an Equipment Card* and *Automatically Add Business Partners from New Documents to Existing Equipment Cards*.
- Go to *Administration* > *System Initialization* > *General Settings* > *Inventory* tab. Select the *Serial Number* option for the *Unique Serial Numbers By* field.

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, choose 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* field, 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.

    (Optional) You can add multiple business partners to the same equipment card. The first selected business partner automatically becomes the default business partner. The default business partner will become the default business partner when you choose *Create Service Call* in the toolbar of the equipment card detailed view to create a service call.

    You can change the default business partner if you want to.

    If the default business partner is inactive, you cannot save the equipment card successfully. If the default business partner is active but one or more non-default business partners are inactive, you receive a confirmation message for each inactive business partner, prompting you to decide whether to continue with the process.
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 on 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 611]
Working with Equipment Cards [page 613]

1.14.3 Solutions Knowledge Base

Apps

In the *Service* group, 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 618]
Working with Solutions [page 620]
Creating Solutions [page 622]

1.14.3.1 Managing Solutions Knowledge Base

To open the *Manage Solutions Knowledge Base* list view, choose 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, choose the *Details* icon on the row of the relevant record or choose 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 620].

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 choosing the column header.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Working with Solutions [page 620]
Creating Solutions [page 622]

1.14.3.2 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 with 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 83].

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 choose 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 83].

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 618]
Creating Solutions [page 622]

1.14.3.2.1 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 618]
Working with Solutions [page 620]

1.14.4 Service Contracts

Apps

In the *Service* group, 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 623]
Working with Service Contracts [page 625]
Automatically Creating Service Contracts [page 628]

1.14.4.1 Managing Service Contracts

To open the *Manage Service Contracts* list view, choose 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, choose the › *Details* icon on the row of the relevant record or choose 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 625].

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 choosing 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 54].

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 54].

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 65].

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 68].

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 68].

Related Information

Working with Service Contracts [page 625]
Automatically Creating Service Contracts [page 628]

1.14.4.2 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 with 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 83].

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 83].

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 on the *Logistics* tab in the *Item Master Data*.
  For more information about the *Warranty Template* option, see Working with Items [page 433].

Contract Type A service contract can have one of the following types of scope:

- *Serial Number*
  Covers an item with a specific serial number (specify the serial number on 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 on 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 shows the attachments of the current business record.

> **Note**
>
> The attachments are uploaded to the attachment folder through the Service Layer. For a Service Layer running on SAP HANA on Linux, direct access to the folder is prohibited. 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.

Target Path

View the destination folder in which the attachment is stored. It is not editable in Web client.

When you upload an attachment, it is saved to the default target path folder set by your system administrators. Your access to the attachment folder is granted through *Authorizations* in the SAP Business One client.

Subfolder Path

- When default subfolders are assigned per user in *User Defaults* in the SAP Business One client, all attachments are automatically saved to that user's default folder. In this scenario, the *Subfolder Path* field is not editable.
- If no default attachment folder is assigned per user, you can manually specify a subfolder in the *Subfolder Path* field, and all uploaded attachments for the document will be stored in that location.

File Name

If you upload a file that has the same name as an existing attachment, a timestamp will be automatically appended to the file name.

File Size

View the size of the attachments.

Make sure that the attachment size is smaller than 20 MB. For files with a size equal to or larger than 20 MB, you can upload them through the SAP Business One client.

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 Customization [page 807].

Related Information

Managing Service Contracts [page 623]
Automatically Creating Service Contracts [page 628]

1.14.4.2.1 Automatically Creating Service Contracts

Prerequisites

- Your item is managed by serial numbers.
- Certain contract templates have been predefined for the item on the *Contract Templates* page (*Main Menu* > *Administration* > *Configuration* > *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 choose the row 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 choose the row to open the *Service Contract* detailed view to check more details.

Related Information

Managing Service Contracts [page 623]
Working with Service Contracts [page 625]

1.15 Human Resources

Apps

In the *Human Resources* group, you can find the following apps:

- *Time Sheets*
- *Create Time Sheet*

Related Information

Time Sheets [page 629]

1.15.1 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 630]
Working with Time Sheets [page 632]
Creating New Time Sheets [page 634]

1.15.1.1 Managing Time Sheets

To open the *Manage Time Sheets* list view, choose 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, choose the *Details* icon on the row of the relevant record or choose 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 632].

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 54].

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 54].

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 65].

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 68].

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 68].

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 632]
Creating New Time Sheets [page 634]
Working with List Views [page 53]

1.15.1.2 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 with 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 83].

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 83].

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 630]
Creating New Time Sheets [page 634]
Working with Detailed Views [page 83]

1.15.1.2.1 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 630]
Working with Time Sheets [page 632]

1.16 Analytics

SAP Business One, Web client provides both built-in and customizable analytics capabilities and content.

Apps

If you are working with SAP Business One, you can find the following apps 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. Additionally, when you select User-Defined Tables or User-Defined Objects as data sources for your cards in the *General Overview* app, your access to these tables or objects is determined by two factors: the *Apply Authorization* setting applied during

their creation in the Web client, and their specific authorization configurations in the SAP Business One client. For more information, see Creating User-Defined Tables [page 816] and Creating a User-Defined Object [page 808].

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 following guides:

- How to Define Authorizations in SAP Business One 10.0
- User Guide - SAP Business One analytics 1.2 powered by SAP HANA
- How to Work with Semantic Layers in SAP Business One 9.2, version for SAP HANA

Data Ownership Authorizations

Data ownership authorizations that are set up for business documents and objects by document owners, business partner owners, and branches 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 apply data ownership authorizations to control accessibility of segmented data 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 apply data ownership authorizations either.

For more information, see the following help documents:

- Data Ownership
- User Guide - SAP Business One analytics 1.2 powered by SAP HANA
- How to Work with Semantic Layers in SAP Business One 9.2, version for SAP HANA

Related Information

Designing Overview Page [page 637]
User-Defined Queries [page 644]
Export and Import Views [page 655]
General Overview [page 658]
Linked List Views [page 660]

1.16.1 Designing Overview Page

You can do the following on an *Overview* page:

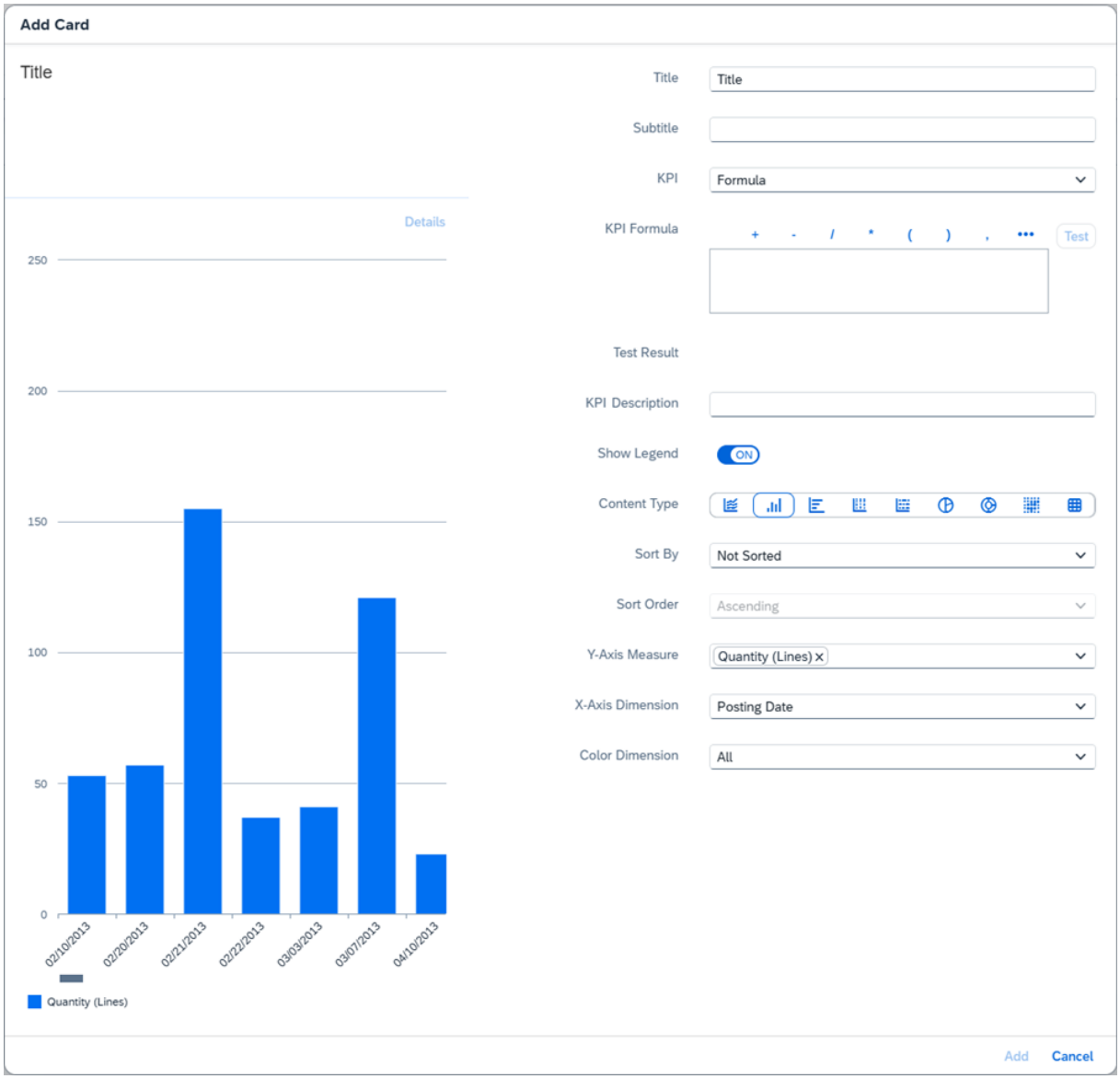
- Perform an in-depth analysis of a single data area.
- Use global page filtering to change filters at runtime (either manually or by selecting from pre-saved views) that apply to all cards displayed in the *Overview* page simultaneously.
- Save the changed filters as views and link to home page tiles 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 Choose one of the following options from the dropdown list:

- *None*
  If you choose this option, no KPI value will appear below the card subtitle in the upper left corner.
- *Measure*
  If you choose this option, you can use a single measure field available from the card data source as the KPI. The KPI value appears below the card subtitle in the upper left corner.
- *Formula*
  If you choose this option, you can apply a simple mathematical formula to the KPI. The calculated KPI value appears below the card subtitle in the upper left corner.

KPI Value

This field appears only when you choose *Measure* for the *KPI* field above.

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

KPI Formula

This field appears only when you choose *Formula* for the *KPI* field above.

In the text area, enter the formula that will calculate the desired result for the KPI.

You can select measure fields available from the data source of a card as variables within your formula. The measure value represents the cumulative total of a selected *Measure* field across all records filtered by the header filter bars. To include a measure field in your formula, choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > . From the flyout dropdown list, choose a field name. The uname of the selected field will then be inserted into the text area for calculation purposes. For more information about uname, see Finding the uname for a UI Field.

In your formula, you can utilize the following components to perform calculations:

- Arithmetical operators:
  Addition(+), subtraction(-), multiplication(*), and division(/).
- Numeric functions:
  ABS, CEILING, FLOOR, MAX, Min, and ROUND.
- Additional Symbols:
  Numerals, commas, and parentheses.

You can enter arithmetical operators, parentheses, commas, and numeric functions either by typing them manually or by choosing the icons and the ••• *Additional Options* menu above the text area.

Test Result

This field appears only when you choose *Formula* for the *KPI* field above.

After you enter a formula in the *KPI Formula* filed, choose *Test* above the text area to verify the formula. The calculated result will then be displayed in this *Test Result* field.

Meanwhile, the result will be shown in the upper left corner on the card using a shorthand representation that retains significant digits for quick comprehension. If the number includes decimal places, it will be rounded to the nearest integer. For large numbers, a simplified format using metric prefixes will be applied, such as *K* for thousands and *M* for millions. For example, the number 6327275.71 will be represented as 6.3M.

> ### Example
>
> In the card view of the *Sales Orders* list view, you added a card featuring a column chart to visualize the total sales order value by customer for the year 2024, with *Document Total* as the Y-axis measure and *Customer Name* as the X-axis dimension. To calculate the average sales order value for all customers in 2024 and show it as a KPI on the card, proceed as follows:
>
> 1. In the *KPI Formula* field, choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > *Document Total* > . This action inserts the uname for the *Document Total* field, `DocTotal`, into the text area.

2. Manually type the division symbol **/** in the text area.
3. Choose the ••• *Additional Options* icon above the text area, and then choose *Functions and Variables* > *Variables* > *Record Count* . The uname `__groupCount` is inserted into the text area.
4. Choose *Test* above the text area to verify your formula, **`DocTotal/__groupCount`**. The calculated result is shown both in the *Test Result* field and below the card subtitle.

KPI Description Enter descriptive information for your KPI and its value.

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 54]
Table Toolbar [page 68]
Adapting Filters [page 641]
Example: Sales Analysis by Rows Overview Page [page 642]

1.16.1.1 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 54]
Table Toolbar [page 68]
Example: Sales Analysis by Rows Overview Page [page 642]

1.16.1.2 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.

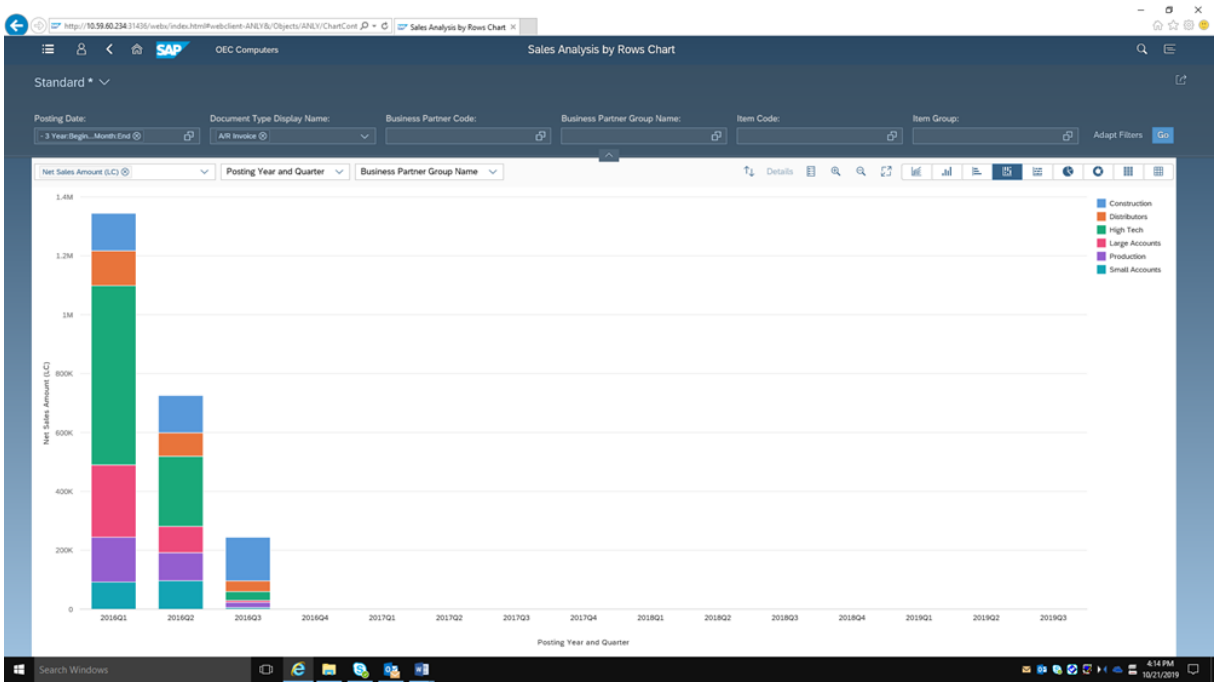
When you adapt the filters according to your preferences, the data in all the cards is updated accordingly.

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:

- Choose 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 54]
Table Toolbar [page 68]
Adapting Filters [page 641]

1.16.2 User-Defined Queries

App

In the *Analytics* group, you can find the *User-Defined Queries* (UDQs) app.

Tasks

With this app, you can create your own queries to flexibly serve your own specific analytical requirements.

With this app, you can carry out the following tasks:

- Create, edit, delete, and copy UDQs.
- Update existing UDQs created in the SAP Business One client that do not include parameters or expressions which change field labels.
- Present UDQs without parameters in standard list views and utilize all standard list view functions.

UDQs created in this app can be further utilized across SAP Business One, Web client:

- You can create links from list views, or from the header or table section within detailed views of linkable objects, to list views that are created from UDQs. For more information, see Linked List Views [page 660].
- You can use UDQs as source data to create cards in the *General Overview* app. For more information, see General Overview [page 658].

> **Note**
>
> Unlike the SAP Business One client, you can only create and manage `SELECT` statements in the Web client; `CREATE`, `UPDATE`, `DELETE` or other statements are not supported.
>
> The accessibility of `SELECT` queries across different client platforms is affected by the presence of parameters:
>
> - If a `SELECT` query doesn't contain parameters or expressions which change field labels, it is accessible and interchangeable between the SAP Business One client and the Web client.
> - If a `SELECT` query contains parameters or expressions which change field labels, it is accessible and usable only in the client where it is created.
> - A parameterized `SELECT` query created in the Web client can currently only be previewed on the creation page. It cannot be opened in a list view or used elsewhere in the Web client.

General Authorizations

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.

For more information, see the guide How to Define Authorizations in SAP Business One 10.0.

Related Information

Managing User-Defined Queries [page 645]
Working with User-Defined Queries [page 646]
Creating User-Defined Queries Without Parameters [page 651]

1.16.2.1 Managing User-Defined Queries

To open the *Manage User-Defined Queries* view, choose 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 user-defined queries (UDQs) to which you have access.

Searching for Records

Enter keywords in 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.

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 listed as an option in the *Data Source* dropdown list when you create cards in the *General Overview* app and available as a linkable list view option 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, you can view it within the *User-Defined Queries* app but cannot use it anywhere.

Expand — By default, UDQs are collapsed under each category. Choose this button to unfold all UDQs.

Collapse — Choose this button to fold all UDQs under all categories.

To open the detailed view of a specific UDQ and edit the UDQ, choose the *Details* icon at the end of the UDQ row.

For more information on the detailed view for UDQs, see Working with User-Defined Queries [page 646].

Related Information

Working with User-Defined Queries [page 646]
Creating User-Defined Queries Without Parameters [page 651]
Creating User-Defined Queries with Parameters [page 653]
General Overview [page 658]
Linked List Views [page 660]

1.16.2.1.1 Working with User-Defined Queries

A *User-Defined Query* (UDQ) detailed view is divided into two parts: header and body. The header area contains the UDQ name and action buttons, while the content area displays general information, properties and settings, and results preview structured with 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:

Edit — Modifies the current UDQ.

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 statement itself.
- The associated category.
- All metadata.
- All variant views saved from its associated list view.

Delete — Deletes the current UDQ.

When you remove a UDQ that is presented as homepage tiles, the tiles will be deleted as well.

A UDQ cannot be deleted 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 standard list view functions.

This button is hidden if your SQL statement contains parameters.

Working with the Record Content

The tabs presented in the content area depend on the presence of parameters in your SQL statement:

- If your SQL statement doesn't include parameters, the following tabs are available: *General*, *Columns*, and *Preview*.
- If your SQL statement includes parameters, an additional *Parameters* tab is available below *General*.

General Tab

The fields on this tab provide general information about a UDQ.

Name A descriptive name of the query.

Category The group by which a 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*:
  A UDQ is activated and available for use. For example, it is listed as an option in the *Data Source* dropdown list when you create cards in the *General Overview* app and available as a linkable list view in the *Linked List Views* app.
- *No*:
  A UDQ is deactivated. You can view it within the *User-Defined Queries* app but cannot use it anywhere.

You can't deactivate a UDQ when it is in use in the Web client.

Display as Tile on Home Page When this 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.

Parameters Tab

This tab appears only when your query includes parameters.

The table on this tab shows all parameters specified in your SQL statement and their properties.

Name The parameter name parsed from the SQL statement.

This field is non-editable.

Description Explanatory text for a parameter.

If a parameter represents a database field, this column displays the field description returned from the SAP Business One database. You can edit the text if necessary.

If it is a custom parameter, this *Description* field is empty. You can enter your own explanation in this field.

Type The data type assigned to a parameter in the SQL statement, which specifies the kind of data the parameter accepts.

This field is non-editable.

Default Value A predetermined value assigned to a parameter. This can help prevent errors and ensure that certain logic is maintained, even when user input is incomplete or omitted.

If a parameter doesn't have any default values, this is intended for actual values to be provided at runtime based on user input, system conditions, or other dynamic sources.

Columns Tab

The table on this tab shows all fields specified in your SQL statement and their properties.

You can choose the *Settings* icon to open the *Define Column Properties* dialog 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 home page tiles that are created from the UDQ.

Name The field name returned from the SAP Business One database.

This field is non-editable.

Description Explanatory text for a field.

By default, this column displays field descriptions returned from the SAP Business One database. You can edit the text if necessary.

The descriptions in this column determine the actual field names displayed on the *Preview* tab below and are referenced by other UI elements within the Web client. For example, column headers in table view of a list view, filter fields in the filter bar, and dimension or measure names in chart view.

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 can be counted, calculated, or otherwise mathematically manipulated.

When you change a field type from *Dimension* to *Measure*, the values in the *Aggregation* and *Decimal Places* columns revert to the defaults.

When you open the query in a list view, the type of a field determines whether the field falls in the measures or dimensions group in chart view and card view.

Aggregation The default way that values of a field are summarized. When you open the query in a list view, the aggregated result is displayed in the last row in table view.

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*
  Field values are not aggregated.
- *Sum*
  A sum of field values are calculated.
- *Average*
  An average of field values are calculated.
- *Count*
  The total number of field values are calculated.
  When the aggregation method for a field is *Count*, a suffix "Count" is added to the value in the *Description* column.
- *Min*
  The minimum value of all field values is displayed.
- *Max*
  The maximum value of all field values is displayed.

Decimal Places Field values can be rounded to the following decimal places:

- *None*
  Field values are not rounded.
- *Amounts*
  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*
  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*
  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*
  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*
  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*

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
  Field values are rounded to zero decimal place.
- 0.0
  Field values are rounded to 1 decimal place.
- 0.00
  Field values are rounded to 2 decimal places.
- 0.000
  Field values are rounded to 3 decimal places.
- 0.0000
  Field values are rounded to 4 decimal places.
- 0.00000
  Field values are rounded to 5 decimal places.
- 0.000000
  Field values are rounded to 6 decimal places.

Link To

You can use this *Link To* dropdown list to build links based on alphanumeric fields between different database tables. These alphanumeric fields are intended specifically for identification purposes, such as customer codes or document numbers.

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 alphanumeric field, you build a link based on the field from a source business object to a target business object which is associated with a target database table. When you open the query in a list view, the field values are displayed as linked texts. You can choose 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 choose the linked business partner code A00001 in the *BP Code* column to open the *Business Partner* quick view, through which you can open the associated business partner master data of A00001 in a detailed view.

Match Unique ID With

If an alphanumeric field contains overlapped values sourced from multiple database tables, you can use this *Match Unique ID With* dropdown list, together with the *Link To* dropdown list, to set combined conditions to uniquely identify a data record.

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 choose 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

Use this tab to preview the first 1,000 results returned from the database.

The preview process is affected by the presence of parameters in your query:

- If your UDQ doesn't include parameters, choose *Preview Top 1000 Rows* to directly check the first 1,000 results.
- If your UDQ includes parameters, proceed as follows:
  1. Choose *Preview Top 1000 Rows* in the table toolbar.
  2. The *Preview* dialog box appears, listing all parameters with their properties.
     In the *Test Value* column, the values are prefilled with default values where available.
  3. Enter a specific value in the *Test Value* column for each parameter to verify the behavior of a query and ensure that it produces the expected results when executed.
     To revert your changes to the defaults, choose *Reset*.
  4. Choose *Run* to test the query and check the test results on the *Preview* tab.

Related Information

Managing User-Defined Queries [page 645]
Creating User-Defined Queries Without Parameters [page 651]
Creating User-Defined Queries with Parameters [page 653]

1.16.2.1.2 Creating User-Defined Queries Without Parameters

Context

When you create a user-defined query (UDQ) that doesn't include parameters, it is static and executes the same operation every time without input variations. Such queries are straightforward and typically used for fixed datasets or repeated operations that don't require input variability.

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. Go to the *General* tab. Enter a descriptive name for your query in the *Name* field.
3. From the *Category* dropdown list, select a group to classify your query.

   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.

   You can only change the category of a query in the Web client. You cannot change the category in the SAP Business One client, though the categories available in the dropdown list are created and managed in the SAP Business One client.
4. Enter a `SELECT` statement in the *SQL Statement* input box.

   ### Example

   To view information on the total and open amounts, associated customers, posting and due dates, and sales employees responsible for non-canceled sales orders, enter the following statement:

   ```
   SELECT
       T0."DocEntry" AS "Document_Internal_Key",
       T0."DocNum" AS "Document_Number",
       T0."CardCode",
       T0."CardName",
       T0."DocDate",
       T0."DocDueDate",
       T1."InsTotal" AS "Total_Amount",
       T1."InsTotal" - T1."PaidToDate" AS "Open_Amount",
       CASE
           WHEN T0."SlpCode" = '-1' THEN T5."USER_CODE"
           ELSE T3."USER_CODE"
       END AS "Sales_Employee"
   FROM
       ORDR T0
   INNER JOIN
       RDR6 T1 ON T0."DocEntry" = T1."DocEntry"
   LEFT JOIN
       OHEM T2 ON T0."SlpCode" = T2."salesPrson"
   LEFT JOIN
       OUSR T3 ON T2."userId" = T3."USERID"
   LEFT JOIN
       OHEM T4 ON T0."OwnerCode" = T4."empID"
   LEFT JOIN
       OUSR T5 ON T4."userId" = T5."USERID"
   WHERE
       T0."CANCELED" = 'N'
   ```
5. Choose *Validate* in the lower right corner of the input box to verify the statement.

   Check the verification result in the *Validation Result* field. You can only save queries that pass the validation.
6. Switch the *Active* button to *Yes* or *No*.
   - *Yes*:

A UDQ is activated and available for use. For example, it is listed as an option in the *Data Source* dropdown list when you create cards in the *General Overview* app and available as a linkable list view in the *Linked List Views* app.

- *No*:
  A UDQ is deactivated. You can view it within the *User-Defined Queries* app but cannot use it anywhere.

7. 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. When 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.
8. Go to the *Columns* tab. This tab shows all fields detected from your SQL statement and their properties. Edit the properties in the columns as necessary.
9. Go to the *Preview* tab. Choose *Preview Top 1000 Rows* to view the first 1000 query results returned from the database.
10. Choose one of the following options:
    - *Add & View*: add and view the current query. You can then choose *Open in List View* in the header toolbar to present the current UDQ in a standard list view and utilize all standard list view functions.
    - *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

Creating User-Defined Queries with Parameters [page 653]
Working with User-Defined Queries [page 646]
Managing User-Defined Queries [page 645]
Working with List Views [page 53]

1.16.2.1.3 Creating User-Defined Queries with Parameters

Context

When you create a user-defined query (UDQ) that includes parameters, it allows for dynamic input. This makes the queries flexible and reusable, as they can accept variable inputs each time they are executed. Such queries are often used to filter results based on user-provided values or to execute the same query logic across different datasets.

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. Go to the *General* tab. Enter a descriptive name for your query in the *Name* field.
3. From the *Category* dropdown list, select a group to classify your query.

   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.

   You can only change the category of a query in the Web client. You cannot change the category in the SAP Business One client, though the categories available in the dropdown list are created and managed in the SAP Business One client.
4. Enter a `SELECT` statement in the *SQL Statement* input box.

   Use a colon (:) to denote a placeholder for a parameter, for example, `:P`. Parameter names can contain only letters, numbers, underscores. Refrain from the use of the "@" symbol to avoid confusion with User-Defined Tables.

   > **Example**
   >
   > Use the following example to retrieve sales order numbers for a specific customer where the document total is at least a specific amount. In the example statement below, `:MyCardCode` is a parameter placeholder for customer code, and `:MyDocTotal` for the document total. They are intended to be replaced with default values before query execution and/or with test values for results preview.
   >
   > ```
   > Select "DocNum" from ORDR
   > Where "CardCode" = :MyCardCode
   > And "DocTotal" >= :MyDocTotal
   > ```
5. Choose *Validate* in the lower right corner of the input box to verify the statement.

   Check the verification result in the *Validation Result* field. You can only save queries that pass the validation.
6. Ignore the *Active* switch. It's currently non-functional.
7. Go to the *Parameters* tab. Review all parameters detected from your SQL statement and their properties.
8. Edit the text in the *Description* column as needed.
9. (Optional) In the *Default Value* column, enter a predetermined value for each parameter.

   Make sure the values that you enter meet the parameter constraints.

   To revert the *Description* column texts to the defaults, and clear all values in the *Default Value* column, choose *Reset*.

   > **Example**
   >
   > In order to retrieve sales order numbers for customer BA01 with a document total of at least 1,000 dollars, you can enter default customer code **`BA01`** for the parameter `MyCardCode` and default document total **`1000`** for the parameter `MyDocTotal`.
10. Go to the *Preview* tab. Choose *Preview Top 1000 Rows* in the table toolbar.

11. The *Preview* dialog box appears, listing all parameters and their properties.

    In the *Test Value* column, the values are prefilled with default values where available.
12. (Optional) Enter a specific value in the *Test Value* column for each parameter to verify the behavior of a query and ensure that it produces the expected results when executed.

    Make sure the values that you enter meet the parameter constraints.

    To revert your changes to the default values, choose *Reset*.

    > ⓘ Note
    >
    > If a parameter is defined with a Not Null constraint and does not have a default value assigned, you need to provide a test value and preview the results before you can successfully add your SQL statement.
13. Choose *Run* to test the query and check the first 1,000 results returned from the database that match your conditions.
14. Choose one of the following options:
    - *Add & View*: add and view the current query.
    - *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.

    > ⓘ Note
    >
    > In the Web client, a parameterized query can currently only be previewed on this creation page. It cannot be opened in a list view or used elsewhere.

Related Information

Creating User-Defined Queries Without Parameters [page 651]
Working with User-Defined Queries [page 646]
Managing User-Defined Queries [page 645]

1.16.3 Export and Import Views

Apps

In the *Analytics* group, 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 in built-in list views, user-defined list views, User-Defined Tables (UDTs) list views, User-Defined Objects (UDOs) list views, and the *General Overview* app.
- Links to views in built-in list views, user-defined list views, UDTs list views, UDOs list views, and the *General Overview* app.
- User-Defined Queries (UDQs) that act as the basis for user-defined list views.

> **Note**
>
> The export and import of User-Defined Values (UDVs) are not performed within this app but rather in the *User-Defined Values* app. For more information, see Managing User-Defined Values [page 830].

Related Information

Managing Views [page 656]

1.16.3.1 Managing Views

To open the *Manage Views* page, choose 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 54]
Creating a Linked List View from Detailed View Header [page 664]

1.16.4 General Overview

App

In the *Analytics* group, you can find the *General Overview* app.

Tasks

With this app, you can view and adapt two sets of predefined analytical variant views. You can also create your own view that contains cards from any of the existing analytical 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 analytical 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 658]
Working with General Overview [page 659]

1.16.4.1 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.

After you choose *Standard*, the *My Views* popover 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 68]
Working with General Overview [page 659]

1.16.4.2 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.
- View and analyze specific data points in charts.
  You can select multiple data points in a chart in the following ways:
  - Click or press the `Ctrl` key and click to select data points.
  - Use the mouse to draw an add-hoc selection area around the desired data points.

- Choose one or multiple legend labels to select the corresponding groups of data points represented by those legends.
- Click or press the `Ctrl` key and click one or more category labels on the horizontal or vertical axis to select groups of data points (applicable only for specific chart types).

The total value of the selected data points is displayed in the *Selected Total* field to the left of the *Details* button in the upper right corner of the chart.

> ### Example
>
> In a stacked column chart example, **`Monthly Sales by Customer`**, if you select the legend that represents a specific customer, you can see the sales total of the customer across all months.

Choose *Details* to view a popover displaying the values of each data point and the option to export the data to Microsoft Excel.
Choose *Open in List View* in the *Details* popover to enable drilldown analysis of the selected data points. For more information, see Viewing Selected Chart Data in List View [page 76].
To deselect the selected data points, choose a blank area of the chart.

- 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 637]
Predefined Views of General Overview [page 658]

1.16.5 Linked List Views

App

In the *Analytics* group, you can find the *Linked List Views* app.

Tasks

With this app, you can create links from nearly any list views, or from the header or table section within detailed views of applicable business records, to other list views or *General Overview* views that open in new

Web browser tabs. The linkable list views include those for system objects, user-defined objects (UDOs), user-defined tables (UDTs), and user-defined queries (UDQs). This feature is designed to streamline micro business processes, giving individual end users the ability to easily and quickly create personalized, context-relevant information.

In the *Linked List Views* app, the *Linkable Objects* menu in the left pane shows a list of all available target business documents and objects. When you choose each linkable object, you can find an expanded sub-menu with the following options where applicable:

- *List View*:
  - Use this option for linking from one list view to another list view or a *General Overview* view, and even daisy-chaining list views.
  - The linked list view or *General Overview* is additionally filtered by the selected field values from the table area of the source list view.
  - This option is applicable to almost all list views, such as the *Business Partners* list view.

  > ### Example
  >
  > When you filter a group of accessories in the *Items* list view, you can quickly compare the sales and purchasing data for them from the past year in the linked *General Overview*.

- *Detailed View Header*:
  - Use this option for linking from the detailed view of an individual business record to a list view or a *General Overview* view.
  - The linked list view or *General Overview* is additionally filtered by the selected field values from the header of the source detailed view.
  - This option is applicable to almost all list views, except for list views created from UDQs.

  > ### Example
  >
  > You are in the detailed view of a business partner record. You want to see all open sales orders for that business partner. Choosing the link in the detailed view opens the *Sales Orders* list view in *Open Sales Orders* view, which is additionally filtered by the business partner code from the current business partner record.

- *Detailed View Rows*:
  - Use this option for linking from the table rows section within the detailed view of a business record to a list view or a *General Overview* view.
  - The linked list view or *General Overview* is additionally filtered by the selected field values from the source detailed view.
  - This option is applicable to objects such as sales and purchasing transaction documents.

  > ### Example
  >
  > When creating a sales order, you can quickly access historical invoice information for specific items in the sales order.

In addition to the menus in the *Linked List Views* app, you can also access these functions directly from each linkable object in other Web client apps.

The Linked List Views feature is also available when working with business records in edit mode and create mode. When you open a link to a list view in edit mode or create mode, the linked list view is displayed in a new Web browser tab.

Related Information

Creating a Linked List View from List View [page 662]
Creating a Linked List View from Detailed View Header [page 664]
Creating a Linked List View from Detailed View Rows [page 666]
Editing List View Links [page 669]
Managing Public Linked List Views [page 669]
Personalizing Linked List Views [page 670]

1.16.5.1 Creating a Linked List View from List View

Context

You can create a link from one list view to another list view or a *General Overview* view, and even daisy-chain list views. The linked list view or *General Overview* is additionally filtered by both the fields and their values of your selection from the table area of the source list view.

In this topic, we will use an example to show you how to create a link to a list view.

Assume you are in the *All Business Partners* view of the *Manage Business Partners* list view. When you select one or more business partners, you want to see all open sales orders for these business partners. The procedure below describes how to create a link from the *Business Partners* list view to a *Sales Orders* list view that shows all the open sales orders associated with the selected business partners.

Procedure

1. On the *Home* page, choose the *Linked List Views* tile in the *Analytics* group.
2. In the left pane of the *Linked List Views* page, the *Linkable Objects* area shows a tree list of all documents and objects that support link creation. Choose the collapsible menu *Business Partners* > *Business Partners* > *List View*.

   Alternatively, you can also follow the steps below to open the *Linked List Views* app directly from the source *Business Partners* list view:

   1. Choose the *Views* menu in the table toolbar of the list view.
   2. Choose *Define New* if no links exist, or choose *Manage* if links are already present. You are navigated to the *Setup* page for all business partners.
3. Choose the *Create New Link* button at 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 the source list view, for example, **`All Open Sales Orders for Selected Business Partners`**.
5. In the *List View* dropdown field, select the target list view, *Sales Orders*.
6. In the *View* dropdown field, select *Open Sales Orders* from a list of target views that are available for the selected list view.

7. Set the sharing status for the link. Set the *Public* field switch to *Yes*.

   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 it 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 54].
8. In the *List View Filter Fields* column, from the dropdown list that displays all fields that can be filtered in the target list view, select *Customer Code (CardCode)* as the target field that you want to match the source field in terms of values.
9. In the *Object Fields* column, from the dropdown list that displays all fields related to the source *Business Partners* view, select *BP Code (CardCode)* as the source field that you want to match the target field in terms of values.

   Both list view filter fields and object fields display the field names followed by the database field names in brackets. For example, *Customer Code (CardCode)*.

   Optional: Choose + *Add* to add additional filter entries
10. Choose the *Save* button at the bottom of the *Setup* page.

Results

The link name, **`All Open Sales Orders for Selected Business Partners`**, is automatically displayed in the *Views* menu in the table toolbar of the *Business Partners* list view.

When you select one or more business partners from the list view, and then choose the link name, you are navigated directly from the current list view to the linked list view. The linked list view shows all open sales orders additionally filtered for the selected business partners. All the business partner code values of your selection are automatically applied and shown in the *Customer Code* filter field in the filter bar of the list view header area.

> ⓘ Note
>
> When the target view is initially filtered by a specific field with certain values, and the same field is set as the filter for your link, choosing the link from the source view will overwrite the filter values of the target view with those chosen in the source view.
>
> > ✤ Example
> >
> > The target view, **`VIP Customers`**, is a variant of the *Manage Business Partners* list view. It only shows three business partners: `A001`, `A002`, and `A003`. In the header, the *BP Code* filter field is set to `=A001 =A002 =A003`.
> >
> > You create a link from a *Manage Sales Orders* list view to **`VIP Customers`**, using *Customer Code* and *BP Code* as the matching filter fields. When you select sales orders for only customer A001 from the source view and open them in the target view, the *BP Code* filter values in the target view will update to include only `=A001` based on your selection.

Related Information

Editing List View Links [page 669]
Managing Public Linked List Views [page 669]
Personalizing Linked List Views [page 670]

1.16.5.2 Creating a Linked List View from Detailed View Header

Context

You can create a link from the detailed view of an individual business record to a list view or a *General Overview* view. The linked list view or *General Overview* is additionally filtered by one or more fields and their values of your selection from the header of the source detailed view.

In this topic, we will use an example to show you how to create a link to a list view.

Assume you are in the detailed view of a business partner record. You want to quickly view all open sales orders for that business partner. The procedure below describes how to create a link from a business partner record to all the open sales orders associated with the business partner.

Procedure

1. On the *Home* page, choose the *Linked List Views* tile in the *Analytics* group.
2. In the left pane of the *Linked List Views* page, the *Linkable Objects* area shows a tree list of all documents and objects that support link creation. Choose the collapsible menu *Business Partners* > *Business Partners* > *Detailed View Header*.

   Alternatively, you can also follow the steps below to open the *Linked List Views* app directly from the detailed view header of a source *Business Partner* record in the *Business Partners* app:

   1. Choose the *Views* menu in the detailed view header toolbar.
   2. Choose *Define New* if no links exist, or choose *Manage* if links are already present. You are navigated to the *Setup* page for all business partners.
3. Choose the *Create New Link* button at 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 the source detailed view, for example, `All Open Sales Orders of My Business Partner`.
5. In the *List View* dropdown field, select the target list view, *Sales Orders*.
6. In the *View* dropdown field, select *Open Sales Orders* from a list of target views that are available for the selected list view.
7. Set the sharing status for the link. Set the *Public* field switch to *Yes*.

   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 it 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 54].

8. In the *List View Filter Fields* column, from the dropdown list that displays all fields that can be filtered in the target list view, select *Customer Code (CardCode)* as the target field that you want to match the source field in terms of values.
9. In the *Object Fields* column, from the dropdown list that displays all fields related to the source *Business Partners* view, select *BP Code (CardCode)* as the source field that you want to match the target field in terms of values.

   Both list view filter fields and object fields display the field names followed by the database field names in brackets. For example, *Customer Code (CardCode)*.

   Optional: Choose + *Add* to add additional filter entries
10. Choose the *Save* button at the bottom of the *Setup* page.

Results

The link name, **`All Open Sales Orders of My Business Partner`**, is automatically displayed in the *Views* menu in the header toolbar of the business partner detailed view.

Clicking the link name navigates you directly from the current business partner record to the linked list view. The linked list view shows all open sales orders additionally filtered for the current business partner. The business partner code value of the current business partner is automatically applied and shown in the *Customer Code* filter field in the filter bar of the list view header area.

Note

- When the source document is a marketing document, an *Apply to Additional Documents* section appears 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.
- When the target view is initially filtered by a specific field with certain values, and the same field is set as the filter for your link, choosing the link from the source view will overwrite the filter values of the target view with those chosen in the source view.

  #### Example

  The target view, **`VIP Customers`**, is a variant of the *Manage Business Partners* list view. It only shows three business partners: `A001`, `A002`, and `A003`. In the header, the *BP Code* filter field is set to `=A001 =A002 =A003`.

  You create a link from a sales order detailed view with *Customer Code* `A001` to **`VIP Customers`**, using *Customer Code* and *BP Code* as the matching filter fields. When you open the target view, the *BP Code* filter values will update to include only `=A001` based on your selection.

Related Information

Editing List View Links [page 669]
Managing Public Linked List Views [page 669]
Personalizing Linked List Views [page 670]

1.16.5.3 Creating a Linked List View from Detailed View Rows

Context

You can create a link from the table rows section within the detailed view of a business record to a list view or a *General Overview* view. The linked list view or *General Overview* is additionally filtered by both the fields and their values of your selection from the source detailed view. You can select fields from both within and outside the table rows section as filter fields.

In this topic, we will use an example to show you how to create a link to a *General Overview* view.

Assume that, in the *General Overview* view in the *Analytics* group, you created a private **`Invoice History Dashboard`** view for all historical A/R invoices of all items. This view includes the following cards:

- **`Invoice Total and Gross Profit`**
- **`Invoice Count`**
- **`Customer Invoice Total Per Quarter`**
- **`Monthly Invoice Total`**

When you create a sales order and add item rows in the *Product* table in the *Contents* tab, you want to quickly access the historical invoice information for specific items related to the current customer.

The procedure below describes how to create a link from the table rows in the sales order detailed view to a new **`Invoice History Dashboard`** view in the *General Overview* app that only shows historical invoice information for the selected items of a specific customer from the sales order.

Procedure

1. On the *Home* page, choose the *Linked List Views* tile in the *Analytics* group.
2. In the left pane of the *Linked List Views* page, the *Linkable Objects* area shows a tree list of all documents and objects that support link creation. Choose the collapsible menu *Sales* > *Sales Orders* > *Detailed View Rows*.

   Alternatively, you can also follow the steps below to open the *Linked List Views* app directly from the *Product* table header in the source *Sales Order* detailed view:

   1. Choose the *Views* menu in the *Product* table toolbar.

2. Choose *Define New* if no links exist, or choose *Manage* if links are already present. You are navigated directly to the *Setup* page for all sales orders.

3. Choose the *Create New Link* button at 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 the table header in the detailed view, for example, **`Historical Invoice Information for Selected Items`**.
5. In the *List View* dropdown field, select the link target, *General Overview*.
6. In the *View* dropdown field, select **`Invoice History Dashboard`** from a list of target views that are available for the selected *General Overview* view.
7. Set the sharing option for the link. Keep the default status *No* unchanged for the *Public* field switch.

   This is because the target **`Invoice History Dashboard`** view is private.

   For more information about managing the status of views, see Views [page 54].
8. In the *Cards* column, choose + *Add* to add the following target cards from the list of cards available for the selected *General Overview* view:
   - **`Invoice Total and Gross Profit`**
   - **`Invoice Count`**
   - **`Customer Invoice Total Per Quarter`**
   - **`Monthly Invoice Total`**
9. Add the target and source filter fields for each card, separately:
   1. In the *Card Filter Fields* column, from the dropdown list that displays all the fields that can be filtered in the target card view, select *Customer Code (CardCode)* as the target field that you want to match the source field in terms of values.
   2. In the *Object Fields* column, from the dropdown list that displays all fields related to the source *Sales Orders* view, select *Customer/Vendor Code (CardCode)* as the source field that you want to match the target field in terms of values.
10. Repeat Step 8 and Step 9 to add another filter field for each card.
    1. In the *Card Filter Fields* column, select *Item No. (Lines) (V_DOC1_ItemCode)* from the dropdown list.
    2. In the *Object Fields* column, select *Item No. (Lines) (Product_Item.ItemNo)* from the dropdown list. Both filter fields and object fields display the field names followed by the database field names in brackets. For example, *Item No. (Lines) (V_DOC1_ItemCode)*.

    Both list view filter fields and object fields display the field names followed by the database field names in brackets. When a field originates from the table rows section within the detailed view of a linkable object, an additional suffix “(Lines)” appears after the field name. For example, *Item No. (Lines) (V_DOC1_ItemCode)*.

    > **Note**
    >
    > In this example, we apply two identical filter fields to multiple cards. However, each card can have different or no filter fields linked, depending on your business contexts.

11. Choose the *Save* button at the bottom of the *Setup* page.

Results

The link name, **`Historical Invoice Information for Selected Items`**, is automatically displayed in the *Views* menu in the table header of the sales order detailed view.

When you select one or more items in the *Product* table in the sales order, and then choose the link name in the *Views* menu, you are navigated directly from the current sales order to the linked **`Invoice History Dashboard`** view in the *General Overview* app. In the linked dashboard view, each of the following cards only contains the historical invoice information for the selected items of the current customer:

- **`Invoice Total and Gross Profit`**
- **`Invoice Count`**
- **`Customer Invoice Total Per Quarter`**
- **`Monthly Invoice Total`**

All the selected filter values (in this example, the code of the specific customer and the numbers of all the selected items) appear in square brackets at the end of the subtitle of each card.

> ### Note
>
> When the target view is initially filtered by a specific field with certain values, and the same field is set as the filter for your link, choosing the link from the source view will overwrite the filter values of the target view with those chosen in the source view.
>
> > ### Example
> >
> > The target view, **`VIP Customers`**, is a variant of the *Manage Business Partners* list view. It only shows three business partners: `A001`, `A002`, and `A003`. In the header, the *BP Code* filter field is set to `=A001 =A002 =A003`.
> >
> > You create a link from the *Product* table section of a sales order detailed view to **`VIP Customers`**, using *Customer Code* and *BP Code* as the matching filter fields. When you select items for customer A001 from the *Product* table and open them in the target view, the *BP Code* filter values in the target view will update to include only `=A001` based on your selection.

Related Information

Editing List View Links [page 669]
Managing Public Linked List Views [page 669]
Personalizing Linked List Views [page 670]

1.16.5.4 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 links that you want to edit.

   Alternatively, in the list view or 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, or choose *Create New Link* to add additional links.

1.16.5.5 Managing Public Linked List Views

Prerequisites

- You have authorization to *Manage Public Linked List Views in Web Client* (*Administration* > *System Initialization* > *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, choose the *Linked List Views* tile in the *Analytics* group.

You can also open the *Linked List Views* app from the list view or detailed view of the business object that contains the existing link. Choose the menu *Views* > *Manage*. 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.

1.16.5.6 Personalizing Linked List Views

When working with the *Linked List Views* app, you can personalize which linked list views are displayed 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 in the list view or detailed view of an linkable object.

To deactivate a link so that it is hidden in the *Views* menu, in the left pane of the *Linked List Views* page, choose the ★ *Deactivate Link* icon next to the link name. You can activate the link again at any time by choosing the ☆ *Activate Link* icon 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*.

1.17 Crystal Reports

Apps

In the *Crystal Reports* group, you can find your company's Crystal reports, which are currently available in SAP Business One.

Tasks

To run a Crystal report, enter the parameters, and choose *Go*.

1.18 Reports

SAP Business One, Web client provides both built-in and customizable reports, enabling you to generate dynamic reports that tailor to your business needs.

Apps

In the *Reports* group, you can find the following tiles:

- *Sales Analysis*
- *Profit and Loss Statement*

The *Sales Analysis* report is available for all localizations. The *Profit and Loss Statement* is currently available for the following localizations:

- Germany
- The United Kingdom of Great Britain and Northern Ireland
- The United States of America and Puerto Rico

The reports in the Web client, while sharing the same names and source data as those in the SAP Business One client, extend beyond simple period reporting through our enhancements.

Each Web client report page is divided into a header area and a table area, similar to a standard list view. In particular, the table area consists of two parts: a hierarchical report table in the upper area and a *Breakdown* table in the lower area.

The new hierarchical table enables business owners and analysts to group, aggregate, and summarize data across multiple levels of rows and columns. This helps identify combined and segmented business and

operational indicators, thereby offering advanced insights. The *Breakdown* table serves as a complementary tool. It offers a detailed examination of an amount or number aggregated in the hierarchical table. It enables you to directly access the underlying source documents and transactions, facilitating deeper analysis and informed decision-making.

In addition, the Web client versions of these SAP Business One reports offer two more enhancements:

- More flexible filtering conditions
- A greater range of visible fields

These Web client reports are completely independent and not linked or synchronized with those in the desktop client. If you create new report views in the Web client, they do not automatically appear or get replicated in the desktop client. Changes made in the Web client will not be synchronized with the desktop client, and vice versa.

General Authorizations

User access to the above reports is granted under the *Reports* > *Web Client Reports* category 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 Web client reports. Additionally, when your Web client reports include User-Defined Tables or User-Defined Objects, your access to these tables or objects is determined by two factors: the *Apply Authorization* setting applied during their creation in the Web client, and their specific authorization configurations in the SAP Business One client.

For more information, see the guide How to Define Authorizations in SAP Business One 10.0 and the online help topics Creating User-Defined Tables [page 816] and Creating a User-Defined Object [page 808].

Data Ownership Authorizations

Data ownership authorizations that are set up for business documents and objects by document owners, business partner owners, and branches in the SAP Business One client are automatically applied to the accessibility of data in the upper hierarchical table of each Web client report. However, you cannot apply data ownership authorizations to control accessibility of detailed data in the lower *Breakdown* table of each Web client report.

For more information, see the online help for Data Ownership.

Related Information

Working with Sales Analysis Report Views [page 673]
Working with Profit and Loss Statement Report Views [page 685]

1.18.1 Working with Sales Analysis Report Views

To open the *Sales Analysis* report views, choose the *Sales Analysis* tile on the home page. Alternatively, choose *Reports* > *Sales Analysis* from the *Main Menu*.

Sales Analysis report views offer advanced insights into sales metrics across multiple dimensions, extending beyond simple period reporting. This helps identify combined and segmented sales performance indicators. For example, you can analyze the best-selling products among the most-profitable clients over a rolling cycle of years, quarters, and months.

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

Selecting Views

A *Sales Analysis* report view page is divided into a header area and a table area, similar to a standard list view. In particular, the table area consists of two parts: a hierarchical report table in the upper area and a *Breakdown* table in the lower area.

The Web client offers multiple views for sales analysis reports. These views store distinct settings and parameters for the filter bar in the header area, the hierarchical report table, and the *Breakdown* table. You can select one of the predefined example report views from the views menu in the top-left corner of the header area:

- *Quarterly Invoiced Sales by Customer and Item*:
  This view shows the analysis of gross profit and net sales by both customer and their associated items over a rolling cycle of years and quarters. The figures in the hierarchical report are summarized from sale invoice data starting from the first posting date to the present. This view enables businesses to evaluate customer and item profitability and sales trends over time, aiding in strategic planning and optimizing sales strategies.
  This view is displayed by default.
- *5-Year Document Comparison*:
  This view shows a comparative analysis of net sales across different types of sales documents (delivery and return documents, sales invoices, and sales orders) for individual items over the past five years. The figures in the hierarchical report are summarized from these sales documents with a posting date from the beginning of four years ago to the end of the current year. With this view, businesses can evaluate the effectiveness of their sales strategies and identify which items are performing well. It also helps in understanding the dynamics between different sales documents and their impact on net sales.
- *Invoice-Based Gross Profit by Customer*:
  This view shows the analysis of gross profit and document total amounts by customer over a rolling cycle of years and quarters. The figures in the hierarchical report are summarized from sale invoice data starting from the first posting date to the present. This view helps assess customer profitability and overall sales performance, supporting strategic decision-making and enhancing customer relationship strategies.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

Setting Filters

Use the filter bar to set conditions for the report view display and for filtering raw sales data from the SAP Business One database. This filtered dataset is the basis for advanced analysis in the *Sales Analysis* hierarchical report below and serves as the source data for the *Breakdown* table at the bottom.

The Web client offers various filter fields for applying conditions at the report, document, customer, and item levels, including but not limited to the following:

Report Granularity Level

Choose the level of detail presented in the report view:

- *Header Data Only*:
  This option analyzes data outside the *Contents* table area of sales documents. Line data within the *Contents* table is excluded. It is the default for the built-in example report view *Invoice-Based Gross Profit by Customer*.
- *Both Header and Line Data*:
  This option analyzes all data inside and outside the *Contents* table area of sales documents. It is the default for the built-in example report views: *Quarterly Invoiced Sales by Customer and Item* and *5-Year Document Comparison*.

This is a required filter field. It also determines selectable fields for the filter bar, the hierarchical table, and the *Breakdown* table.

Document Type

Choose one or more document types on which you want to build the report view:

- *Invoices*:
  Invoice-type sales documents, such as A/R invoices.
- *Orders*:
  Sales orders.
- *Delivery Notes*:
  Delivery and return documents.

If no options are selected, the Web client treats it as if all three options are selected.

> **Example**
>
> In the example report view *Quarterly Invoiced Sales by Customer and Item*, the default is *Invoices*.
>
> In the example report view *5-Year Document Comparison*, all three document types are selected by default.

> **Note**
>
> - A/R credit memos based on A/R down payment invoices are excluded.
> - Canceled sales orders are excluded.
> - Returns decrease sales amounts as part of delivery notes.
> - As the report displays open quantities only, sales orders and delivery notes are displayed with zero quantities and zero amounts in the following scenarios:
>   - The sales orders are closed or fully copied to either deliveries or A/R invoices.

- The delivery notes are closed or fully copied to either A/R invoices or returns.

Sales orders or delivery notes that were partially copied into target documents are listed with remaining open quantities for deliveries or invoices.

For more information about how to use filters, see Filter Bar [page 54] and Working with Date Offset Filtering [page 56].

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 65].

Utilizing *Sales Analysis* Report and *Breakdown* Table

For information about how to create, view, and adjust a *Sales Analysis* report, as well as how to view data breakdown, see the online help topics in the *Related Information* section.

Related Information

Creating Sales Analysis Report Views [page 675]
Viewing Sales Analysis Report [page 677]
Adjusting Sales Analysis Report [page 680]
Viewing and Adjusting Data Breakdown [page 683]

1.18.1.1 Creating Sales Analysis Report Views

Prerequisites

1. Open a predefined example report view.
2. Set custom filter conditions in the filter bar of the header area.

Procedure

1. Create a sales analysis hierarchical report in the report view.
    1. In the *Sales Analysis* table toolbar, choose *Select Columns* to open the *Select Columns* dialog box. Fields listed in this dialog box are sorted alphabetically by default. They are categorized into the following:
        - Dimension fields
          Dimension fields contain qualitative values. They provide context for data analysis by categorizing information. They are used to slice and dice data, offering views from different perspectives. Dimension fields typically include descriptive data such as names, dates, or geographical locations. They provide the "who," "what," "where," and "when" context for measures. Examples include *Customer Code* and *Posting Date*.
        - Measure fields
          Measure fields contain quantitative values. They are numerical values that can be summed, counted, or otherwise mathematically manipulated across records in the filtered dataset. Examples of measure fields include *Gross Profit* and *Document Total*. They provide insights into overall sales performance over time and across other categories.
    2. Select desired dimension fields and at least one measure field to define your analytical purpose. You can select only one date-type dimension field and up to five dimension fields in total. The fields available for selection depends on your choice for the *Report Granularity Level* filter field.
    3. Choose *OK* to confirm your selection and exit.
2. Adjust other settings for both the hierarchical report and the *Breakdown* table as needed.

    For information about how to view and adjust the hierarchical report, as well as how to view and adjust data breakdown, see the online help topics in the *Related Information* section.
3. Save the current view as a custom view.

Results

A sales analysis report view is created based on your settings.

The *Sales Analysis* report is presented in a hierarchical table. The selected dimension and measure fields are automatically applied to group and aggregate data based on the filtered dataset by multiple levels of both rows and columns.

Next to the table title, a link shows how many dimension fields are used for row grouping and how many for column grouping. If you select a date field, it is displayed by default in a two-level tree structure with consecutive years and quarters across separate columns, positioned above the expanded measure fields on the right side of the table header.

If you reopen the *Select Columns* dialog box, the selected fields are resorted by their appearing order in the report.

> ### Example
>
> - In the example report view *Quarterly Invoiced Sales by Customer and Item*, in the *Sales Analysis* hierarchical report, *Customer Code* and *Item Code (Lines)* are used as dimension fields, *Posting Date* as a date field, and *Gross Profit (Lines)* and *Net Sales Amount (Lines)* as measure fields.

- In the example report view *5-Year Document Comparison*, in the *Sales Analysis* hierarchical report, *Item Code (Lines)* and *Document Type Group* are used as dimension fields, *Posting Date* as a date field, and *Net Sales Amount (Lines)* as a measure field. *Document Type* is visualized as three specific types organized in separate columns for each year: *Delivery*, *Invoice*, and *Order*. The document categories covered by each type match those defined for the *Document Type* filter field in the filter bar.
- In the example report view *Invoice-Based Gross Profit by Customer*, in the *Sales Analysis* hierarchical report, *Customer Code* is used as a dimension field, *Posting Date* as a date field, and *Gross Profit Total* and *Document Total* as measure fields.

Related Information

Viewing Sales Analysis Report [page 677]
Adjusting Sales Analysis Report [page 680]
Viewing and Adjusting Data Breakdown [page 683]
Views [page 54]

1.18.1.2 Viewing Sales Analysis Report

The *Sales Analysis* report is presented in a hierarchical table that organizes rows and columns in a tree-like format. This table helps you summarize, analyze, explore, and present summary sales data. Its structure effectively manages data that naturally fits into nested categories or levels, providing clear insights and reporting flexibility.

To maximize the report display, choose *Enter Full Screen* in the table toolbar.

Row Structure

By default, non-date dimension fields serve as row-grouping categories. They appear in column headers on the left side of the table.

The row hierarchy consists of multiple levels, where each level represents a different grouping category. The first column category has the highest level. You can choose *Expand/Collapse* next to each field value at an upper level to view associated values in separate lower-level rows.

The last row in the table footer displays totals for the subtotals in each measure column.

Example

In the example report view *Quarterly Invoiced Sales by Customer and Item*, rows in the first column are grouped by customer code, while those in the second column are grouped by item code. By expanding each value in the *Customer Code* column, you can view all items sold to each different customer listed in the *Item Code (Lines)* column. This allows for a detailed examination of sales per customer and item.

Column Structure

The column hierarchy features multiple levels organized on the right side of the table.

When you select a date field from the *Select Columns* dialog box, it is by default placed at the top level of the hierarchy, visualized as a two-layer structure that represents a rolling cycle of years and quarters in ascending order. The first layer shows sequential calendar years, while the second layer breaks each year into four quarterly columns.

By default, measure fields function as column-grouping categories and are the smallest components in the column hierarchy. They are organized in separate columns and appear as branches under each upper-level column.

In addition, a *Total* column is placed between the last non-date dimension column and the date columns. This column provides totals at different row levels over the specified date period or other dimensions, calculated for the selected measures.

> ### Example
>
> In the example report view *Quarterly Invoiced Sales by Customer and Item*, the column hierarchy is structured into three distinct levels:
>
> - Top Level:
>   Displays each calendar year in separate columns.
> - Second Level:
>   Each year is further divided into four calendar quarters.
> - Third Level:
>   Each quarter contains branches for two separate measure fields: *Gross Profit Total (Lines)* and *Net Sales Amount (Lines)*.
>
> This structure allows for an organized and detailed examination of these financial metrics within each quarterly time frame.
>
> Additionally, following the *Item Code (Lines)* column, there is a *Total* column with the measure fields branched out, enhancing the ease of comprehensive analysis.

Parent-Child Relationships

The data in the hierarchical report is connected through parent-child relationships, where higher-level data is summarized or aggregated from lower-level data.

This relationship allows for drill-down and roll-up operations, which are useful for detailed and summary views of data.

Data Aggregation

The hierarchical report enables data aggregation at different levels.

Example

In the example report view *Quarterly Invoiced Sales by Customer and Item*, data aggregation is visible across multiple hierarchical levels:

- Year and Quarter Level:
  Aggregated amounts for *Gross Profit (Lines)* and *Net Sales Amount (Lines)* are shown for each quarter within each year.
- Customer Level:
  These measures are also aggregated for each customer, providing insights into sales performance per customer.
- Item Level:
  Aggregation applies to each item associated with each customer, allowing for detailed analysis of product performance.
- Total Level:
  Overall aggregated figures are available, offering a summary of gross profit and net sales amounts.

The aggregated values for gross profit and net sales are computed based on all filtered individual sales invoice records, providing a clear picture of financial performance across different dimensions.

Direct Access to Master Data

In the hierarchical table, dimension fields with values linked to master data offer a convenient way to access detailed information directly.

By choosing the golden arrow (›) next to such values, you can seamlessly view related master data.

Example

In the example report view *Quarterly Invoiced Sales by Customer and Item*, choosing › beside a *Customer Code* value opens the *Business Partner* quick view. This provides a concise overview of the chosen customer. To explore further, choose *View More* in the quick view to open the detailed view of the corresponding business partner master data either in a new browser tab or within the current tab.

Related Information

Creating Sales Analysis Report Views [page 675]
Adjusting Sales Analysis Report [page 680]
Viewing and Adjusting Data Breakdown [page 683]

1.18.1.3 Adjusting Sales Analysis Report

After creating your initial *Sales Analysis* report in the hierarchical table, you can dynamically restructure, sort, and filter data to better suit your analysis needs.

Next to the table title, you can see linked text that summarizes the count of dimension fields used for both row and column grouping. Choose this linked text to open a popover menu for report adjustments.

Changing Row Structure

In the *Group Rows By* section of the popover menu, row categories are listed from left to right by their appearing order and hierarchical levels in the table.

To change the hierarchical level of a row category, simply drag and drop the corresponding field label to your preferred position.

The change in field order is also synchronized with the *Select Columns* dialog box when accessed from the table toolbar.

Changing Column Structure

Similar to rows, in the *Group Columns By* section, column categories are listed by appearing order and hierarchy.

To change the hierarchical level of a column category, drag and drop the corresponding field label as needed.

The change in field order is also synchronized with the *Select Columns* dialog box when accessed from the table toolbar.

> ⓘ Note
>
> You cannot drag and drop field labels between the *Group Rows By* and *Group Columns By* sections.

Adjusting Column Settings

Choose a field label in the *Group Rows By* or *Group Columns By* section to open a new *Column Settings* popover menu.

Alternatively, you can open the *Column Settings* popover menu by directly choosing a column header in the hierarchical table. This menu is only available for dimension fields.

The menu consists of the following sections:

Sort By

To sort data in the chosen column field in ascending or descending order, choose *Ascending* or *Descending* on the right of the field name.

As a result, you are navigated back to the parent popover menu. In the parent menu, a new *Sort By* section appears, where your sort preference is listed as a label.

In the hierarchical table, the sorted state is indicated by *1 Sorted* at the end of the linked text near the table title. The respective sort icon appears in the column header (except for date columns). The data in the corresponding column is reordered accordingly, together with the associated values in the measure columns.

To clear your sort preference, choose *Remove* within the sort label in the *Sort By* section of the parent popover menu.

Note

The order of sort labels in the *Sort By* section determines the sort priority for both rows and columns.

Example

Consider a simplified scenario: *Customer Code* is a row category. *Posting Date* is a column category. *Document Total* is a measure. Customer A0001 posted an A/R invoice with an item on January 12, 2026. Customer B0001 posted an A/R invoice with an item on January 24, 2026.

As shown in the table below, when no sort preference is applied, both *Customer Code* and *Posting Date* are sorted in ascending order.

	2026	
	01	
	12	24
Customer Code	**Document Total**	**Document Total**
A0001	<Amount>	<Amount>
B0001	<Amount>	<Amount>

If you first sort *Posting Date* in descending order and then *Customer Code* in ascending order, *Posting Date* has higher priority than *Customer Code*. As a result, B0001 appears first in the *Customer Code* column with a more recent posting date of January 24, 2026, though *Customer Code* is sorted in ascending order.

	2026	
	01	
	24	12
Customer Code	**Document Total**	**Document Total**
B0001	<Amount>	<Amount>
A0001	<Amount>	<Amount>

Group By

This section determines if a field is used for row or column grouping. It consists of the following two rows:

- *Group Rows By:* `<Field Name>`
- *Group Columns By:* `<Field Name>`

The field attribute is indicated as follows:

- If a field is used for row grouping, *On* appears at the end of the first row and *Off* at the end of the second row.
- If a field is used for column grouping, *Off* appears at the end of the first row and *On* at the end of the second row.

To change a field from row to column grouping (or vice versa), choose the *Off* row.

For a row-grouping field, this action reassigns the field to a column-grouping category. The two-layer popover menus disappear. The hierarchical table is restructured, positioning the field below the date field and above measure fields by default.

If you open the parent popover menu again by choosing the linked text, the chosen field appears in the *Group Columns By* section, instead of the *Group Rows By* section. If you choose the field to open the *Column Settings* popover, *On* appears in the first row and *Off* be in the second row of the *Group By* section.

The same process applies for changing column-grouping fields to row-grouping categories.

Adjusting Date Dimension

When you choose the *On* or *Off* row for a date field, a *Group Columns By* or *Group Rows By* popover submenu opens. In this submenu, you can choose the following time intervals, where *Year* and *Quarter* are selected by default:

- *Year*
- *Quarter*
- *Month*
- *Day*

Your selection is visualized in the hierarchy of the final report:

- To build a report focused on a specific time frame (yearly, quarterly, monthly, or daily), select a single option.
- To build a report that spans a combined time frame, such as years and months, select multiple options.

> **Note**
>
> Some option combinations are invalid. For example, selecting *Year* and *Day* without *Month* is not supported. The Web client cannot structure the data properly because it needs the *Month* level to link days to their correct years.

Removing Grouping Categories

To remove a row or column grouping field, go to the parent popover menu, and choose ✕ *Remove* within the field label in the *Group Rows By* or *Group Columns By* section.

Alternatively, you can remove a grouping field by deselecting it in the *Select Columns* dialog box accessed from the table toolbar.

Filter By

To narrow down the data in a chosen column, specify your filter condition in this section and then press Enter.

As a result, the two-layer popover menus disappear. In the hierarchical table, the filtered state is indicated by *1 Filtered* at the end of the linked text near the table title. The respective filter icon appears in the column header. The column data is refreshed based on your applied condition. If you open the parent popover menu again by choosing the linked text, you will see a new *Filter By* section, with your filter condition shown as a label.

To clear your filter condition, choose ✕ *Remove* within the filter label.

For more information about how to use filters, see Filter Bar [page 54].

Related Information

Creating Sales Analysis Report Views [page 675]
Viewing Sales Analysis Report [page 677]
Viewing and Adjusting Data Breakdown [page 683]

1.18.1.4 Viewing and Adjusting Data Breakdown

The *Breakdown* table at the bottom of the *Sales Analysis* report view page serves as a complementary tool to the hierarchical table above. It offers a detailed examination of aggregated amounts or numbers, enabling you to drill down to the underlying source sales documents and associated journal entry transactions directly. This facilitates deeper analysis and helps in making informed decisions.

Dynamic Data Breakdown

By default, the *Breakdown* table shows all underlying sales data records that meet the filter conditions set in the filter bar. The table content dynamically updates according to both the *Report Granularity Level* and your selection in the hierarchical table:

- If the *Report Granularity Level* is *Header Data Only*:
  - When you choose an amount or number cell in a measure column, the *Breakdown* table lists all individual sales documents or transactions that contribute to that specific amount or number.
  - When you choose a value cell in a dimension column, such as a specific customer or item, the *Breakdown* table lists all individual sales documents or transactions that affect the row totals for the selected measures in the *Total* column.
- If the *Report Granularity Level* is *Both Header and Line Data*:
  - When you choose an amount or number cell in a measure column, the *Breakdown* table individually lists all item records of each sales document or transaction that contribute to that specific amount or number.

- When you choose a value cell in a dimension column, such as a specific customer or item, the *Breakdown* table individually lists all item records of each sales document or transaction that affect the row totals for the selected measures in the *Total* column.

- If you choose an empty cell in any column, no data breakdown is shown.

The last row in the table displays subtotals for all amounts or numbers of each measure column selected from the hierarchical table.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

Direct Access to Source Documents and Journal Entry Transactions

To view a source sales document and its associated journal entry (if one exists) from the *Breakdown* table, proceed as follows:

1. In the table toolbar, choose *Select Columns* to open the *Select Columns* dialog box. Make sure the *Document No.* and *Transaction Number* fields are selected.
2. In the *Document No.* or *Transaction Number* column of the *Breakdown* table, choose › next to a number. The sales invoice or *Journal Entry* quick view opens, showing an overview of the chosen document or transaction.
3. Choose *View More* in the quick view to open the detailed view of the corresponding invoice or journal entry.

If the *Breakdown* table includes dimension fields with values linked to master data (for example, the *Customer Code* field), you can also access the master data by choosing the golden arrow (›) next to a field value.

Flexible Table Settings

You can customize how and what breakdown data is displayed in the table.

- View Data in Full Screen:
  In the table toolbar, choose *Enter Full Screen* to maximize the data display.
- Select Visible Columns:
  In the table toolbar, choose *Select Columns* to open the *Select Columns* dialog box. Select fields that you want to see in the table.
  The fields available for selection depends on your choice for the *Report Granularity Level* filter field.
- Sort and Filter Data:
  To sort column headers, adjust their order in the *Select Columns* dialog box.
  To sort and filter data in a column, choose the column header to open the *Column Settings* popover menu. The sort and filter options here are similar to those in the popover menu of the hierarchical table.

> **Note**
>
> In the following scenarios, all quantitative data will be cleared from the report:
>
> - If you change *Report Granularity Level* from *Header Data Only* to *Both Header and Line Data* in the filter bar after creating a report view, all selected measure fields will be removed from the current view. This happens because their calculation mechanisms do not apply to the new granularity level.

- If you change from *Both Header and Line Data* to *Header Data Only*, all measure fields of your selection and line fields originating from the *Contents* table of sales documents will be removed from the current view.

To prevent data loss, save your current view beforehand. This involves data and settings in the filter bar, the hierarchical table, and the *Breakdown* table. After switching the report granularity, you can add new measure and dimension fields in the new view to create a report.

Related Information

Creating Sales Analysis Report Views [page 675]
Viewing Sales Analysis Report [page 677]
Adjusting Sales Analysis Report [page 680]

1.18.2 Working with Profit and Loss Statement Report Views

To open the *Profit and Loss Statement* report views, choose the *Profit and Loss Statement* tile on the home page. Alternatively, choose *Reports* > *Profit and Loss Statement* from the *Main Menu*.

The *Profit and Loss Statement* is a financial report that provides an overview of a company's financial performance that spans a specific or combined time frame (such as years and months), by summarizing the balances of revenues, costs, and expenses recorded in general ledger (G/L) accounts. It begins with total revenues generated from business operations, deducts the cost of goods sold (COGS) to determine gross profit, and further subtracts operational and non-operational expenses to reveal the net income. This statement serves as a crucial tool for assessing profitability and guiding managerial decisions.

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

Selecting Views

A *Profit and Loss Statement* report view page is divided into a header area and a table area, similar to a standard list view. In particular, the table area consists of two parts: a hierarchical report table in the upper area and a *Breakdown* table in the lower area.

The Web client offers multiple views for profit and loss statement reports. These views store distinct settings and parameters for the filter bar in the header area, the hierarchical report table, and the *Breakdown* table. You

can select one of the predefined example report views from the views menu in the top-left corner of the header area:

- *5-Year Quarterly Analysis*:
  This view shows the profit and loss statement for each quarter within the calendar years spanning the past five years to the present. This view allows for detailed analysis of how each quarter performed within each year, providing insights into seasonal trends or quarterly fluctuations.
  This view is displayed by default.
- *5-Year Fiscal Review*:
  This view shows the profit and loss statement for fiscal years spanning the past five years to the present. This view provides a broader, year-by-year perspective that is ideal for evaluating overall financial performance.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

Setting Filters

Use the filter bar to set conditions for the report view display and for filtering raw journal entry and journal voucher data. This filtered dataset serves as the source data for the *Profit and Loss Statement* hierarchical report below and the *Breakdown* table at the bottom.

The Web client provides various filter fields for applying conditions:

Date Choose the type of date for the journal records on which you want to build the report view:

- *Posting Date*
- *Document Date*
- *Due Date*

Date Period Specify the start and end dates for the option selected in the above *Date* filter field.

For more information, see Working with Date Offset Filtering [page 56].

Template Choose a template for the Chart of Accounts structure to be displayed in the hierarchical report.

By default, the standard system template *Chart of Accounts* is selected. The custom templates defined for the *Profit and Loss* report in the *Financial Report Templates* window in the SAP Business One client are also available for selection.

> **Note**
>
> Different templates might show different results, due to the different G/L accounts assigned to them.

Level Choose the G/L account level you want to display in the hierarchical report.

The levels available in the table conform to those defined in the selected Chart of Accounts template.

Show Accounts with Balance of Zero	Choose whether to display accounts with a balance of zero in the hierarchical report.
Journal Type	Choose the type of source accounting data for the report view: • *Journal Entry*: Includes journal entries. • *Journal Voucher*: Includes open transactions that are recorded in journal vouchers, but are not yet saved in the database. Journal vouchers do not create values in G/L accounts. If no options are selected, the Web client treats it as if all the options are selected.
Marked as Adjustment (Period 13)	Choose whether to include *Adjustment (Period 13)* transactions as source data: • *No*: Includes all journal entries, except for those marked as *Adjustment (Period 13)*. • *Yes*: Includes journal entries that are marked as *Adjustment (Period 13)*. If you choose both *No* and *Yes*, all journal entries are included, regardless of whether being marked as *Adjustment (Period 13)*. If no options are selected, the Web client treats it as if all the options are selected.

In addition, you can filter by account segment (such as *Region*, *Division*, and *Department*), company branch, product line, and project code.

For more information about how to use filters, see Filter Bar [page 54].

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 65].

Utilizing *Profit and Loss Statement* Report and *Breakdown* Table

For information about how to create, view, and adjust a *Profit and Loss Statement* report, as well as how to view data breakdown, see the online help topics in the *Related Information* section.

Related Information

Creating Profit and Loss Statement Report Views [page 688]

Viewing and Adjusting Profit and Loss Statement Report [page 690]
Viewing and Adjusting Data Breakdown [page 693]

1.18.2.1 Creating Profit and Loss Statement Report Views

Prerequisites

1. Open a predefined example report view.
2. Set custom filter conditions in the filter bar of the header area.

Procedure

1. Create a *Profit and Loss Statement* hierarchical report in the report view.
    1. In the *Profit and Loss Statement* table toolbar, choose *Select Columns* to open the *Select Columns* dialog box.
    Fields listed in this dialog box are sorted alphabetically by default. They are categorized into the following:
        - Measure fields
        Measure fields contain quantitative values. They are numerical values aggregated across records in the filtered dataset. They offer insights into overall financial performance over time.
        You can choose the following measure fields:
            - *Balance* (available in local currency (LC), system currency (SC), and foreign currency (FC)):
            The difference between the total debits and total credits recorded in an account within the general ledger.
            - *Life-to-Date* (available in local currency (LC) and system currency (SC)):
            The cumulative total amount of an account from the inception of the company up to today or a specific end date.
            The *Life-to-Date* balance provides a comprehensive overview of a company's long-term financial performance. It is useful for understanding the growth and profitability of the company over its entire lifespan, offering insights into its sustained performance and financial health.
            - *Year-to-Date* (available in local currency (LC) and system currency (SC)):
            This figure represents a cumulative total for an account, calculated within each individual fiscal year. The calculation always starts from the first day of a fiscal year. If you break a calendar or fiscal year down into periods such as quarters or months, the figure shown for each period is the cumulative total from the start of the fiscal year up to the end of that period. This figure doesn't accumulate across multiple historical years; it resets annually. For a running total that accumulates over all specified years or periods, see the *Total* column in the final report.
            The *Year-to-Date* balance helps stakeholders understand how the company is performing in the current year relative to past performance or future projections. It can be used to make

informed decisions about budgeting, forecasting, and strategic planning for the remainder of the year.

- Dimension fields
  Dimension fields contain qualitative values. They provide context to measures and aid in profit and loss analysis by categorizing information.
  You can choose the following dimension fields:
  - *Account Name*:
    This is a required field. It contains multiple levels of accounts and metrics defined in the selected Chart of Accounts template.
  - *Posting Period*:
    Choose this field to organize the report table by fiscal year, period code, or both.
  - *Date*:
    Choose this field to organize the report table over a specific time frame (yearly, quarterly, monthly, or daily), or a combined time frame (such as years and months).

    > **Note**
    >
    > - You can choose up to one date field. You cannot choose both *Posting Period* and *Date*.
    > - If you choose a date field, make sure that a valid date range is already specified in the *Date Period* field in the filter bar.
    > - If you choose *Posting Period* along with *Year-to-Date*, *Life-to-Date*, or both, make sure that the following conditions are met in the filter bar for accurate analysis:
    >   - The date type *Posting Date* is selected for the *Date* field.
    >   - A valid date range is specified in the *Date Period* field.
    >
    > This is because when you organize a report by *Posting Period*, it groups and summarizes transaction data based on posting date. Filtering the raw report data by a different date type, such as *Due Date*, will lead to inaccurate results because these dates are often different and mixing them creates a mismatch.

2. Select desired measure and dimension fields to define your analytical purpose.
   You can move measure fields up and down to determine their appearing order in the report table.
3. Choose *OK* to confirm your selection and exit.

2. Adjust the date dimension and the *Breakdown* table settings as needed.
3. Save the current view as a custom view.

Results

A profit and loss statement report view is created based on your settings.

The *Profit and Loss Statement* report is presented in a hierarchical table. The selected dimension and measure fields appear as column headers in the report table.

Next to the table title, you can see linked text that summarizes the count of dimension fields used for both row and column grouping. If you select a date field, it is by default visualized by sequential fiscal or calendar years in separate columns. In the report, the balances at different account levels are aggregated or calculated from the filtered dataset of journal entries recorded in these accounts.

> **Example**
>
> - In the example report view *5-Year Quarterly Analysis*, in the *Profit and Loss Statement* hierarchical report, *Account Name* is used as a dimension field, *Date* as a date field, and *Balance* as a measure field. The balances at different account levels are aggregated or calculated from journal entries recorded in the related accounts, with posting dates falling within this five-year span.
> - In the example report view *5-Year Fiscal Review*, in the *Profit and Loss Statement* hierarchical report, *Account Name* is used as a dimension field, *Posting Period* as a date field, and *Balance* and *Balance (SC)* as measure fields.

To remove a field from your report, open the *Select Columns* dialog box and deselect the field.

For information about how to view the *Profit and Loss Statement* hierarchical report and adjust the date dimension, as well as how to view and adjust data breakdown, see the online help topics in the *Related Information* section.

Related Information

Viewing and Adjusting Profit and Loss Statement Report [page 690]
Viewing and Adjusting Data Breakdown [page 693]
Views [page 54]

1.18.2.2 Viewing and Adjusting Profit and Loss Statement Report

The *Profit and Loss Statement* report is presented in a hierarchical table that organizes rows and columns in a tree-like format. This table helps you summarize, analyze, explore, and present your company's financial performance. It effectively reflects balance data across nested levels of general ledger (G/L) accounts for revenues, costs, and expenses, providing clear insights into your company's profitability.

To maximize the report display, choose *Enter Full Screen* in the table toolbar.

Row Structure

By default, the *Account Name* field appears in the first column of the table.

The row hierarchy consists of multiple levels. It conforms to the G/L accounts levels defined in the Chart of Accounts template of your choice. The levels visible in the table depends on your choice for the *Level* filter field in the filter bar. You can choose *Expand/Collapse* next to an account name at an upper level to view its child accounts in separate lower-level rows.

If you use the default *Chart of Accounts* template, in addition to the hierarchical G/L accounts for revenues, costs, and expenses, you can see the following financial metrics at the root level in the *Account Name* column:

- *Gross Profit*:
  Gross Profit is a financial metric that represents the difference between a company's revenue and the cost of goods sold (COGS) over a specific period.
  The formula to calculate Gross Profit is: Gross Profit = Revenue – Cost of Goods Sold (COGS).
- *Operating Profit*:
  Operating Profit is a measure of a company's profitability from its core business activities, excluding any income or expenses not directly related to its core operations. It represents the profit a company makes from its normal business operations before accounting for interest and taxes.
  The formula to calculate Operating Profit is: Operating Profit = Gross Profit – Operating Expenses
- *Profit After Financing Expenses*:
  Profit After Financing Expenses, also known as Earnings Before Tax (EBT), is a financial metric that represents a company's profit after accounting for all operating and financing expenses but before income taxes are deducted.
  The formula to calculate Profit After Financing Expenses is: Profit After Financing Expenses = Operating Profit – Interest Expenses
- *Profit Period*:
  Profit Period refers to Net Profit for a specific period. It reflects how much profit a company has made over that period, such as a quarter or fiscal year. Net Profit is the final measure of a company's profitability after all expenses, including operating expenses, interest, taxes, and any other costs, have been deducted from total revenue.
  The formula for Net Profit is: Net Profit = Total Revenue – Total Expenses

If you use a custom Chart of Accounts template, the financial metrics may vary according to your settings in the *Group Data* section during the template creation in the *Financial Report Templates* window in the SAP Business One client.

The last row in the table shows total balances for subtotals in each measure column.

Column Structure

The column hierarchy features multiple levels organized on the right side of the table.

If you select the *Date* or *Posting Period* field from the *Select Columns* dialog box, it is by default placed at the top level of the hierarchy, visualized as sequential calendar or fiscal years in separate columns.

By default, measure fields are the smallest components in the column hierarchy. They are organized in separate columns and appear as branches under each upper-level column.

In addition, a *Total* column is placed between the *Account Name* column and the date columns. This column provides totals at different row levels for each account over the specified date period, calculated for the selected measures.

> ### Example
>
> In the example report view *5-Year Quarterly Analysis*, the column hierarchy is structured into three distinct levels:
>
> - Top Level:
>   Displays each calendar year in separate columns.
> - Second Level:
>   Each year is further divided into four calendar quarters.

- Third Level:
  Each quarter has a *Balance* column.

Additionally, following the *Account Name* column, there is a *Total* column. This enhances the ease of comprehensive analysis.

Adjusting Date Dimension

To further adjust the date dimension for a more segmented analysis, proceed as follows:

1. Choose the linked text beside the table title to open a popover menu.
2. Go to the *Group Columns By* section. Choose the date field label to open the *Column Settings* popover menu.
3. Go to the *Group By* section. Choose the row *Group Columns By:* `<Field Name>` to open the *Group Columns By* popover menu.
4. The time intervals available for selection vary according to your date field:
   - If the selected date field is *Posting Period*, you can choose whether to organize the report by *Fiscal Year* or *Period Code*, or both. *Fiscal Year* is selected by default.
   - If the selected date field is *Date*, you can choose the following time intervals, where *Year* is selected by default:
     - *Year*
     - *Quarter*
     - *Month*
     - *Day*

     Your selection is visualized in the column hierarchy of the final report:
     - To present a report focused on a specific time frame (yearly, quarterly, monthly, or daily), select a single option.
     - To present a report that spans a combined time frame, such as years and months, select multiple options.

     > **Note**
     >
     > Some option combinations are invalid. For example, selecting *Year* and *Day* without *Month* is not supported. The Web client cannot structure the data properly because it needs the *Month* level to link days to their correct years.

To remove the date field, go back to the popover menu opened by choosing the linked text, and choose ✕ *Remove* within the field label.

Parent-Child Relationships

The data in the hierarchical report is connected through parent-child relationships, where higher-level data is aggregated or calculated from lower-level data.

This relationship allows for drill-down and roll-up operations, which are useful for detailed and summary views of data.

Data Aggregation

The hierarchical report enables data aggregation at different levels.

> **Example**
>
> In the example report view*5-Year Quarterly Analysis*, data aggregation is visible across multiple hierarchical levels:
>
> - Year and Quarter Level:
>   Aggregated account balances are shown for each quarter within each year.
> - Account Level:
>   Balances are also aggregated for each level of G/L accounts.
> - Total Level:
>   Overall aggregated figures are available in the *Total* column, offering a summary of balances for different G/L accounts and financial metrics.

Related Information

Creating Profit and Loss Statement Report Views [page 688]
Viewing and Adjusting Data Breakdown [page 693]

1.18.2.3 Viewing and Adjusting Data Breakdown

The *Breakdown* table at the bottom of the *Profit and Loss Statement* report view page serves as a complementary tool to the hierarchical table above. It offers a detailed examination of amounts aggregated or calculated for G/L accounts, enabling you to drill down to the underlying source journal entries directly. This facilitates a more granular analysis, promoting transparency, offering deeper insights, and supporting effective decision-making.

Dynamic Data Breakdown

By default, the *Breakdown* table shows all individual entries from journal entry documents that meet the filter conditions set in the filter bar. The table content dynamically updates according to your selection in the hierarchical table:

- If you choose an amount cell in a measure column for a G/L account, the *Breakdown* table individually lists all entries from each journal entry document recorded in that G/L account, contributing to that specific amount.
- If you choose a G/L account in the *Account Name* column, the *Breakdown* table individually lists all entries from each journal entry document recorded in that G/L account, affecting the row totals for the selected measures in the *Total* column.

- If you choose an empty cell in any column, no data breakdown is shown.
- If you choose an amount related to the following metrics or measure fields, no data breakdown is shown. Because these metrics and measure fields contain calculated results and are not the direct G/L accounts where journal entries are recorded.
  - Metrics in the default *Chart of Accounts* template:
    - *Gross Profit*
    - *Operating Profit*
    - *Profit After Financing Expenses*
    - *Profit Period*
  - Measure Fields:
    - *Life-to-Date*
    - *Life-to-Date (SC)*
    - *Year-to-Date*
    - *Year-to-Date (SC)*
  - If you use a custom Chart of Accounts template, this limit extends to subtotals defined in the *Group Data* section during the template creation in the *Financial Report Templates* window in the SAP Business One client.

The last row in the table displays subtotals for all amounts of each measure column selected from the hierarchical table.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

Direct Access to Source Data

You can drill down directly to the underlying source journal entries, as well as access other accounting information closely related to these entries.

To view a source journal entry from the *Breakdown* table, proceed as follows:

1. In the table toolbar, choose *Select Columns* to open the *Select Columns* dialog box. Make sure the *Transaction No.* field is selected.
2. In the *Transaction No.* column of the *Breakdown* table, choose the golden arrow (›) next to a transaction number.
3. The *Journal Entry* quick view opens, showing an overview of the chosen transaction.
4. Choose *View More* in the quick view to open the detailed view of the corresponding journal entry.

In addition, you can access other accounting information closely related to a journal entry through the following fields:

- *Account Code*:
  Choosing the golden arrow next to a field value opens a *G/L Account* quick view, through which you can access details of the G/L account where the journal entry is recorded.
- *Origin No.*:
  Choosing the golden arrow next to a field value opens a quick view of a specific document, through which you can access details of the original document that generates the journal entry.

- *Business Partner/Account Code*:
  Choosing the golden arrow next to a field value opens a *G/L Account* or *Business Partner* quick view, through which you can access details of the G/L account or business partner account where a specific entry in the journal entry is recorded.
- *Control Account*:
  Choosing the golden arrow next to a field value opens a *G/L Account* quick view, through which you can access details of the control account where the journal entry is recorded.
- *Corresponding Account*:
  Choosing the golden arrow next to a field value opens a *G/L Account* quick view, through which you can access details of the offset account for the journal entry posting.

Flexible Table Settings

You can customize how and what breakdown data is displayed in the table.

- View Data in Full Screen:
  In the table toolbar, choose *Enter Full Screen* to maximize the data display.
- Select Visible Columns:
  In the table toolbar, choose *Select Columns* to open the *Select Columns* dialog box. Select fields that you want to see in the table.
- Sort Data:
  - To sort column headers, adjust their order in the *Select Columns* dialog box.
  - To sort data in a column, proceed as follows:
    1. Choose the column header to open the *Column Settings* popover menu.
    2. Go to the *Sort By* section and choose *Ascending* or *Descending* on the right of the field name to sort data in the chosen column in ascending or descending order.
    3. The *Column Settings* popover menu disappears. In the *Breakdown* table, the sorted state is indicated by linked text, *1 Sorted*, at the end of the table title. The respective sort icon appears in the column header. Data in the corresponding column is reordered accordingly. Choosing the linked text opens a popover menu, where your sort preference is listed as a label in the *Sort By* section.

       To clear your sort preference, choose *Remove* within the sort label.
- Filter Data:
  To narrow down the data in a column, proceed as follows:
  1. Choose the column header to open the *Column Settings* popover menu.
  2. Go to the *Filter By* section. Specify your filter condition and then press `Enter`.
  3. The *Column Settings* popover menu disappears. In the *Breakdown* table, the filtered state is indicated by linked text, *1 Filtered*, at the end of the table title. The respective filter icon appears in the column header. The column data is refreshed based on your applied condition. Choosing the linked text opens a popover menu, where your filter condition is listed as a label in the *Filter By* section.

     To clear your filter condition, choose *Remove* within the filter label.

  For more information about how to use filters, see Filter Bar [page 54].

Related Information

Creating Profit and Loss Statement Report Views [page 688]
Viewing and Adjusting Profit and Loss Statement Report [page 690]

1.19 Administration

Apps

In the *Administration* group, you can find the following apps:

- *Configuration*
- *User-Defined Fields*
- *User-Defined Tables*
- *User-Defined Objects*
- *User-Defined Values*
- *Job Monitor*

Tasks

You can carry out the following tasks with the *Configuration* app:

- 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.

For information about the following apps, see the Customization [page 807] section.

- *User-Defined Fields*
- *User-Defined Tables*
- *User-Defined Objects*
- *User-Defined Values*

With the app *Job Monitor*, you can monitor tasks executed in the Web client and can also view job initiated from the SAP Business One client.

Related Information

Configuration [page 697]
Job Monitor [page 887]

1.19.1 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
- Resources
- Production
- 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.

Information about localizations that are specific to a country/region is available in the localization-specific online help file in: *Help Documentation* > *Localization-Specific Information*

> **Note**
>
> The layout and fields may be specific to SAP Business One, Web client.

1.19.1.1 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

1.19.1.2 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 delete an entry, select the checkbox for the relevant entry and choose the *Delete* 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 53]
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 53].
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 *Delete*. 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 83].
7. Choose the *Update* button.

1.19.1.3 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*
- *Branch Settings*
- *Relationship Map Settings*
- *Attachment Settings*
- *Posting Periods Settings*

Definitions :

- *Company Details*
- *Branch Details*
- *Countries/Regions*
- *States*
- *Posting Periods*
- *Commission Groups*
- *Languages*
- *Predefined Texts*
- *Sales Employees/Buyers*

1.19.1.3.1 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.

1.19.1.3.2 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 the SAP 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.

Enable Multiple Branches

Displays whether the multiple branches functionality is enabled for the company.

> **Note**
>
> Enabling the multiple branches feature is irreversible. After activation, you can only manage transactions on a branch level.

Multi-Language Support

Displays whether the multi-language functionality is enabled for the company.

Translated values can be maintained for Business Partners, Item Master Data, Activities, Service Contracts, Equipment Cards, Solutions Knowledge Base and more. The fields where you can enter the translated values are indicated by a *Globe* icon.

The languages in which you can maintain translated values are specified under *Administration* > *Configuration* > *General* > *Languages*. A *Translated Values* button is available in the header of the marketing documents. When activated, it displays the translated values in the selected language.

To display the translated values in a specific language, select the desired language under the tab *Logistics* > *Additional Information* > *Language*. The *Language* field is available if multi-language support is enabled for your company.

If translated values are maintained in the selected language, the relevant fields will display these values. Otherwise, the values are displayed in the default language. By default, *Translated Values* is activated.

1.19.1.3.3 Branch Details

On the *Branch Details* page, you can specify and maintain general information about the branch, address, and IDs of the default customer, vendor, warehouse, and resource warehouse.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Branch Details*.

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 698].

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 698].

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

General Tab

Branch Name

Specify the branch name.

Representative Name

Specify the representative name of the branch.

Industry

Specify the type of industry in which the branch engages.

Business

Specify the type of business in which the branch deals.

Main Branch

Select the checkbox to set the branch as the main branch. Each company can have only one main branch.

Branch Reg. No.

Enter the unique registration number provided by the government for the branch, or enter an internal number to identify the branch.

Tax Office No.

Specify the number of the tax office to which the branch reports taxes.

Disabled

Select the checkbox to disable the branch. Once a branch is disabled, you cannot create documents for this branch.

Alias Name

Specify the alias for the branch.

Address Tab

Specify the address of the branch.

Additional Information Tab

Default Customer ID

Specify the default customer ID for the branch.

Default Vendor ID

Specify the default vendor ID for the branch.

Default Warehouse ID

Specify the default warehouse ID for the branch.

> ⓘ Note
>
> Specifying a default warehouse does not mean the system automatically assigns the warehouse to the branch. You must go to the corresponding Warehouse definition page to assign the branch to the default warehouse.

Default Resource Warehouse ID

Select a default warehouse for resources. If you do not set a default warehouse at the resource level or at the user level, this warehouse is taken as the default warehouse for resources in production orders.

1.19.1.3.4 Branch Settings

On the *Branch Settings* page, you can configure the general settings for branches.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Branch Settings*.

To configure settings for branches, follow these steps:

1. Choose *Edit*.
2. 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.

Auto. Assign New Branches to Existing Business Partners	By default, this checkbox is selected. When a new branch is added, it is automatically assigned to all business partners.
Activate Centralized Incoming Payment	Select this checkbox to pay invoices issued for different branches in a single centralized incoming payment.
Activate Centralized Outgoing Payment	Select this checkbox to pay invoices issued for different branches in a single centralized outgoing payment.
Main Branch	Select the branch that you want to set as the main branch. Each company can have only one main branch.

1.19.1.3.5 Relationship Map Settings

On the *Relationship Map Settings* page, you can configure the general settings for the relationship map.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Relationship Map 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

Highlight in Yellow When Documents Are Due In ... Days	Specify how many days before a document's due date the document is highlighted in yellow.

Card Configuration

For each document, you can select two fields to display on the relationship map.

> **Note**
>
> Currently, card configuration is only supported for blanket agreements.

1.19.1.3.6 Attachment Settings

On the *Attachment Settings* page, you can configure the general settings for attachments.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Attachment Settings*.

To configure settings for attachments, follow these steps:

1. Choose *Edit*.
2. 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.

Default Folder

Specify the folder where you want to store attachments or pictures. This folder is the root folder for all users.

Updating the default folder changes the folder where all newly uploaded attachments will be saved. If subfolders defined in *User Defaults* don't exist in the new attachments folder, you will see a message listing the subfolders. You can then choose whether to download the list.

Validate the Folder by Uploading a File

The option appears after you update the default folder for attachments.

You can choose *Upload* to verify that the new folder path is correct and accessible.

Refresh Paths in Documents

After updating the default folder, you can choose *Refresh* to update the *Target Path* for all existing attachments in the *Attachments* tab.

If subfolders exist in the previous default folder, you will see a message listing the subfolders. You can then choose whether to download the list.

> **Note**
>
> The field is available in view mode. **Before updating the paths**, make sure that you have manually moved the existing attachments from the old attachment folders to the new one.

Block Executable Attachments

Select the checkbox to prevent certain types of files from uploading.

Once selected, how many file types are blocked from uploading will be displayed next to the checkbox. You can select the value-help icon to select more file types that you want to block from uploading. You can also add new file types or delete existing ones from the list.

Copy Attachments from Base Document to Target Document	This checkbox determines whether the *Copy to Target Document* checkbox on the *Attachments* tab of sales and purchasing documents is selected by default when you create new documents.

1.19.1.3.7 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 698].

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 698].

> ⓘ 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.

1.19.1.3.8 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 698].

> **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.

1.19.1.4 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*

1.19.1.4.1 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.
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.
- *Send Approval Process Notification via Email*
  Enables the originators and authorizers to receive the notifications via email, in addition to the notifications in the system. To use this function, the *Enable Mailer Service* checkbox on the *Services* tab of the *General Settings* window in the SAP Business One client must be selected, and the mailer service must be running. For more information about starting the mailer service, see the *SBO Mailer* section in the *Administrator's Guide* provided with SAP Business One or SAP Business One, version for SAP HANA. You can then select to use either of the following options to send the emails:
  - *SAP Business One Mailer*: this is the default option. To use this option, senders and receivers must have an email address defined on the *General* tab of the *Users – Setup* window in the SAP Business One client, and the mailer service must be configured. For more information about configuring the mailer service, see the *SBO Mailer* section in the *Administrator's Guide* provided with SAP Business One or SAP Business One, version for SAP HANA.
  - *SAP Business One Microsoft 365 Integration*: To use this option, senders and receivers must have an email address defined on the *General* tab of the *Users – Setup* window in the SAP Business One client, Microsoft 365 integration must be set up, and the Microsoft 365 account of the user *Workflow* must be bound to SAP Business One Microsoft 365 integration. For more information about setting up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration.

  In the email body, there is a link to the draft or generated document. It is an external access URL if you have mapped external addresses to internal addresses for component *Web Client for SAP Business One* in the SLD control center. This enables you to access the documents from outside the local network. The draft document link will direct you to the draft document, even if the approval process ends or is canceled. For marketing documents, you can approve or reject the draft directly from the draft document link. For other documents, go to the *Approval Decisions* list view and decide what to do with those requests. To check the results of sending the emails, go to the *Sent Messages* tab of the *Messages/Alerts Overview* window in the SAP Business One client, and select the corresponding message.

> **Note**
>
> When the prerequisites for using this function are not met, only the email notification is not sent; the approval process continues without any impact.

1.19.1.4.2 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 698].

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 698].

> **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.

1.19.1.5 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 750]
Sales and Purchasing [page 723]

1.19.1.5.1 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 698].

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 698].

> **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.

1.19.1.5.2 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 698].

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 698].

> **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.

Recipients Lists

Use this page to define recipients lists. You can select users, employees, or recipient lists to create recipients lists.

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.

Distribution Lists

Use this page to define distribution lists. You can choose users, employees, contact persons, other distribution lists, or manually enter email addresses to create a list. Employees that are linked to users are only displayed as users in the user list.

You can also create distribution lists directly from the *Distribution Lists* window while selecting lists in create or edit mode of an *Email* type activity.

User access is granted in the *General Authorizations* window of the SAP Business One client. For more information about authorization settings, see *How to Define Authorizations in SAP Business One 10.0*.

1.19.1.6 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*
- *Landed Costs*

1.19.1.6.1 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

Select this checkbox to enable the posting of documents to a date that is later than the current system date.

Posting 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.

Copy Document References from Original Documents to Duplicates

This checkbox ensures that if you duplicate any document with existing document references, the document references are automatically copied from the original document to its duplicate.

Copy Price List from Base Document to Target Document

Select this checkbox to enable copying the price list from base documents to the target document.

If the base documents use different price lists, the target document uses the price list defined on the *Payment Terms* tab of the business partner's record.

Use Document Exchange Rate When Copying to Target Documents

This checkbox determines whether or not to use the exchange rate from base document when copying to target documents.

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.

Print Preferences Section

Send Email Directly to Recipient When Email Document Is Selected in Print Preferences in SAP Business One

For marketing documents, except blanket agreements, down payments and landed costs, if you select this checkbox, when a document is added manually in add mode, added as an official document in the approval process, or added as an official document from the draft, an email with the document as your selected attachment type is submitted to Microsoft 365 for sending to the document email address. Once you select this checkbox, you can further select Microsoft Word, Microsoft Excel, or PDF as the attachment type.

To check the sending result, log in to your Microsoft 365 account or the Microsoft 365 account of the user *Workflow*, according to your settings. The email is sent out using the Microsoft 365 account of the logged-in user by default. However, with the checkbox *Use Microsoft 365 Account of User "Workflow" to Send Emails Directly* on the *Account Management* page of SAP Business One Microsoft 365 integration, administrators can choose to use the Microsoft 365 account of the user *Workflow* to directly send out the email.

After the email is sent, you can check the corresponding email log in the *E-mails Sent* window for the document in the SAP Business One client.

To use this feature, Microsoft 365 integration must be set up. For more information, see How to Work with SAP Business One Microsoft 365 Integration.

> **Note**
>
> This option only takes effect 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.

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*.
Exchange Rate Base Date (A/P Document)	Select the date on which the system calculates the exchange rate: • *Posting Date* • *Document Date*

1.19.1.6.2 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 checkbox 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 chekbox 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.

Sales Return Request Tab

Preferences Section

Confirm Return Request: If this checkbox is selected, return requests are confirmed automatically and can be copied to the corresponding 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 sales 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 sales return request.

Customer Reference No. Section

Copy to Target Document: This checkbox determines whether or not the customer reference number from a sales return request is copied to its target document.

If Duplicates Occur

Select what happens if you enter an existing Customer Reference Number when you create a new sales return request:

- *No Warning*: no warning message appears; the creation of the sales return request is allowed.
- *Warning Only*: a warning message appears; the creation of the sales return request is allowed.
- *Block Document Creation*: the creation of the sales return request 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.

1.19.1.6.3 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.

Allow Changes to Control Account
Use this checkbox to enable the display and editing of the control account on the *Accounting* tab of relevant documents. This control account can then be copied to any follow-up documents.

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 Receipt PO Tab

Preferences Section

Block Document with Earlier Posting Date

Use this checkbox to enable the blocking of the posting process of good receipt POs that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create goods receipt POs 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 receipt PO.

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 receipt PO.

Allow Changes to Control Account

Use this checkbox to enable the display and editing of the control account on the *Accounting* tab of relevant documents. The control account can then be copied to any follow-up documents.

Vendor Reference No. Section

Copy to Target Document

This checkbox determines whether or not the vendor reference number from a goods receipt PO is copied to its target document.

If Duplicates Occur

Select what happens if you enter an existing Vendor Reference Number when you create a new goods receipt PO:

- *No Warning*: no warning message appears; the creation of the goods receipt PO is allowed.
- *Warning Only*: a warning message appears; the creation of the goods receipt PO is allowed.

- *Block Document Creation*: the creation of the goods receipt PO 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.

Landed Costs Tab

Preferences Section

Enable Multiple Broker Invoices for Landed Costs

If this checkbox is selected, you can assign multiple brokers in the *Costs* tab of a landed costs document and create a separate A/P invoice for each broker.

> **Note**
>
> This setting cannot be reversed.

Close Landed Costs After Copying	If this checkbox is selected, when a landed costs document is copied to another landed costs document, the source landed costs document is automatically set to *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 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.

1.19.1.6.4 Blanket Agreement Settings

On the *Blanket Agreement Settings* page, you can configure general and specific blanket agreement settings for documents available in the *Sales* and *Purchasing* group apps.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing* > *Blanket Agreement Settings*.

To configure general or document-specific settings, 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

Preferences Section

Allow Multiple Blanket Agreements for Same Period	Select this checkbox to enable overlapping date ranges for multiple blanket agreements.
Enable Updating Unit Price / Planned Quantity / Planned Amount in Blanket Agreement with Linked Documents	Select this checkbox to enable the update of the Unit Price /Planned Quantity / Planned Amount in a blanket agreement after documents were linked to the blanket agreement. The checkbox takes effect according to the following rules: • The checkbox only enables the updating of those fields when the blanket agreement status is *On Hold*.

- Updating is not applied to closed rows.

Document Settings Tab

Preferences Section

Block Multiple Blanket Agreements for Same A/P Document	Select this checkbox to ensure that only one blanket agreement can be drawn to the same A/P document.
Block Multiple Blanket Agreements for Same A/R Document	Select this checkbox to ensure that only one blanket agreement can be drawn to the same A/R document.

If Only One Valid Blanket Agreement Exists and There Is No Default Section

This section only appears when you have selected the *Allow Multiple Blanket Agreements for Same Period* checkbox. This section determines whether to automatically assign a blanket agreement to marketing documents.

Automatically Assign to A/P Documents	Select this checkbox to enable the automatic assignment of non-default blanket agreements to A/P documents.
Automatically Assign to A/R Documents	Select this checkbox to enable the automatic assignment of non-default blanket agreements to A/R documents.

> **Example**
>
> Item1 exists in blanket agreement 1, which is valid from 01/01/2024-31/03/2024, and blanket agreement 1 is the default blanket agreement.
>
> Item1 exists in blanket agreement 2, which is valid from 01/01/2024-31/03/2024.
>
> Item2 exists in blanket agreement 3, which is valid from 01/01/2024-31/03/2024.
>
> Item2 exists in blanket agreement 4, which is valid from 01/01/2024-31/03/2024, and the status of blanket agreement 4 is Canceled/Closed/On Hold.
>
> Item2 exists in blanket agreement 5, which is valid from 01/04/2024-31/05/2024.
>
> Select Item2 when document posting date is between 01/01/2024-31/03/2024.
>
> Result: SAP Business One automatically assigns blanket agreement 3 to the document row.

Quantity / Amount Exceeds Planned Quantity / Amount Section

The settings in this section determine the system response when quantity/amount exceeds planned quantity/amount for the following three categories of marketing documents:

Purchase Orders	Includes all open Purchase Orders.
Goods Receipts POs	Includes Goods Receipts POs and Goods Returns.

Accounting Includes A/P Invoices, A/P Reserve Invoices, A/P Credit Memos, A/P Correction Invoices, and A/P Correction Invoice Reversals.

From the dropdown list, select one of the following options:

Block Blocks the creation or update of documents that cause the planned quantity/amount to be exceeded.

Warning Sends an alert when the quantity/amount exceeds the planned quantity/amount for documents. You can confirm and add or update the document, or cancel it.

Without Warning Adds or updates documents that exceed the planned quantity/amount without any restriction or notification.

1.19.1.6.5 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 698].

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 698].

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

Freights

Use this page 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 active freight in all sales and purchasing documents.

Landed Costs

Use this page to define the landed costs to process the costs of importing a delivery from abroad. These costs are then distributed among the items in the delivery according to the specific code that you select.

1.19.1.7 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*
- *Dunning Terms*
- *Dunning Levels*
- *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 721]

1.19.1.7.1 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.

1.19.1.7.2 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 698].

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 698].

> **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 751].

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 751].

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.

Dunning Terms

Dunning terms are relevant for the automatic creation of dunning letters and automatically post interest and fee.

.

General Tab

- *Basic Information* section

  Code — Define the code for the dunning term.

  Name — Define the name for the dunning term.

  Automatic Posting — Specify whether to automatically post interest and fee, interest only, or fee only when creating a dunning letter for a customer. If you choose to automatically post interest and/or fee, a service invoice is created in the dunning run that posts the interest and/or fee. To

enable this, accounts for posting interest and fee must be specified. The default accounts are taken from the G/L account determination.

You can also choose not to post any interest or fee.

- *Dunning Letter* section

  Dunning Letter Method Select one of the following methods for the creation of the dunning letter:
  - *One Letter per Invoice* – select this option to create a dunning letter for each invoice.
  - *One Letter per Dunning Level* – select this option to group all the debts related to the same dunning level into one dunning letter. This option is selected by default.
  - *One Letter per BP* – select this option to create one letter for each business partner, even if the debts of the customer comprise more than one dunning level.

  Apply Letter Layout by Highest Level If you select this checkbox, the layout for the highest dunning level of all documents included in the letter is used.

  This checkbox is available only if you choose one of the following dunning letter methods:
  - *One Letter per Dunning Level*
  - *One Letter per BP*

  Minimum Balance Displays the minimum balance for the dunning letter. You can change this amount if required.

  Fee Per Letter Displays the fee determined for this dunning letter. You can change this amount if required.

  Include Interest To include interest in the dunning letter calculation and automatically post interest, select this checkbox. You can specify the interest settings in the *Bank Interest* section.

- *Bank Interest* section

  Define the interest rate to be used in calculations in the dunning letter:

  Annual Interest Rate To be used for calculating the interest per year.

  Number of Days in Year The default value is 360. Enter a different value, if required.

  Number of Days in Month The default value is 30. Enter a different value, if required.

- *Interest Calculation* section

  Exchange Rate Choose whether to use the original exchange rate defined in the invoice, or to use the exchange rate defined for the day on which the dunning letters are created. This option is relevant when calculating interest in foreign currency.

  Base Amount Choose whether to calculate the interest on the remaining amount (default option) or on the original sum of the debt.

  Base Date Choose whether to calculate interest starting from the due date or the last dunning run.

Dunning Level Tab

Specify the required dunning level. By default, it is taken from the dunning level definition and is editable.

Letter Layout: Choose an appropriate letter layout for the dunning level. For a general letter that is not related to a dunning level, choose *Dunning All*.

Effective After (Days): Displays the number of days after which the dunning level is effective (required). The value of the field is accumulative from one level to the next.

> ### Example
>
> If two dunning levels are defined in the *Effective After (Days)* field, the value for level 1 might be 30 days, and the value for level 2 might be 10 days. The level 1 dunning letter becomes effective 30 days after the due date of the invoice. The level 2 dunning letter becomes effective 10 days after the level 1 dunning letter is generated.

Fee Per Letter: Displays the fee determined for this dunning letter. You can change this amount if required.

Minimum Balance: Displays the minimum balance for the dunning letter. You can change this amount if required.

Interest: To include interest in the dunning letter calculation and automatically post interest, select this checkbox. You can specify the interest settings in the *Bank Interest* section.

Dunning Levels

Use this page to define a letter format for each dunning level in your company.

Dunning Levels

Use this page to define a letter format for each dunning level in your company.

Letter Layout

Choose the required option. Choose *Dunning All* to use a letter format that combines all the dunning levels.

Effective After (Days)

Enter the number of days after which the dunning level takes effect.

Fee Per Letter

Enter the fee charged for a specific dunning letter. When the fee is related to the dunning level *Dunning All*, it is relevant only for the combined dunning letter.

Minimum Balance

Enter a minimum balance amount for the chosen dunning letter. If the debt of the customer is lower than the minimum balance defined, the dunning letter is not issued, even if the dunning level is already effective.

Interest

Calculates interest for the dunning level.

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.

1.19.1.8 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*

Deposits:

- *Deposit Settings*

1.19.1.8.1 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 698].

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 698].

> **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.

1.19.1.8.2 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 698].

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 698].

> **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.

1.19.1.8.3 Deposit Settings

On the *Deposit Settings* page, you can configure the general settings for deposits.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Payments and Banking* > *Deposits* > *Deposit Settings*.

To configure settings for deposits, follow these steps:

1. Choose *Edit*.
2. 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.

Split BP/Account in Journal Entry for Checks	If this checkbox is selected, when you add a deposit that includes checks, the journal entry created includes separate lines for business partner or account.

Split BP/Account in Journal Entry for Credit Card Vouchers	If this checkbox is selected, when you add a deposit that includes credit card vouchers, the journal entry created includes separate lines for business partner or account.
Block Documents with Earlier Posting Date	If this checkbox is selected, you are not allowed to create deposit documents with a posting date that is earlier than today.

1.19.1.9 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*
  On this page, you can define general settings that are applicable to all documents in the *Item Management* group and *Inventory Transactions* group.
- *Inventory Document Settings*
  On this page, you can configure specific settings by document type for documents in the *Inventory Transactions* group.

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*

1.19.1.9.1 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

Deselect the *Duplicate Bar Codes* checkbox if you do not want to duplicate bar codes when you duplicate items.

Deselect the *Duplicate Prices* checkbox if you do not want to duplicate prices 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.

1.19.1.9.2 Inventory Document Settings

On the *Inventory Document Settings* page, you can configure the settings for each type of document that is available in the *Inventory* group apps.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory* > *Inventory 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.

Goods Receipt Tab

Block Documents with Earlier Posting Date	If this checkbox is selected, you are not allowed to create goods receipt documents with a posting date that is earlier than today.

Goods Issue Tab

Block Documents with Earlier Posting Date	If this checkbox is selected, you are not allowed to create goods issue documents with a posting date that is earlier than today.

Inventory Counting Tab

Preferences Section

When Changing from Single to Multiple Counters Set Counter As	If you need to change the counting type of an open inventory counting document from Single Counter to Multiple Counters (for example, because of unplanned changes after creating the document), check this setting before you change the counting type. Depending on your setting, the existing counter becomes an *Individual Counter* or a *Team Counter*.

Variance Highlight - Single Counter Section

Highlight Rows with Variance Greater Than	Enter the threshold percentage for the variance between the counted quantities of an item in a storage location and the recorded in-warehouse quantity on the count date for a single counter. If the counted quantity varies from the in-warehouse quantity recorded in the system, and the variance percentage exceeds the defined acceptable limit, the system highlights the corresponding value.

Variance Highlight - Multiple Counters **Section**

Highlight Rows with Variance Greater Than

Enter the threshold percentage for the maximum variance between the counted quantities of an item in a storage location and the recorded in-warehouse quantity on the count date for multiple counters. If the individual counters' counted quantities and the team counted quantity vary from the in-warehouse quantity recorded in the system, and the biggest variance percentage exceeds the defined limit, the value is highlighted.

Highlight Rows with Difference Greater Than

Enter the threshold percentage for the difference between the counted quantities of an item in a storage location and the recorded in-warehouse quantity on the count date for multiple counters. If the biggest difference between the counted quantities exceeds the defined limit, the value is highlighted.

When Copying Inventory Counting to Inventory Posting Close Counted Rows with Zero Diff.

With this checkbox selected, if you create an inventory posting document based on inventory counting documents, then after you add the inventory posting document, the system closes each row that meets the following requirements:

- There is no variance between counted quantities and the recorded in-warehouse quantity.
- The *Counted* checkbox is selected in the *Inventory Counting* document.

Rows not copied to inventory posting or not automatically closed by this setting are kept as open in the inventory counting. You cannot record new inventory counting transactions for items on these open rows.

Without User Confirmation

Select this checkbox if you want the system to close counted rows with zero difference without requesting your confirmation.

Calculate In-Warehouse Qty on Count Date Based On

This setting determines the basis on which the system calculates each item's in-warehouse quantity on the count date.

> **Note**
>
> You cannot change this setting while there is any open inventory counting document. Additionally, this field is available for both inventory counting and inventory posting documents and its setting must be the same for both documents.

You can set the count date based on one of the following:

- *Transactions Creation Dates*
- *Transactions Posting Dates*
  If you select *Transactions Posting Dates*, the checkbox *Refresh In-Warehouse Quantity in DI API* is available. Select this checkbox if you want to refresh the quantities in DI.

Behavior for Different Options

	Transactions Posting Dates	Transactions Creation Dates
Ability to record the count time	Disabled	Enabled

	Transactions Posting Dates	Transactions Creation Dates
If a transaction is created on the count date or posted to the count date, what happens?	Transactions posted to the count date are included in the calculation of in-warehouse quantities on the count date. To avoid inconsistencies between the system and the actual numbers, we highly recommend that you do not allow any inventory transactions after the counting begins on the count date.	Transactions created before the count time are included in the calculation of in-warehouse quantities on the count date. The creation time of transactions is also recorded in the database and is not visible on the user interface.
Automatic refresh of in-warehouse quantities on the count date	The system asks whether you want to recalculate in-warehouse quantities when you do one of the following: • Re-open an inventory counting document before it is posted or closed manually. • Create an inventory posting document by copying data from inventory counting documents. Note that in this scenario, data in the base inventory counting documents is not updated. If you agree to recalculate the in-warehouse quantities, the following information is recalculated as well: • Serial and batch information • UoM quantities • Inventory variances and variance percentages	Irrelevant

Include Inactive Items in Document

Select this checkbox if you want to include items that are inactive on the count date or posting date.

For example, you stock up products for future sales; these products are temporarily set as inactive in the system but are actually in storage. In this case, you may not want to exclude them from inventory counting.

If you deselect this checkbox, you can only add items whose activity periods cover the count dates (for inventory counting documents) or the posting dates (for inventory posting documents and inventory opening balance documents).

Inventory Posting **Tab**

Allow Inbound Inventory Posting with Zero Price

Choose this option to allow adding inventory posting documents that increase stock quantities even when the item price is zero. Use this option when inbound quantities must be recorded immediately, and pricing information will be maintained later through valuation or purchasing documents.

Highlight Rows with Difference Greater Than

When the counted quantity differs from the in-warehouse quantity by more than the defined amount, the system automatically highlights the row in the Inventory Posting document. It helps users identify items with significant variances that require review or approval.

Calculate In-Warehouse Qty on Count Date Based On

Determines the basis on which the system calculates each item's in-warehouse quantity on the count date. You cannot change this setting if there is any open inventory counting document. In addition, the settings for inventory counting documents and inventory posting documents must be the same.

For more information, see Calculation of In-Warehouse Quantities on Count Date.

The available options are:

- *Transactions Creation Dates*: Uses the document creation date to determine the quantity available in the warehouse at the time of the inventory count. Select this method if you want the system to reflect the document entry timeline rather than its official posting to inventory.
- *Transactions Posting Dates*: Uses the posting date of each transaction to calculate in-warehouse quantities. The posting date represents the financial and stock movement date.

Include Inactive Items in Document

Some items are inactive on the count date or posting date. If you still want to include these inactive items in the document, you need to select this checkbox. For example, you stock up some products for future sales; these products are temporarily set as inactive in the system but are actually in storage. In this case, you may not want to exclude them from inventory counting.

If you deselect this checkbox, you can only add items whose activity periods cover the count dates (for inventory counting documents) or the posting dates (for inventory posting documents and inventory opening balance documents).

> ✤ Example

Item I001 is active from 2014.05.01 to 2014.05.31, and inactive from 2014.06.01.

Create an inventory counting document and set the count date to 2014.05.25. Add item I001 to the document and then add the document. Then do the following:

- Change the count date in the inventory counting document to 2014.06.02.
- Result: You cannot update the inventory counting document.
- Copy the inventory counting document to an inventory posting document and set the posting date to 2014.06.02.
- Result: You cannot add the inventory posting document.
- Change the activity period of item I001 and set it to be active from 2014.05.01 to 2014.05.15.
- Result: You cannot update the inventory counting document unless you manually delete or close relevant item rows.

Selection and deselection of the checkbox is synchronized for inventory counting documents and inventory posting documents. In other words, when you select or deselect the checkbox for inventory counting documents, the checkbox for inventory posting documents is selected or deselected accordingly (and vice versa). This synchronization is irrelevant for inventory opening balance documents.

Enable On Release Only for Serial and Batch Numbers Management in Inventory Posting

You are not obligated to assign or create serial or batch numbers for an item managed by serial numbers or batches if the following requirements are met:

- The checkbox is selected.
- The item is managed on release only, which is determined by the management method defined in the item master data.
- On the count date, the counted quantity is higher than the in-warehouse quantity. This means that you need to "receive" some more units of the item (identified by serial numbers or batch numbers) into the system rather than releasing some units.

Inventory Opening Balance Tab

Allow Positive Inventory Opening Balances with Zero Price

Select this option to allow posting positive inventory opening balances for items without specifying a price. This is useful if the item cost is determined externally or is unavailable at the time of entering opening balances.

Include Inactive Items in Document

Select this option to allow processing of inactive items in inventory opening balance documents. This lets you manage inventory opening balances for both active and inactive items, supporting comprehensive inventory initialization and reconciliation.

1.19.1.9.3 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 698].

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 698].

> ⓘ 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.

The option to define a new warehouse is also available from the warehouse standard list. When you open the standard list to select a warehouse, use the *Create* button to define a new warehouse.

The fields *Branch* and *Branch Reg. No.* are available if the setting *Enable Multiple Branches* is selected under *Administration* > *Configuration* > *General* > *Company Settings*.

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.

The conversion formula is as follows:

Alt. Qty x *Alt. UDF Factor* x *Alt. Weight Factor* = *Base Qty* x *Base UDF Factor* x *Base Weight Factor*

Therefore, the conversion value for any document line where an alternative quantity (Alt. Qty) has been specified into *Inventory Quantity* equals:

(*Base Qty* x *Base UDF Factor* x *Base Weight Factor*) / (*Alt. Qty* x *Alt. UDF Factor* x *Alt. Weight Factor*).

The conversion value is multiplied by the document line quantity to determine the posted inventory quantity, if the type of document line causes an inventory posting.

Base UDF Factor and *Base Weight Factor* selection options and field value calculations are respectively identical to *Alt. UDF Factor* and *Alt. Weight Factor* fields.

Alt. UDF Factor, *Alt. Weight Factor*, *Base UDF Factor*, and *Base Weight Factor* are ignored in the calculation formula if they are empty.

> **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.

1.19.1.10 Resources

In the *Resources* menu, you can configure default settings for resources, and define resource groups and properties that are available in the following apps in the *Resource Management* group:

- *Resources*
- *Create Resource*
- *Resource Capacity*
- *Set Daily Internal Capacities*

To access the *Resources* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Resources*.

This menu consists of the following submenus:

- *Resource Settings*
- *Resource Groups*
- *Resource Properties*

1.19.1.10.1 Resource Settings

On the *Resource Settings* page, you can configure settings related to resource master data and resource capacity planning. These settings affect the behavior of related apps in the *Resource Management* group.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Resources* > *Resource Settings*.

To configure settings on resources, follow these steps:

1. Choose *Edit*.
2. 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

Default Warehouse	Select the warehouse that is assigned by default when creating a new resource. The selected warehouse automatically appears in the related fields for new resources, which you can change as needed.
Automatically Add All Warehouses to New Resources	Enable this option to automatically associate all warehouses with each new resource that you create. • If you select this checkbox, when adding a new resource master data record, all warehouses appear in the Warehouse table on the *Capacity* tab. • If you deselect this checkbox, when adding a new resource master data record, only the default warehouse appears in the Warehouse table on the *Capacity* tab.
Default Capacity Period	Set the capacity period that applies by default when creating a new resource. This defines the time span for resource capacity planning. The period starts from the present day and can be configured in months and days as follows: *Start from Today Until*: Specify the default end date for capacity period calculation. • *Today / Month Start / Month End*: Sets the current system date, or the first day of the month of the current system date, or the last day of the month of the current system date as the start date for calculation. • *Months*: Enter the number of months to add to the start date. • *Days*: Enter the number of days to add to the start date after the specified months.

> **Example**
>
> Setting the default capacity period to *Today* + 1 *Month* + 0 *Days* will make capacity planning calculations for all resources extend one month from the current date.

1.19.1.10.2 Resource Definitions

Use the resource definition pages to specify and maintain preexisting data for resources, such as resource groups and resource properties.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Resources* , 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 698].

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 698].

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

Resource Groups

Use this page to define and manage resource groups, which are used to classify and organize your resources for streamlined processing and reporting.

Whenever you create a resource, it belongs to a group. The default resource group is *Resources*. You can create more groups to classify your resources. Upon creation, a resource obtains setting defaults from its group. You can change these settings at the resource level in the *Resource Master Data* page.

You can create new resource groups, and assign a resource type, such as *Machine*, *Labor*, or *Other*, to each group. You can also define up to 10 cost components for each resource and specify their standard costs based on your business needs.

Resource Properties

Use the resource properties definition page to specify and maintain resource property data, such as classifications or characteristics that can be assigned to resources in your system.

The *Resource Properties* list displays up to 64 properties you can edit in your system. You can enter a descriptive name for each resource property.

Each property in the list can be enabled or disabled, and you can assign or remove properties from resources as required. Use these properties to add additional classification or attributes beyond standard resource fields.

1.19.1.11 Production

In the *Production* menu, you can configure default settings and manage preexisting data for business documents and objects that are available in the *Production* group apps.

To access the *Production* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Production*.

This menu consists of the following submenus:

- *Production Document Settings*
- *Route Stages*

1.19.1.11.1 Production Document Settings

On the *Production Document Settings* page, you can configure the general settings for production documents.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Production* > *Production Document Settings*.

To configure settings, follow these steps:

1. Choose *Edit*.
2. 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.

Preferences Section

Use for Components Transactions	Select this option to enable the processing of inventory transactions for production component items directly within production orders. Choose from one of the following: • *Component WIP Accounts*: Assign Work-in-Process (WIP) accounts to production component items. These accounts track the costs incurred for components throughout the production process.

- *Parent Item WIP Accounts*: Specify the default WIP accounts for parent items. When a production order is processed, the defined accounts are used to record the cost accumulation for finished or semi-finished goods.

Posting Schemas for Manufacturing	Set the posting schemes that control how financial transactions are recorded for manufacturing processes: • *Accounting with Balance Sheet Accounts Only*: Choose this option to post all manufacturing-related transactions to balance sheet accounts. • *Accounting with Balance Sheet Accounts and Profit & Loss Accounts*: Enable this option to post manufacturing costs to both balance sheet and profit & loss accounts, providing a more detailed accounting view of production expenses and revenue. • *Allow Update of User-Defined Fields in Non-Editable Document Lines* If enabled, user-defined fields in lines that are generally non-editable after document creation can still be updated.

Procurement Confirmation Wizard Section

Display Base Document Items When Target Documents Are Canceled	• If this option is selected, the system continues to display base document items in the relationship map and traceability links, even if the corresponding target production documents are canceled.

1.19.1.11.2 Production Definitions

Use the production definition pages to specify and maintain preexisting production data, such as route stages.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Production* >, 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 698].

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 698].

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

Route Stages

Use this page to manage distinct phases in a production process. Each route stage can be assigned to production routes and used to organize and track progress as items move through the shop floor.

1.19.1.12 Accounting

In the *Accounting* menu, you can specify and maintain accounting data such as currencies, projects, transaction codes, indicators, reference field links, period indicators, and opening balances.

To access the *Accounting* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Accounting*.

This menu consists of the following definition submenus:

- *Account Segmentation*
- *Account Categories*
- *Indexes*
- *Currencies*
- *Projects*
- *Transaction Codes*
- *Journal Entry Templates*
- *Indicators*
- *Reference Field Links*
- *Period Indicators*
- *Opening Balances*

1.19.1.12.1 Accounting Settings

On the *Accounting Settings* page, you can configure the general settings for business partners.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Accounting* > *Accounting 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.

Chart of Accounts Settings **Tab**

Use Segmentation Accounts

Select to specify if segments of information should be added to the standard account codes, such as division, region, cost center, and so on, for detailed transaction tracking and reporting.

Account Segment Separator

Define the character for separating between G/L account segments. This separator is used for display purposes only. The G/L account code must not contain the same character as the separator. Do not use any letters, numbers or an asterisk as a separator. A dash (–) is recommended.

This option appears only if the **Use Segmentation Accounts** option is selected.

G/L Account Balance Outside Allowed Range

Choose the way to validate the account balance for each specific G/L account:

Select one of the following responses:

Without Warning: Prevents any notification. This is the default response.

Warning Only: A warning message appears when the account balance is out of range.

Block Posting: You are blocked from posting the document when the account balance is out of range.

Split Journal Entry Posting by Document Lines

Select how you want to split journal entry postings by their origin document lines.

Select one of the following options:

No Split: Select this option to keep posting consolidated into one journal entry line.

Split in Journal Entry Preview Only: Select this option to split journal entry postings for previewing the journal entry only.

Split: Select this option to split journal entry postings by their source document lines. Document lines that post to the same G/L account will not be consolidated into one journal entry line. Each document line will generate a separate journal entry line; and each journal entry line has a source of posting and source line internal ID that can be traced back to the source document line.

Display Credit Balances with Negative Signs

Select to display credit balances with a negative sign. According to the default settings, debit balances are displayed with a negative sign. This option cannot be changed after postings have been created.

This setting influences the entry of beginning balances for the G/L accounts and business partners. Depending on this setting, the opening balances must be entered as positive or negative numbers.

Allow Negative Amounts for Reversal Transaction Postings

Select this option to allow journal entries where the reversal is booked with negative amounts. If you do not select this option, the journal entry of the reversal is booked using a debit/credit switch.

Allow Selection of Any Account Type for Revenue Accounts	Select this option to allow the use of any account type for recording revenue. This provides flexibility when mapping revenue accounts in scenarios where income is recorded outside of the standard sales accounts.

1.19.1.12.2 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 698].

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 698].

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

Account Segmentation

Use this page to define account segments. The SAP Business One, Web client provides you with four predefined segments. If required, rename these segments or define additional ones.

This page only appears if *Use Segmentation Accounts* is selected under *Administration* > *Configuration* > *Accounting* > *Accounting Settings*.

Account Categories

Use this page to define account subcategories that can be linked to the account categories *Balance Sheet*, *Profit and Loss*, and *Trial Balance*. You can also define subcategories that can be linked to accounts other than these under the account category *Other*.

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 delete 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 delete currencies that are in use.

Import Import currencies directly from a Microsoft Excel file to your company in the SAP Business One, Web client using this functionality. The data is copied from the file to the corresponding fields in the Web client. To know more about importing currencies from a Microsoft Excel file, see Importing Currencies from Microsoft Excel [page 791]

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 delete 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 delete transaction codes that are in use.

Journal Entry Templates

Use this page to define one or more journal entry templates in the Web client.

General Tab

Automatic Tax

If it is selected, once you select a G/L account and the tax information is specified in a journal entry template row, a row or rows for the tax transaction are automatically created.

The checkbox is selected by default if the option *Use Automatic Tax* in *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Journal Entry* in the SAP Business One client is selected.

Contents Tab

Debit %, Credit %

Enter the appropriate percentages used to separate the amounts in the journal entry for which you are defining the template.

As in a regular journal entry, the total percentage in the debit and credit sides must be balanced in a journal entry template, though it need not be 100%, otherwise Web client does not allow you to add it.

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

Source	Value Copied
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

- *Remarks*
  The *Remarks* field in journal entry rows is not copied from the *Doc. Remarks* field from payments for G/L accounts. To configure this, select *Details* for *Row Details – Row* in the definition page for incoming payments, and *Description* for *Row Details – Row* in the definition page for outgoing payments.
- **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 delete or update period indicators that are in use.

Opening Balances

During system initialization, the opening balances of G/L Accounts must be updated with legacy data. Use this page to specify selection criteria for a range of G/L accounts displaying their opening balances.

1.19.1.12.3 Importing Currencies from Microsoft Excel

Context

The *Import from Microsoft Excel* feature on the *Currencies* definition page is designed to streamline the process of updating and managing currency data within the SAP Business One, Web client system. This feature allows you to efficiently import currency information from a Microsoft Excel file. By utilizing this feature, you can add new currency records, update existing ones, or perform both actions simultaneously.

Procedure

1. To open the *Currencies* definition page, go to *Administration* > *Configuration* > *Accounting* > *Currencies*.
2. In the list view, choose *Edit* to enter the edit mode. This is necessary to enable the import function.
3. To initiate the import process, within the *Currencies* page, choose the *Import* button.
4. Upon choosing the button, the settings area of the import page will be displayed. Define the required import settings, including the *Import Method* and *Error Handling Options*. If your file contains a header row, select *File Contains Header*.
5. To upload your prepared Microsoft Excel file, choose *Browse* on the right of the *File to Import* field. Once uploaded, the columns of your file will be visible in the *Preview* section.

6. Choose *Map Fields* to open the *Mapping Data Fields* dialog box. Define the required information in this dialog box, and map your spreadsheet file columns to the system fields. You cannot proceed with the import without mapping the fields.

   > **Note**
   >
   > All Currency fields are available for a one-time selection during the field mapping process. Once chosen, they are removed from the fields list.

   > **Note**
   >
   > *Code* and *International Code* are mandatory fields.

7. Once the mapping is complete, choose *OK*. You can view the mapped columns of your spreadsheet in the *Preview* section along with their progress status.
8. If you are satisfied with the records, choose *Import*. If there are errors, review the data in the records and attempt the import again.

You can also export the data shown in the *Preview* section by choosing the *Export to Microsoft Excel* icon.

For more information on importing data from Microsoft Excel, see Importing from Microsoft Excel [page 882] .

Fields to Import

To import your currencies from Microsoft Excel into SAP Business One, Web client, you must define the Microsoft Excel fields based on certain rules. These fields must follow certain rules; otherwise, the import will fail.

The table below lists the fields available for import, and the rules:

Field Name	Database Field Name	Type	Size	Business Rules
Code	`CurrCode`	Alphanumeric	3	Mandatory field
Currency	`CurrName`	Alphanumeric	20	
International Code	`DocCurrCod`	Alphanumeric	3	Mandatory field
International Name	`ChkName`	Alphanumeric	20	
Hundredth Name	`Chk100Name`	Alphanumeric	20	
English Name	`FrgnName`	Alphanumeric	20	
English Hundredth Name	`F100Name`	Alphanumeric	20	

Field Name	Database Field Name	Type	Size	Business Rules
ISO Currency Code	`ISOCurrCod`	Dropdown list	3	**Default value: empty** AED - United Arab Emirates, Dirhams AFN - Afghanistan, Afghanis ALL - Albania, Leke AMD - Armenia, Drams ANG - Netherlands Antilles, Guilders (also called Florins) AOA - Angola, Kwanzas ARS - Argentina, Pesos AUD - Australia, Dollars AWG - Aruba, Guilders (also called Florins) AZM - Azerbaijan, Manats [obsolete] AZN - Azerbaijan, New Manats BAM - Bosnia and Herzegovina, Convertible Marks BBD - Barbados, Dollars BDT - Bangladesh, Taka BGN - Bulgaria, Leva BHD - Bahrain, Dinars BIF - Burundi, Francs BMD - Bermuda, Dollars BND - Brunei, Ringgits BOB - Bolivia, Bolivianos BRL - Brazil, Brazilian Reals

Field Name	Database Field Name	Type	Size	Business Rules
				BSD - Bahamas, Dollars
				BTN - Bhutan, Ngultrum
				BWP - Botswana, Pulas
				BYN - Belarus, Rubles
				BYR - Belarus, Rubles
				BZD - Belize, Dollars
				CAD - Canada, Dollars
				CDF - Congo/Kinshasa, Congolese Francs
				CHF - Switzerland, Francs
				CLP - Chile, Pesos
				CNY - China, Yuan Renminbi
				COP - Colombia, Pesos
				CRC - Costa Rica, Colones
				CUP - Cuba, Pesos
				CVE - Cape Verde, Escudos
				CYP - Cyprus, Pounds
				CZK - Czech Republic, Koruny
				DJF - Djibouti, Francs
				DKK - Denmark, Kroner
				DOP - Dominican Republic, Pesos
				DZD - Algeria, Algerian Dinars
				EEK - Estonia, Krooni
				EGP - Egypt, Pounds
				ERN - Eritrea, Nakfa

Field Name	Database Field Name	Type	Size	Business Rules
				ETB - Ethiopia, Birr
				EUR - EU Member Countries, Euro
				FJD - Fiji, Dollars
				FKP - Falkland Islands (Malvinas), Pounds
				GBP - United Kingdom, Pounds
				GEL - Georgia, Lari
				GGP - Guernsey, Pounds
				GHC - Ghana, Cedis
				GHS - Ghana, Cedis
				GIP - Gibraltar, Pounds
				GMD - Gambia, Dalasi
				GNF - Guinea, Francs
				GTQ - Guatemala, Quetzales
				GYD - Guyana, Dollars
				HKD - Hong Kong, Dollars
				HNL - Honduras, Lempiras
				HRK - Croatia, Kuna
				HTG - Haiti, Gourdes
				HUF - Hungary, Forint
				IDR - Indonesia, Rupiahs
				ILS - Israel, New Shekels
				IMP - Isle of Man, Pounds
				INR - India, Rupees
				IQD - Iraq, Dinars
				IRR - Iran, Rials

Field Name	Database Field Name	Type	Size	Business Rules
				ISK - Iceland, Kronur
				JEP - Jersey, Pounds
				JMD - Jamaica, Dollars
				JOD - Jordan, Dinars
				JPY - Japan, Yen
				KES - Kenya, Shillings
				KGS - Kyrgyzstan, Soms
				KHR - Cambodia, Riels
				KMF - Comoros, Francs
				KPW - Korea (North), Won
				KRW - Korea (South), Won
				KWD - Kuwait, Dinars
				KYD - Cayman Islands, Dollars
				KZT - Kazakhstan, Tenge
				LAK - Laos, Kips
				LBP - Lebanon, Pounds
				LKR - Sri Lanka, Rupees
				LRD - Liberia, Dollars
				LSL - Lesotho, Maloti
				LTL - Lithuania, Litai
				LVL - Latvia, Lati
				LYD - Libya, Dinars
				MAD - Morocco, Dirhams
				MDL - Moldova, Lei
				MGA - Madagascar, Ariary

Field Name	Database Field Name	Type	Size	Business Rules
				MKD - Macedonia, Denars
				MMK - Myanmar (Burma), Kyats
				MNT - Mongolia, Tugriks
				MOP - Macau, Patacas
				MRO - Mauritania, Ouguiyas
				MTL - Malta, Liri
				MUR - Mauritius, Rupees
				MVR - Maldives (Maldive Islands), Rufiyaa
				MWK - Malawi, Kwachas
				MXN - Mexico, Pesos
				MYR - Malaysia, Ringgits
				MZM - Mozambique, Meticais [obsolete]
				MZN - Mozambique, Meticais [newer unit, same name]
				NAD - Namibia, Dollars
				NGN - Nigeria, Nairas
				NIO - Nicaragua, Cordobas
				NOK - Norway, Krone
				NPR - Nepal, Nepal Rupees
				NZD - New Zealand, Dollars
				OMR - Oman, Rials
				PAB - Panama, Balboa
				PEN - Peru, Nuevos Soles

Field Name	Database Field Name	Type	Size	Business Rules
				PGK - Papua New Guinea, Kina
				PHP - Philippines, Pesos
				PKR - Pakistan, Rupees
				PLN - Poland, Zlotych
				PYG - Paraguay, Guarani
				QAR - Qatar, Rials
				ROL - Romania, Lei [obsolete]
				RON - Romania, New Lei
				RSD - Serbia, Dinars
				RUB - Russia, Rubles
				RWF - Rwanda, Rwandan Francs
				SAR - Saudi Arabia, Riyals
				SBD - Solomon Islands, Dollars
				SCR - Seychelles, Rupees
				SDD - Sudan, Dinars [obsolete]
				SDG - Sudan, Pounds
				SEK - Sweden, Kronor
				SGD - Singapore, Dollars
				SHP - Saint Helena, Pounds
				SIT - Slovenia, Tolars [obsolete]
				SKK - Slovakia, Koruny
				SLL - Sierra Leone, Leones

Field Name	Database Field Name	Type	Size	Business Rules
				SOS - Somalia, Shillings
				SPL - Seborga, Luigini
				SRD - Suriname, Dollars
				STD - Sao Tome and Principe, Dobras
				SVC - El Salvador, Colones
				SYP - Syria, Pounds
				SZL - Swaziland, Emalangeni
				THB - Thailand, Baht
				TJS - Tajikistan, Somoni
				TMT - Turkmenistan, Manats
				TND - Tunisia, Dinars
				TOP - Tonga, Pa'anga
				TRY - Turkey, New Lira
				TTD - Trinidad and Tobago, Dollars
				TVD - Tuvalu, Tuvalu Dollars
				TWD - Taiwan, New Dollars
				TZS - Tanzania, Shillings
				UAH - Ukraine, Hryvnia
				UGX - Uganda, Shillings
				USD - United States of America, Dollars
				UYU - Uruguay, Pesos
				UZS - Uzbekistan, Sums

Field Name	Database Field Name	Type	Size	Business Rules
				VEB - Venezuela, Bolivares VND - Viet Nam, Dong VUV - Vanuatu, Vatu WST - Samoa, Tala XAF - Communaute Financiere Africaine BEAC, Francs XAG - Silver, Ounces XAU - Gold, Ounces XCD - East Caribbean Dollars XDR - International Monetary Fund (IMF) Special Drawing Rights XOF - Communaute Financiere Africaine BCEAO, Francs XPD - Palladium Ounces XPF - Comptoirs Francais du Pacifique Francs XPT - Platinum, Ounces YER - Yemen, Rials ZAR - South Africa, Rand ZMK - Zambia, Kwacha ZWD - Zimbabwe, Zimbabwe Dollars
Incoming Amt Diff. Allowed	`MaxInDiff`	Numeric	20	**Note** You cannot have *Incoming Amt Diff. Allowed* and *Incoming % Diff. Allowed* for the same currency.

Field Name	Database Field Name	Type	Size	Business Rules
Rounding	`RoundSys`	Dropdown list		**Default value: 0 - No Rounding** • 0 - No Rounding • 4 - Round to Five Hundredth • 1 - Round to Ten Hundredth • 2 - Round to One • 3 - Round to Ten
Outgoing Amt Diff. Allowed	`MaxOutDiff`	Numeric	20	**Note** You cannot have *Outgoing Amt Diff. Allowed* and *Outgoing % Diff. Allowed* for the same currency.
Decimals	`Decimals`	Dropdown list		**Default value: -1 - Default** • -1 - Default • 0 - Without Decimals • 1 - 1 Digit • 2 - 2 Digits • 3 - 3 Digits • 4 - 4 Digits • 5 - 5 Digits • 6 - 6 Digits **Note** Once journal entries are posted, you can only increase the number of decimal places. Each change is irreversible.
Incoming % Diff. Allowed	`MaxInPcnt`	Numeric	20	**Note** You cannot have *Incoming % Diff. Allowed* and *Incoming Amt Diff. Allowed* for the same currency.

Field Name	Database Field Name	Type	Size	Business Rules
Rounding In Payment	`RoundPym`	Checkbox	1	Y/N
Outgoing % Diff. Allowed	`MaxOutPcnt`	Numeric	20	**Note** You cannot have *Outgoing % Diff. Allowed* and *Outgoing Amt Diff. Allowed* for the same currency.

Related Information

Importing from Microsoft Excel [page 882]
Working with Import from Microsoft Excel [page 884]

1.19.1.13 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 *Service* 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*
- *Queues*
- *Contract Templates*

1.19.1.13.1 Service Settings

On the *Service Settings* page, you can configure settings for service calls and equipment cards that are available in the *Service* group apps.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Service* > *Service 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.

Service Call Tab

Allow Scheduling Multiple Visits for Service Calls	The activation of this setting is irreversible due to a database structure change that occurs. After you enable this setting, the *Scheduling* tab in the *Service Call* page is changed. You can specify the information for scheduling more than one technician visit for the same service call, and/or one visit for more than one technician.

Equipment Card Tab

Auto. Create Equipment Card	Select this checkbox if your company services items according to item serial numbers. Equipment cards are created automatically when a corresponding delivery or A/R invoice document is created for the item or items.
Add Multiple Business Partners to Equipment Card	Select this checkbox to add more than one business partner when you create a new equipment card. Selecting this checkbox enables a mixed type of equipment card: *Sales & Purchasing*. When you create a new equipment card, you can use this type to add multiple vendors and customers to the same equipment card.
Auto. Add Business Partners from New Documents to Existing Equipment Cards	This option is available when the checkbox *Add Multiple Business Partners to Equipment Card* is selected. When an item with a certain serial number already exists in an unterminated equipment card and you create an A/R invoice or a delivery for a new business partner with an item of the same serial number, the business partner is automatically added to the equipment card. If the item with the serial number already exists in one or more terminated equipment cards, a new equipment card including the business partner is created automatically.

1.19.1.13.2 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 698].

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 698].

> **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.

Queues

Use this page to define a team of employees responsible for managing service calls. You can also enter the queue's manager, and include a list of members. You can deactivate a queue, even a queue with service calls, so that you can no longer send service calls to the queue.

Specify a code for the queue in the *Queue Code* field. The code (ID) is displayed in the pages related to this queue.

Contract Templates

You define service contracts between your company and its customers. The contracts include items managed by serial numbers that the company supports, daily service hours, and even an obligatory resolution time for solving customer problems.

Use this page to create different types of contract templates. You specify general information, service contract coverage, remarks, and attachments.

1.19.2 Customization

In SAP Business One, Web client, customization and extensibility are key features that empower you to tailor the system to meet your specific business needs.

This document provides an overview of the customization options available: the User-Defined Objects (UDOs), User-Defined Tables (UDTs), User-Defined Fields (UDFs), and User-Defined Values (UDVs). By leveraging these tools, you can ensure that your SAP Business One, Web client environment is aligned with your unique operational requirements, thereby optimizing efficiency and productivity.

You can find the following customization apps in the *Administration* group:

- *User-Defined Objects*:
  Use the User-Defined Objects function to add new business logic or new objects to SAP Business One, Web client.
- *User-Defined Tables*:
  SAP Business One, Web client supports adding user-defined tables for storing additional sets of information.
- *User-Defined Fields*:
  SAP Business One, Web client supports adding user-defined fields that might be essential for the day-to-day activities of your business. User-defined fields enable you to add fields to existing tables to keep track of additional information.

  > **Note**
  >
  > The UDO and UDT created in SAP Business One appear in the *User-Defined Objects* and *User-Defined Tables* apps in the *Administration* group in the Web client.
  >
  > The UDF 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, the UDF appear on the *User-Defined Fields* tab. The UDF at row level appear in the grids of the respective detailed view.

- *User-Defined Values*:
  Use the *User-Defined Values* app to manage UDVs for customizable fields in various business objects.

In this section, we will illustrate how to utilize these customization tools.

Related Information

User-Defined Objects [page 808]
User-Defined Tables [page 815]
User-Defined Fields [page 822]
User-Defined Values [page 829]

1.19.2.1 User-Defined Objects

User-defined objects (UDOs) enable you to create your own business objects for managing custom data and creating custom functionality. Just as SAP Business One Web Client provides objects for basic, out-of-the-box functionality, you can create custom objects for your custom functionality.

The UDO infrastructure makes it easy to create objects and to provide them with basic services (such as Add, Delete, Update) without any programming.

You can create the following types of objects:

- Master data, for example, Business Partner
- Documents, for example, the A/R Invoice

Related Information

Creating a User-Defined Object [page 808]
Updating a User-Defined Object [page 812]
Unregistering a User-Defined Object [page 814]
Deleting a User-Defined Object [page 814]

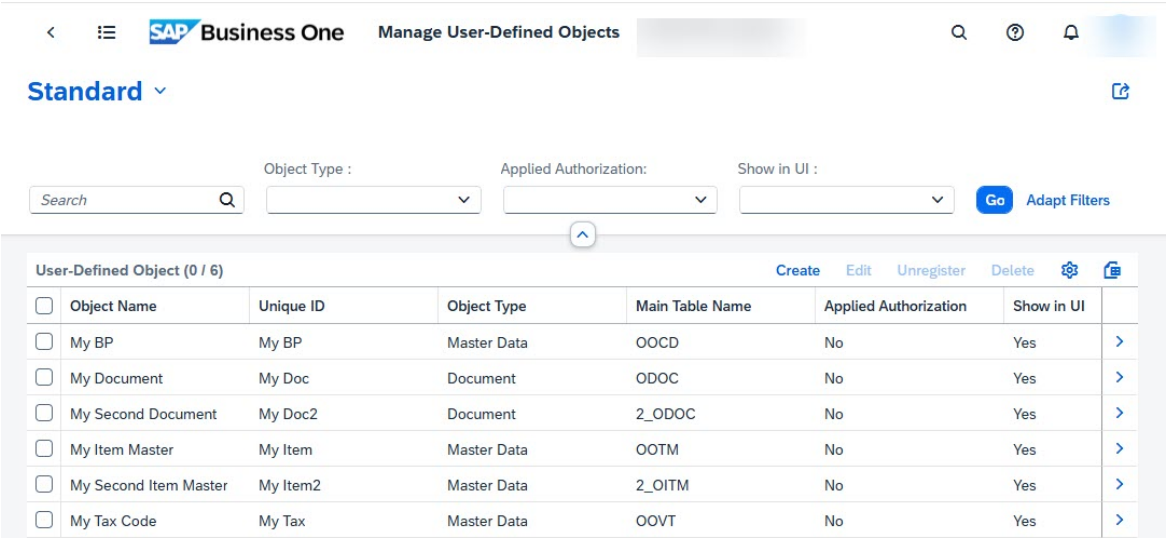
1.19.2.1.1 Creating a User-Defined Object

Prerequisites

You must create a user-defined table (UDT) for your user-defined object (UDO) before creating the UDO. See Creating User-Defined Tables [page 816] for more information.

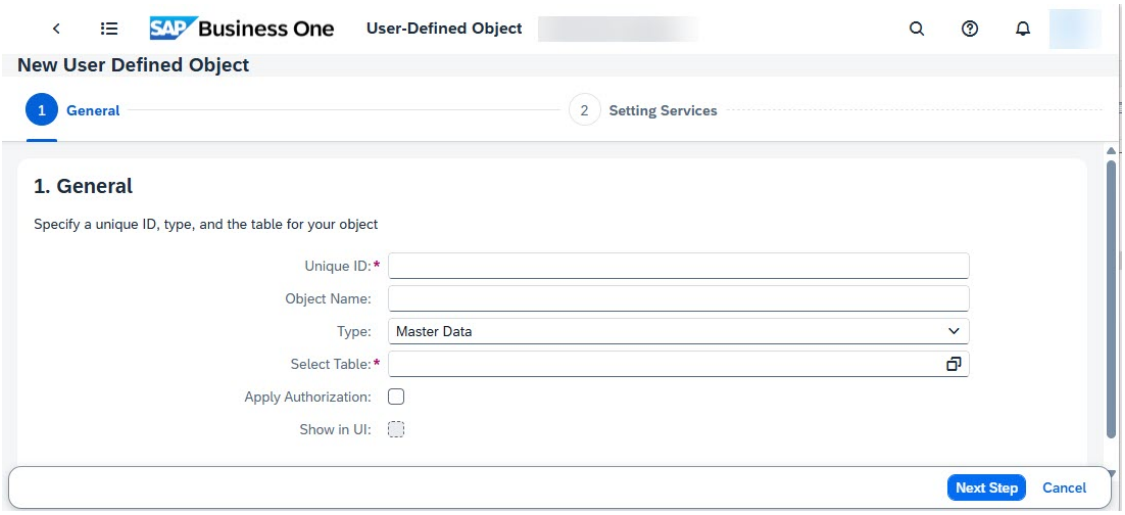
Procedure

1. Go to *Administration* > *User-Defined Objects*.
2. To start the UDO creation process, choose *Create*.



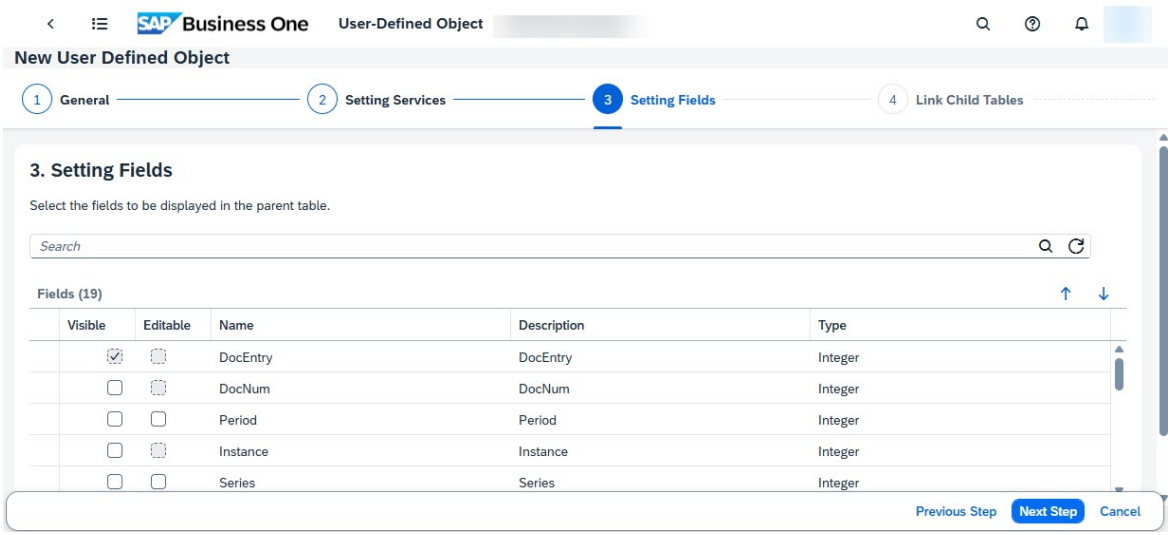
3. In the *General* step, enter the details of your user-defined object.

   - *Unique ID*: Refers to the key to identify your user-defined object, the key you add must be unique.
   - *Object Name*: The name or description you want to give your user-defined object.
   - *Type*: Specify the Type of object you want to create, such as Master or Document.
   - *Select Table*: Based on your selection in the *Type* field, available tables will be listed. You can then choose one to be the master table for your object.
   - *Apply Authorization*: This checkbox lets admins to provide authorization for data entry for their specific objects. Once you select this checkbox, your UDO will be visible under the *User-Defined Objects* category in the *General Authorizations* window in the SAP Business One client. To know more about the *Apply Authorization* checkbox for user-defined objects, see User-Defined Tables and Objects Authorizations
   - *Show in UI*: If you select the *Show in UI* checkbox, your user-defined object appears on the Home page as a tile under *User-Defined Objects* section.



4. In the *Setting Services* step, select the built-in services to be available for your object.

   If you select *Find*, the *Modify Fields for Find* step opens. Select the fields to display from the list and set the order of the fields.



> **Note**
>
> This step only appears if the *Find* service is selected.

To know more about the built-in services, see Available Services [page 811].

5. In the *Setting Fields* step, select the fields that you require in the parent table.
6. After setting the fields for the parent table, choose *Next Step* to proceed to the *Link Child Tables* window. Select the child tables that you want to link to the main table.
7. In the *Setting Fields for Child Tables* step, select the fields of the child table that you want to display, and choose *Next Step*.
8. Review the details of the UDO in the *Overview* step. Edit the sections you want by choosing *Edit* beside each section. Once you have reviewed the details, choose *Finish*.

Results

Your UDO is created.

Related Information

User-Defined Objects [page 808]
Updating a User-Defined Object [page 812]
Unregistering a User-Defined Object [page 814]
Deleting a User-Defined Object [page 814]

1.19.2.1.2 Available Services

SAP Business One, Web clientprovides built-in services that you can add to your object. Select from the following services during registration:

Services	Description
Add	The *Add* service enables the user to add a new record to the user-defined table (and also a child user-defined table, if one exists).
Update	The *Update* service enables the user to update an existing record in the user-defined table (and also a child user-defined table, if one exists).
Find	The *Find* service enables the Choose From List dialog box in Find mode.
Delete	The *Delete* service enables the user to delete a record from a user table (and a child user table, if one exists). **Note** This service is for master data type objects only.
Cancel	The *Cancel* service enables the user to cancel records related to your object, as follows: For document type objects, a canceled record cannot be used in the application. For master data type objects, a canceled record can be restored but cannot be modified. Canceled records of both object types can be displayed in the application.
Close	The *Close* service enables the user to close a document without creating a posting. A closed document cannot be modified and cannot be used as a reference. Closing quotations, orders, and deliveries does not create a posting in accounting. **Note** This service is for document type objects only.
Log	The *Log* service creates a table in the database that maintains a history or log of all actions on the object's records. The log table name starts with "A" followed by the object's user table name.

Services	Description
	If you unregister a UDO that includes the log service, the history log table is deleted from the database. If you update the UDO and remove the log service, the history log table is not deleted. However, no more logging will be done.
Manage Series	The *Manage Series* service adds the object to the document numbering in the Administration module and manages the document series numbers. The default setting for the UDO is the Primary series, First document number in series, and Next available document number in series. **Note** This service is for document type objects only.
Year Transfer	The *Year Transfer* service enables the user to copy your object's user tables, including data, to a new database when using the Year Transfer utility. In other words, UDOs that are registered to this service are available for selection in the Year Transfer utility. **Note** This service is only available for Israel and the Netherlands.

Related Information

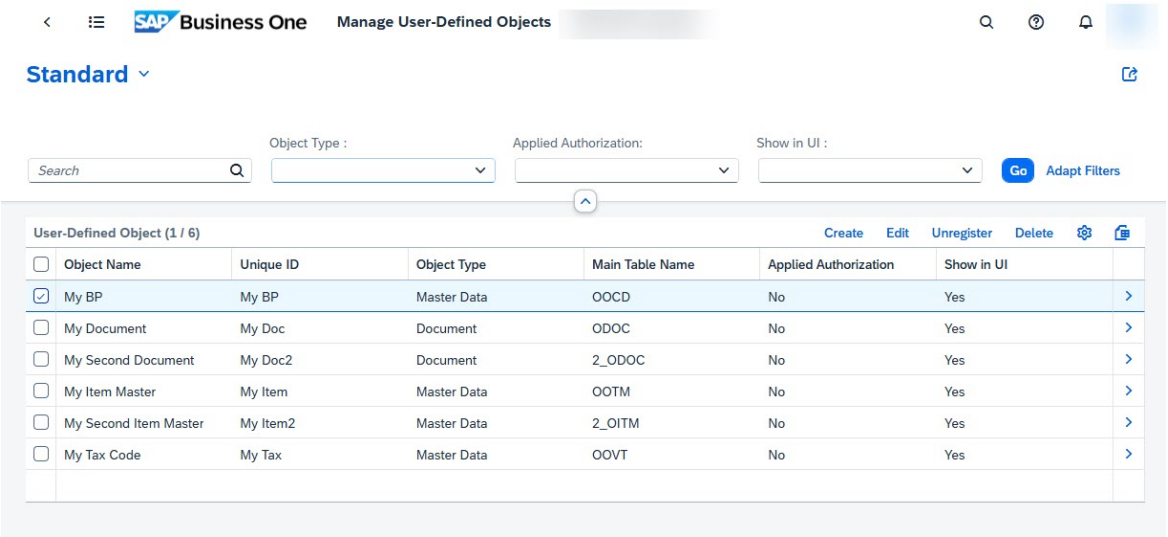
User-Defined Objects [page 808]
Creating a User-Defined Object [page 808]

1.19.2.1.3 Updating a User-Defined Object

There are two ways to edit a user-defined object (UDO).

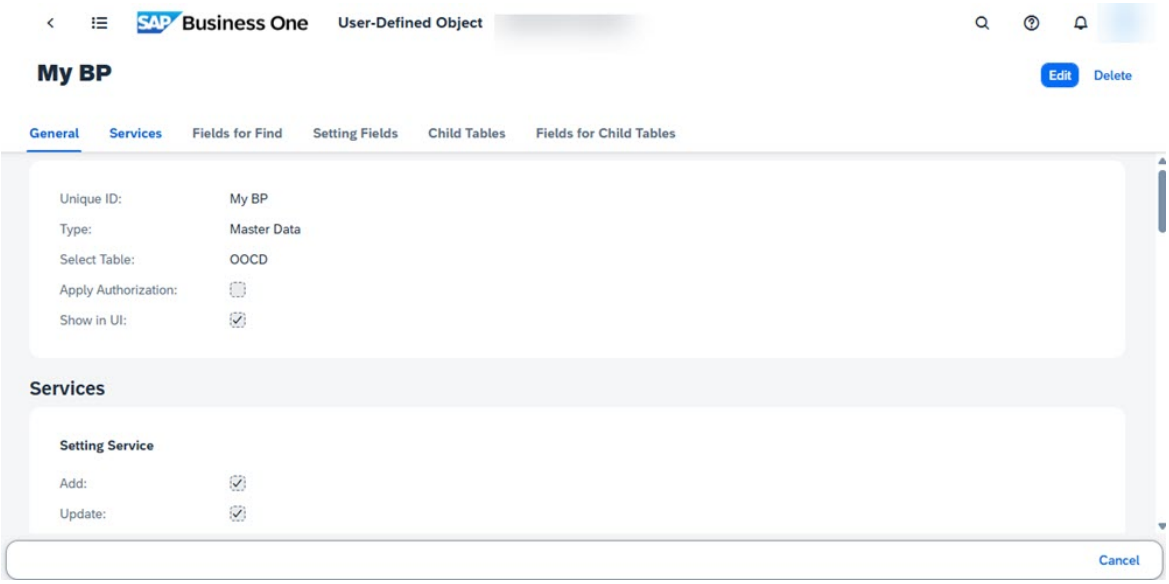
From the list view:

1. Go to *Administration* > *User-Defined Objects*.
2. Select the checkbox next to the UDO that you want to edit and choose *Edit*.



From the Detail View:

1. Go to *Administration* > *User-Defined Objects*.
2. Choose the UDO you want to open. Once you are in the detail view, choose *Edit*.



After editing or updating the UDO, choose *Finish*.

Related Information

User-Defined Objects [page 808]
Creating a User-Defined Object [page 808]
Unregistering a User-Defined Object [page 814]
Deleting a User-Defined Object [page 814]

1.19.2.1.4 Unregistering a User-Defined Object

Context

Unregistering a user-defined object (UDO) deletes the UDO and default form for the table, but keeps the underlying tables on which the UDO is based and their data.

To unregister an existing UDO, follow the steps given below:

Procedure

1. Go to *Administration* > *User-Defined Objects*.
2. Select the UDO that you want to unregister and choose *Unregister*.

> **Note**
>
> You cannot select multiple UDOs when unregistering.

Related Information

User-Defined Objects [page 808]
Creating a User-Defined Object [page 808]
Updating a User-Defined Object [page 812]
Deleting a User-Defined Object [page 814]

1.19.2.1.5 Deleting a User-Defined Object

Context

Deleting a user-defined object (UDO) deletes the UDO, and the data in the underlying tables on which the UDO is based. The tables are not deleted. There are two ways to delete a user-defined object.

To delete a UDO, see the following steps:

Procedure

1. Go to *Administration* > *User-Defined Objects*.
2. If you want to delete a UDO from the list view, select the check box next to the UDO you want to delete and choose *Delete*.
3. If you want to delete the UDO from the Detail view, select the UDO you want to delete, and once you are on the details view, choose *Delete*.

> **Note**
>
> Deleting a user-defined object is an irreversible action.
>
> You cannot delete multiple user-defined objects at the same time.

Related Information

User-Defined Objects [page 808]
Creating a User-Defined Object [page 808]
Updating a User-Defined Object [page 812]
Unregistering a User-Defined Object [page 814]

1.19.2.2 User-Defined Tables

SAP Business One, Web client lets you create your own database tables, enabling you to:

- Manage sets of custom data, such as a fleet of cars or a list of available meals. You can add user-defined fields to the table to maintain additional business information.
- Maintain valid values for a user-defined field located in either a system table or a user-defined table.

For more information, see Linking a User-Defined Table to a User-Defined Field [page 826]

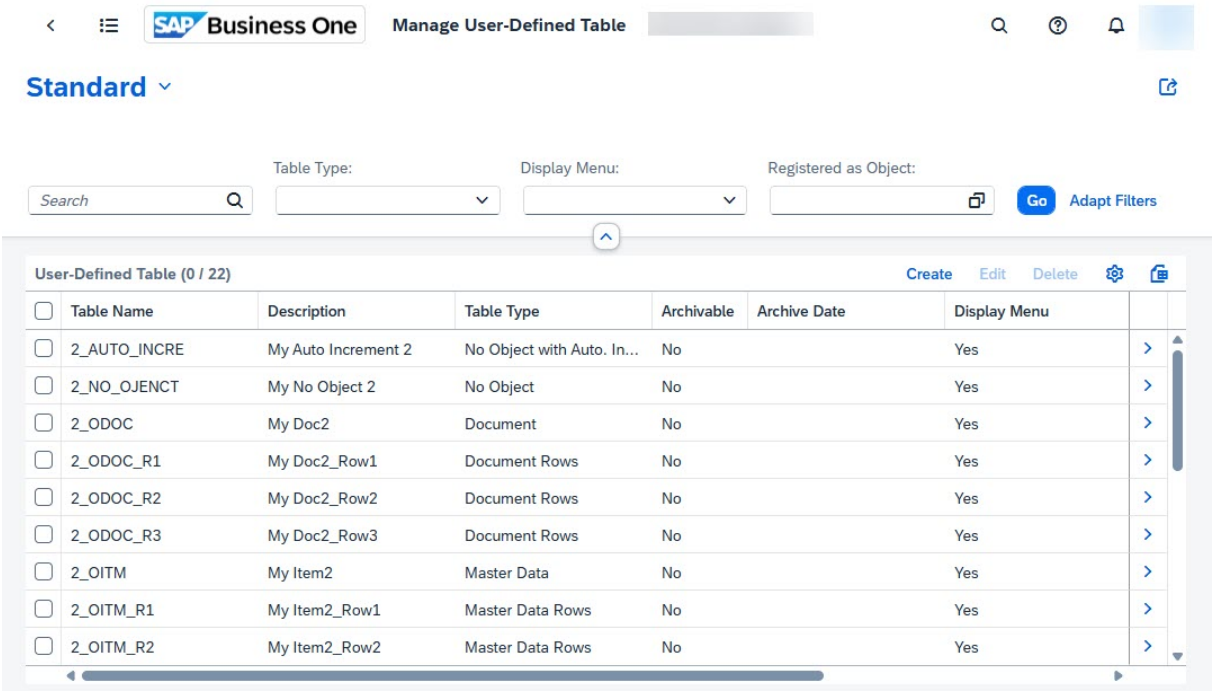
Related Information

User-Defined Objects [page 808]
Creating User-Defined Tables [page 816]
Entering Values in User-Defined Tables [page 819]
Deleting User-Defined Tables [page 820]

1.19.2.2.1 Creating User-Defined Tables

To create a table, you specify a name and description for the table.

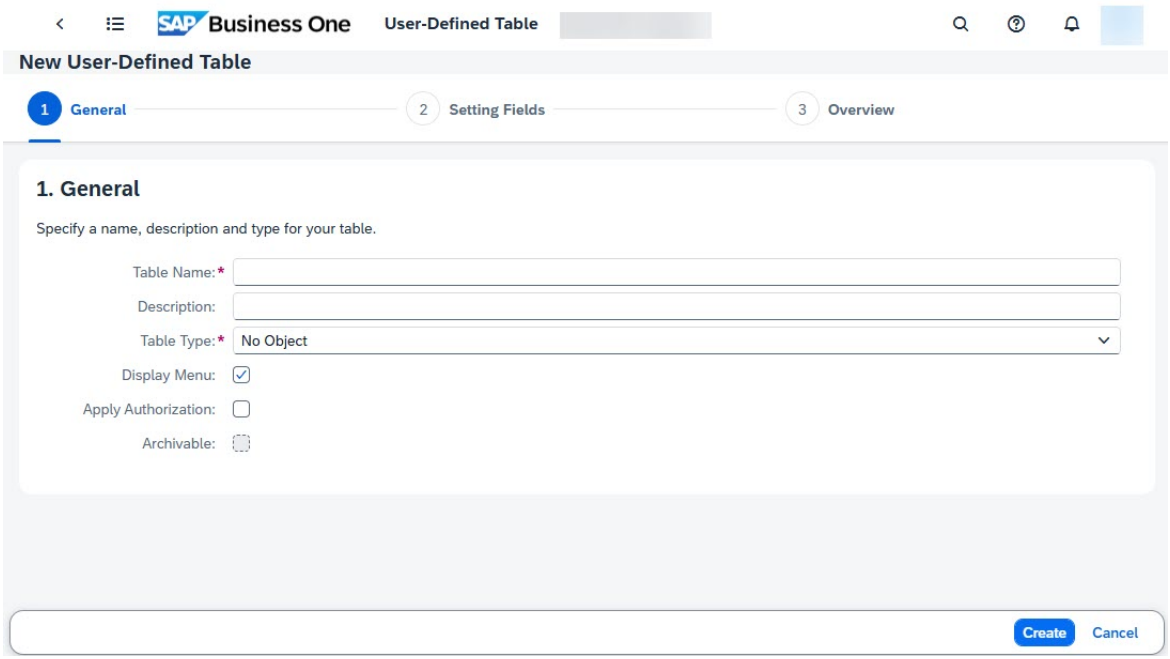
Additionally, you can create and add custom fields to your tables during the user-defined table creation process using the *User-Defined Tables* App.



Creating a User-Defined Table

Procedure:

1. Go to *Administration* > *User-Defined Tables*. Choose *Create* to begin the process of creating user-defined tables.
2. Enter information about the new table.



Field Name	Description
Table Name	The table name.
Description	A description for the table.
Table Type	The type of the user-defined table. Set to *No Object* or *No Object with Auto Increment*. **Note** Object types Master Data, Master Data Rows, Document and Document Rows are relevant for working with user-defined objects (UDO). You cannot update the *Table Type* field after adding a table.
Display Menu	The user-defined table of type *No Object* or *No Object with Auto Increment* by default will be displayed as a tile in the Home page. If you don't want the user-defined table to be shown as a tile, you can deselect this checkbox.
Apply Authorization	The *Apply Authorization* checkbox lets admins provide authorization for data entry for their specific tables. Once you select this checkbox, your UDT will be visible under the *User-Defined Tables* category in the *General Authorizations* window in the SAP Business One client. Please note, only the table types *No Object* and *No Object with Auto. Increment* support the *Apply Authorization* checkbox. To know more about the *Apply Authorization*

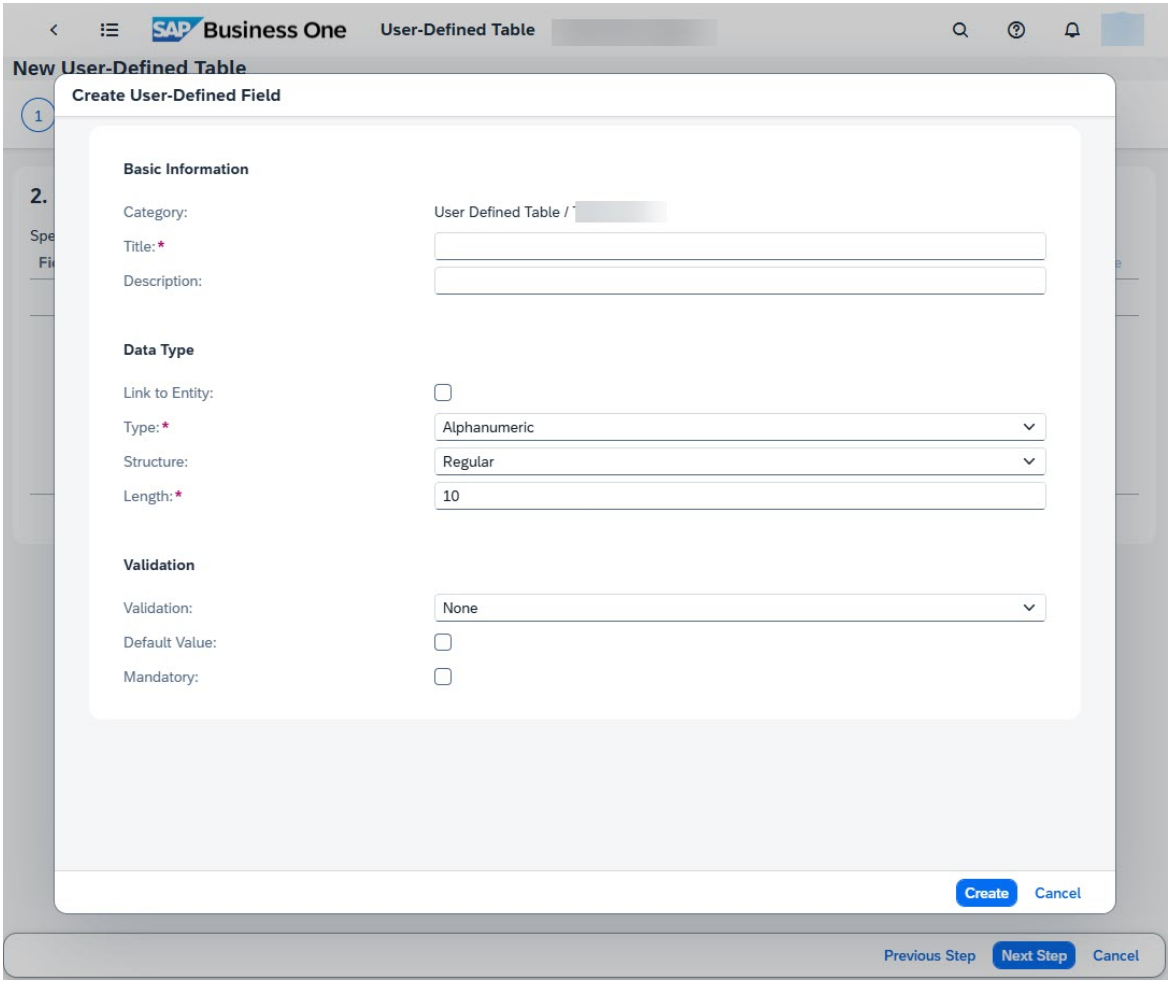
Field Name	Description
	checkbox for user-defined tables, see User-Defined Tables and Objects Authorizations.
Archivable	The *Archivable* checkbox allows you to add an archivable date and make tables archivable. **Note** When you first create a table, the *Archivable* checkbox will be turned off. Once you've added a Date type field and set it as mandatory, the *Archivable* option will automatically become available for you to select during the table update. Only the table types *No Object* and *No Object with Auto Increment* support the *Archivable* checkbox.

3. Choose the *Create* button. Your user-defined table is now created and appears in the list view.

> **Note**
>
> After the first step, the table is created. If you decide not to continue with the User-Defined Table (UDT) creation process, you'll need to manually delete the newly created table. For more information, see Deleting User-Defined Tables [page 820]

A new tile with the table name is automatically created for the table in the home screen for entering data. This is only applicable for Table Types *No Object* and *No Object with Auto. Increment* with *Display Menu* checked.

4. In the *Setting Fields* step, create new user-defined fields to add to your table. The process of adding fields to a user-defined table is the same as for adding fields to a system table, as described in Creating User-Defined Fields [page 822]. You can also specify the field properties you require in your table.



5. Review the details of your table in the *Overview* step. If you'd like to edit any details, choose *Edit* next to the section you want to change. After you finish reviewing the details, choose *Finish*.

Related Information

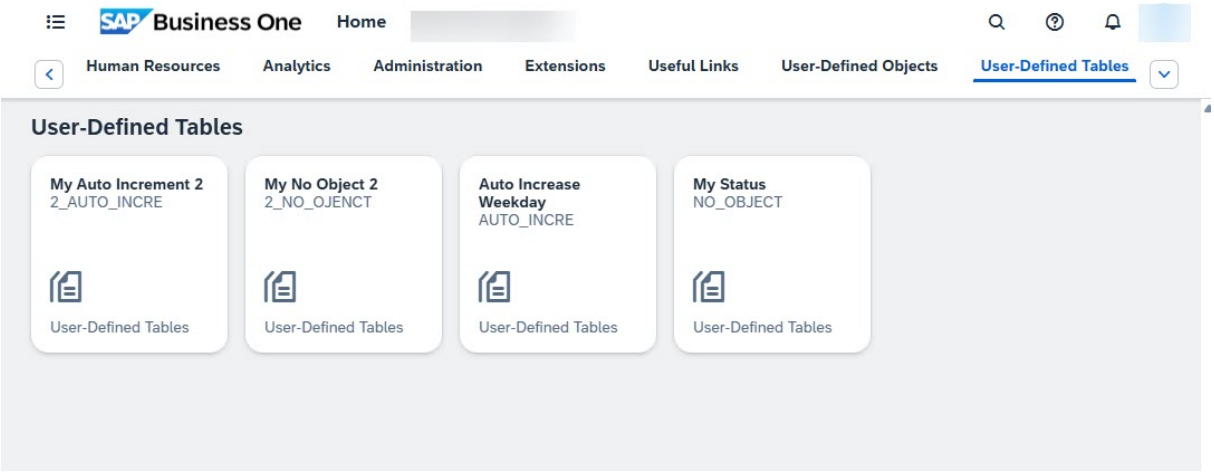
User-Defined Tables [page 815]
Entering Values in User-Defined Tables [page 819]
Deleting User-Defined Tables [page 820]
User-Defined Objects [page 808]

1.19.2.2.2 Entering Values in User-Defined Tables

After creating user-defined tables, you can enter data into them.

Procedure

- Go to the *User-Defined Tables* section on the Home page.
- You will see user-defined tables of type *No Object* and *No Object with Auto. Increment* that have the *Display Menu* checked displayed as tiles.
- Select a table. A window for the chosen table appears.
- In your user-defined table window, add the entries.
- Once you have finished entering the values, choose the Add button.



Related Information

User-Defined Tables [page 815]
Deleting User-Defined Tables [page 820]
User-Defined Objects [page 808]

1.19.2.2.3 Deleting User-Defined Tables

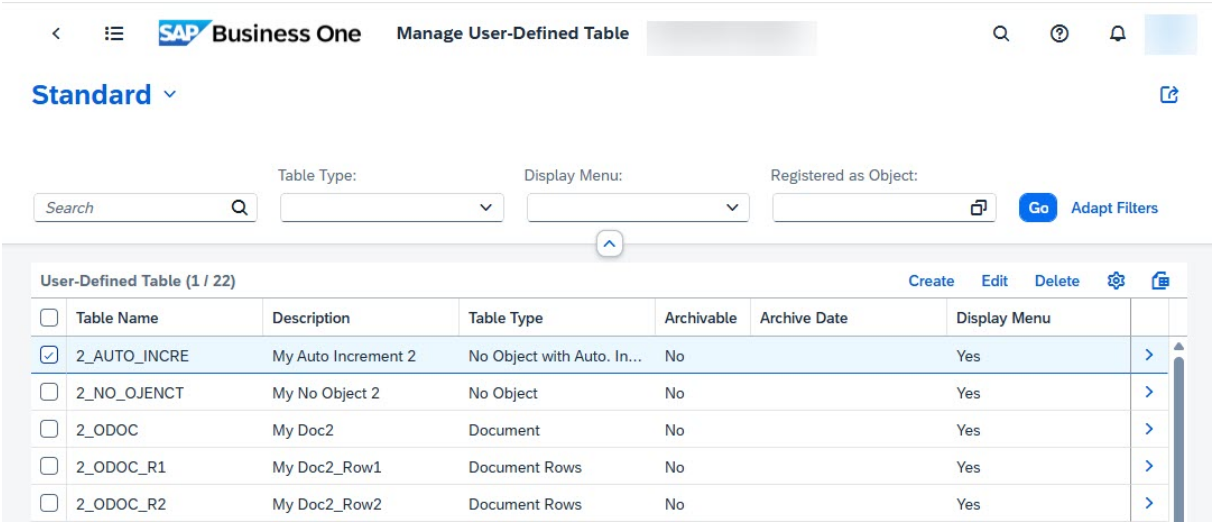
This section describes how to delete a user-defined table, including all its data. There are two ways to delete a user-defined table: from the list view, or from the detail view.

> ⚠ Caution
>
> This action deletes all the values saved in the table and is irreversible.

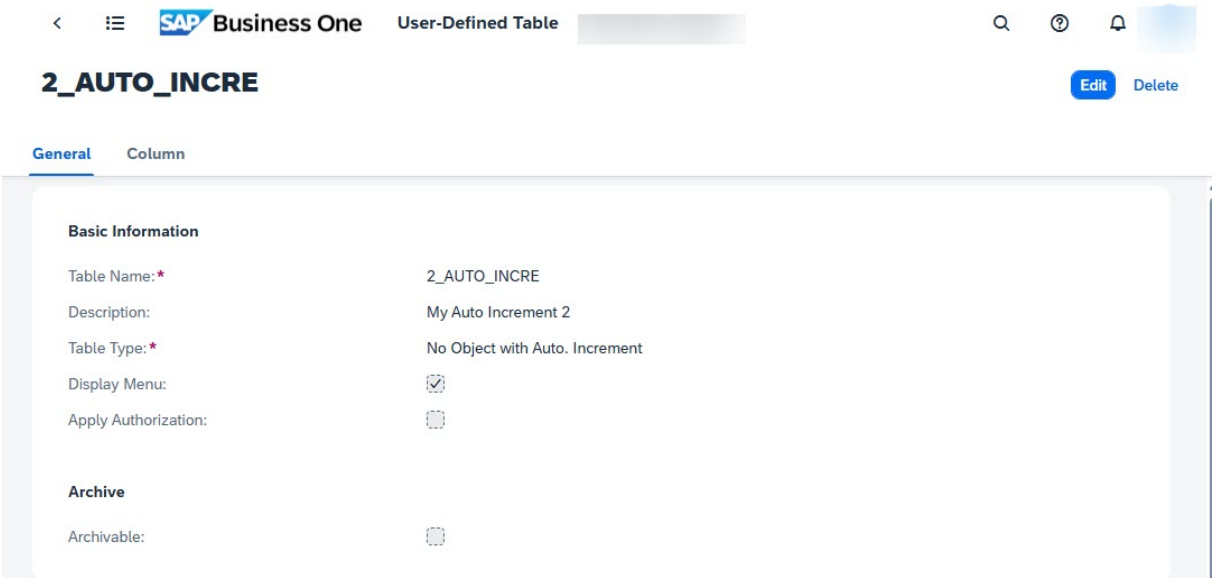
> → Recommendation
>
> Before you delete a user-defined table, back up the database.

Procedure

To delete the user-defined table from the list view, go to *Administration* > *User-Defined Tables*. You can select the checkbox of the table that needs to be deleted from the list view and choose *Delete*.



To delete the user-defined table from the detail view, go to *Administration* > *User-Defined Tables*. From the list view, select the user-defined table that you want to delete. In the detail view, choose *Delete* to delete the user-defined table.



Related Information

User-Defined Tables [page 815]
Creating User-Defined Tables [page 816]
Entering Values in User-Defined Tables [page 819]

User-Defined Objects [page 808]

1.19.2.3 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.

1.19.2.3.1 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.

Field Name	Description
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 826]. **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 827].
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.
Type	Refers to the kind of data that can be stored in a field. It defines the nature of the data and sets the basic rules for what can be entered. Here are the types mentioned: • *Alphanumeric*: a series of characters. • *Numeric*: Integers up to 10 digits long. There are no structure options for this type. • *Date or Time*: Used for storing date and time information. • *Units and Totals*: Integer and decimal numbers • *General*: Links and images

Field Name	Description

Structure	It refers to the specific format available for each type. Here are the structure options for each type:
	• **Alphanumeric Structures**:
	  • *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.
	• **Date or Time Structures**:
	Date: Lets you enter a date.
	Time: Lets you enter a time.
	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 Structures**:
	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 Structures**:
	Link: Lets you enter a Web URL address, for example, `https://www.sap.com`.
	Image: When you add a UDF with a General type and Image structure from the Web client, the image doesn't display. You also can't edit the UDF to add an image from the Web client.
	To display the image correctly, you need to upload it to the same UDF using the SAP Business One client. The SAP Business One client copies the image to the folder specified on the *Path* tab in *Administration*

Field Name	Description
	System Initialization > *General Settings*. The image then displays correctly in the Web client.

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*.
Default Value	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.
Mandatory	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.

1.19.2.3.2 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 822], 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.

1.19.2.3.3 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 822], 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.

1.19.2.3.4 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.

1.19.2.3.5 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.

1.19.2.3.6 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*.

1.19.2.4 User-Defined Values

App

In the *Administration* group, you can find the *User-Defined Values* (UDVs) app.

Tasks

You can carry out the following tasks with this app:

- Centrally view, create, edit, and delete UDVs setups for customizable fields in the detailed views of various business objects.
  For more information, see Supported Business Objects and Customizable Fields [page 880].
- Copy UDVs setups from one source business object to one or more targets within the same business module or group.
- Export and import UDVs setups between different companies in the same SAP Business One localization.
- Apply filters to the list of UDVs setups to simplify your search and organizational tasks.

Here are the available methods for UDVs customization:

- Filtered List:
  Enables you to tailor the visible values for a field with a dropdown list of extensive predefined options, ensuring you do not accidentally choose irrelevant values.

  > ✤ Example
  >
  > If you have a user-defined field *Colors* for all product colors, but are only selling *Blue* this week, you can narrow down your selection to just *Blue*.

- Formula:
  Enables you to automatically populate field values with the results of a formula that you define. This feature is available for input fields, including date, time, and checkboxes.
  A formula can include fixed text you enter, mathematical and logical expressions, and variables of reference fields from the document where you set up UDVs, or from other business documents or objects in the SAP Business One database.
  This method aims to save time, reduce effort, and minimize errors by automatically entering information that you would otherwise have to type or calculate manually.

  > ✤ Example
  >
  > You can set the *Remarks* field in a sales order to automatically display a customer's balance whenever you change the customer code.

General Authorizations and Data Ownership

To manage user access to the UDVs feature in SAP Business One, Web client, look for the entries, *User-Defined Values - Setup* and *User-Defined Values App in Web Client*, in the Customization Tool Authorizations topic in the guide How to Define Authorizations in SAP Business One 10.0.

The data ownership settings associated with the UDVs feature in the Web client are determined by the settings configured in the SAP Business One client. For more information, see Data Ownership.

> **Note**
>
> For optimal performance, we recommend applying UDVs settings to five fields or fewer for each document type.
>
> The UDVs you define in the Web client are completely independent and not linked or synchronized with those in the SAP Business One client. This means if you define new UDVs in the Web client, they do not automatically appear or get replicated in the desktop client. Changes made in the Web client will not be synchronized with the desktop client, and vice versa.

Related Information

Managing User-Defined Values [page 830]
Creating, Editing, and Identifying User-Defined Values [page 833]
Importing User-Defined Values [page 874]
Copying User-Defined Values [page 877]

1.19.2.4.1 Managing User-Defined Values

To open the *Manage User-Defined Values* list view, choose the *User-Defined Values* (UDVs) 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.

Selecting Views

The list views store filter settings and parameters according to a relevant category to determine which records are displayed. The *Manage User-Defined Values* list view provides you with a *Standard* view of the dataset of all UDVs setup records across all supported business objects. You can also change the parameters of the predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 65].

Working with the Record Content

The *User-Defined Values* tree table contains a hierarchical set of UDVs setup data structured in rows and columns, grouped into nodes. The number following the table header represents the total sum of UDVs setups. The columns within the table provide detailed information about each UDVs setup record from different aspects.

Business Object

This is the first column, known as the tree column. It has three hierarchical levels:

- Root Level:
  Displays business objects, which are digital models of real-world entities or components within the SAP Business One and SAP Business One, Web client system, such as sales orders, business partners, and A/R invoices. These models help you articulate and manage various aspects of your business.
  All root-level parent nodes are collapsed by default. Choose the *Expand/Collapse* icon next to a parent node to reveal its second-level child nodes.
- Second Level:
  - *Body Area*:
    Groups line items of all UDVs setups for fields outside the table section within the detailed view of each business object.
  - *Table Section*:
    Groups line items of all UDVs setups for fields inside the table section within the detailed view of each business object.

  All second-level nodes are collapsed by default. Choose the *Expand/Collapse* icon next to a second-level child node to reveal its third-level child nodes.
- Third Level:
  Displays the line items of UDVs setup names, as entered during the setup processes.

> **Note**
>
> Selecting the checkbox next to a root- or second-level node does not automatically select its child nodes. However, selecting the checkbox next to *Business Object* in the column

> header automatically selects all visible nodes. To select all third-level nodes of all business objects or a filtered range, use the *Expand All* icon to display all nodes first, and then select the checkbox in the column header.

Field This column shows the name of each field within a business object where a UDVs setup is applied.

Customization Method This column shows the method selected to define the UDVs for each field during the setup process. The available methods are *Filtered List* and *Formula*.

Content If the *Customization Method* is *Filtered List*, this column shows the values of the filtered list options selected during each UDVs setup.

If the *Customization Method* is *Formula*, this column shows the formula content entered during each UDVs setup.

Triggers This column shows the fields selected during each UDVs setup that trigger the formula application, resulting in the automatic refreshing of field values.

Description This column shows a detailed explanation for each UDVs setup, as entered during the setup process.

Performing Business Actions

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

Edit For more information, see Creating, Editing, and Identifying User-Defined Values [page 833].

Create For more information, see Creating, Editing, and Identifying User-Defined Values [page 833].

Delete Select one or more third-level line items of UDVs setups and then choose this button to delete your selection.

The root- and second- level nodes are predefined and cannot be deleted.

Import For more information, see Importing User-Defined Values [page 874].

Copy For more information, see Copying User-Defined Values [page 877].

Expand All Choose the *Expand All* icon to open up all nodes in the tree table to reveal their child nodes.

Collapse All Choose the *Collapse All* icon to only display the root-level parent nodes, hiding all their second- and third-level child nodes.

Export To export UDVs setups, from the *Business Object* tree column, expand all the child nodes of one or more root-level business object nodes, select one or more existing third-level line items of UDVs setups, and then choose the *Export* icon to export the selected records from the tree table to a local JSON file.

Related Information

Supported Business Objects and Customizable Fields [page 880]

1.19.2.4.2 Creating, Editing, and Identifying User-Defined Values

This topic explains how to create and edit User-Defined Values (UDVs) and how to identify fields that already contain UDVs.

Creating and Editing UDVs

You can create and edit UDVs, either within the centralized *User-Defined Values* app, or through the detailed views of individual business objects without using the *User-Defined Values* app.

Procedure 1: Configuring within the *User-Defined Values* App

1. Open the *User-Defined Values* app in one of the following ways:
   - On the *Home* page, choose the *User-Defined Values* tile in the *Administration* group.
   - On the *Home* page, choose *Main Menu* > *Administration* > *User-Defined Values*.
2. Follow the procedures below to create or edit a UDVs setup:
   - To create a new UDVs setup for a field, proceed as follows:
     1. Go to the *Business Object* tree column in the *User-Defined Values* table, select a single root-level business object node, such as *Sales Order*, and then choose *Create*.
        - If existing records of the selected business object are present in your system, you will enter the detailed view of the latest record to customize field values.
        - If no such business object exists, you will enter a blank detailed-view page of the selected business object to customize field values.
     2. In the detailed view of the selected business object, each customizable field is marked with an *Edit* icon on the right. Choose this icon to enter the *Edit* `<Field Uname>` dialog box.
        For more information about how to set up UDVs, see Finding the uname for a UI Field [page 873], Customizing Field Values with a Filtered List [page 835], and Customizing Field Values with a Formula [page 837].
     3. After you finish the setup, choose *OK* to apply the setup to the selected field and exit the dialog box.

- To edit an existing UDVs setup for a field, proceed as follows:
    1. Go to the *Business Object* tree column in the *User-Defined Values* table, expand all the child nodes of a single root-level business object node, select a single third-level line item of UDVs setup, and then choose *Edit* to enter the UDVs editing dialog box.
    2. After you finish editing, choose *OK* to apply the setup to the selected field and exit the dialog box.
3. In the detailed view of the selected business object, continue to create or edit UDVs setups for other customizable fields.
4. After you finish UDVs setups for all desired fields, choose *Finish Edit* in the toolbar in the top right corner to exit edit mode.
5. Save or cancel other changes to the open business object.
   Your UDVs settings are saved regardless of whether you choose *Finish Edit* to exit edit mode, or whether you create or update the open business object.
6. Go back to the *User-Defined Values* app. You can see the new setups listed below the selected business object.

> **Note**
>
> You can manage but cannot create UDVs for User-Defined Objects (UDOs) within the *User-Defined Values* app. Creation of UDVs for UDOs needs to be done in the UDOs detailed views.

Procedure 2: Configuring Without the *User-Defined Values* App

1. From other Web client apps than the *User-Defined Values* app, create or edit an individual business object in the detailed view, such as a sales order.
2. Choose *Edit User-Defined Values* in the top right corner in the detailed view of the selected business object to enter edit mode.
   Once you enter edit mode, this button switches to *Finish Edit*.
3. In edit mode, each customizable field is marked with an *Edit* icon on the right. Choose this icon to start creating or editing UDVs in the *Edit* `<Field Uname>` dialog box.
   After you finish editing, choose *OK* to apply the setup to the selected field and exit the dialog box.
   For more information about how to set up UDVs, see Finding the uname for a UI Field [page 873], Customizing Field Values with a Filtered List [page 835], and Customizing Field Values with a Formula [page 837].
4. In the detailed view of the selected business object, continue to create or edit UDVs setups for other customizable fields.
5. After you finish UDVs setups for all desired fields, choose *Finish Edit* in the toolbar in the top right corner to exit edit mode.
6. Save or cancel other changes to the open business object.
   Your UDVs settings are saved regardless of whether you choose *Finish Edit* to exit edit mode, or whether you create or update the open business object.
7. Go to the *User-Defined Values* app. You can see the new setups listed below the selected business object.

Showing Indicator for UDVs

To identify which fields already have custom values, proceed as follows:

1. Navigate to the user actions menu.

2. Go to the *Settings* > *General Settings* tab and then select *Show Indicator for User-Defined Values*.

After enabling this option, fields that have existing UDVs will be enclosed in orange brackets in edit mode. The specific position of the brackets varies according to the field type:

- Input field, including text area, date picker, and time picker:
  The label of an input field will be surrounded by orange brackets. For example, *[Posting Date]*.
- Checkbox:
  - If a checkbox has its label on the left side, only the checkbox itself (the square box) will be surrounded by orange brackets.
  - If the label of a checkbox is immediately to the right of the checkbox, the entire checkbox field, including both the label and the square box, will be surrounded by orange brackets.
  - If checkboxes are placed within rows of the same column in a table (there is a separate checkbox for each row), only the column header will be surrounded by orange brackets.

Related Information

Managing User-Defined Values [page 830]
Supported Business Objects and Customizable Fields [page 880]

1.19.2.4.2.1 Customizing Field Values with a Filtered List

In this topic, we provide an example to illustrate how to use a filtered list to tailor the visible options for a field with a dropdown list.

Prerequisites

1. Navigate to the user actions menu.
2. Go to the *Settings* > *General Settings* tab and then select *Show Indicator for User-Defined Values*.

Context

In the *User-Defined Fields - Management* window in the SAP Business One client, you chose the menu *Marketing Document* > *Title* and added a *Colors* dropdown list, in order to show all valid product colors in stock in the *Product* table of sales orders. You specified the following information:

- *Title*: **`SOH_Colors`**
- *Description*: **`Colors`**

You only want to sell *Blue* and *White* colors in the coming week. In SAP Business One, Web client, when you create a new sales order and add items to it, you only want to see these two options in the dropdown list.

In this topic, we'll walk you through how to use a filtered list to narrow down to a specific selection of User-Defined Values (UDVs), thereby avoiding irrelevant choices and helping you to increase your productivity.

Procedure

1. Enter the UDVs editing dialog box.

   Follow the steps in Creating, Editing, and Identifying User-Defined Values [page 833] to enter the UDVs editing dialog box for the *Colors* dropdown list within the detailed view of a sales order.

   The dialog box is titled *Edit User-Defined Values for U_SOH_Colors*, where the variable `<U_SOH_Colors>` represents the `uname` of the *Colors* field.

   For more information about `uname`, see Finding the uname for a UI Field [page 873].
2. Specify customization method.

   Choose the *Filtered List* segmented button for the *Customization Method* field.
3. Select visible values.

   In the *Values to Include* dropdown list, choose *Blue* and *White*.

   If you don't want to display any value in the dropdown menu, you can choose *None*.

   Use the checkbox *Allow to View All Values* to determine whether to provide options in the dropdown menu for toggling between displaying all values and filtered values.
4. Save your changes.

   Choose *OK* to save your changes and exit the setup dialog box.

   Your settings are saved regardless of whether you choose *Finish Edit* to exit edit mode or continue creating or updating the sales order.

Results

The *Colors* field appears enclosed in orange brackets as *[Colors]*.

The available options in the *Colors* dropdown menu vary according to your selection for the checkbox *Allow to View All Values* in Step 3:

- If you deselect this checkbox, in the *Colors* dropdown menu, you can only see two options: *Blue* and *White*. To view all the values, choose the *Edit* icon again to enter the UDVs setup dialog box.
- If you select this checkbox, an additional *Display All Values* option will appear at the bottom of the dropdown menu. Choosing this option will cancel the filtered list setup, showing all values in the dropdown menu. To revert to the filtered list setup, choose *Display Filtered Values* at the bottom of the dropdown menu.

This UDVs setup applies to all sales orders.

When editing this setup, if you choose the *None* option for the *Customization Method* field and then choose *OK* to confirm and exit the setup dialog box, the existing UDVs setup will be permanently cleared and cannot be restored.

Related Information

User-Defined Values [page 829]
Creating, Editing, and Identifying User-Defined Values [page 833]
Customizing Field Values with a Formula [page 837]
User-Defined Fields [page 822]

1.19.2.4.2.2 Customizing Field Values with a Formula

You can define mathematical formulas for input fields, including text areas, date pickers, and time pickers. You can define logical formulas for checkboxes.

A formula can include fixed text, mathematical and logical expressions, and reference fields (as variables).

When you reference fields in your formula to retrieve their values for calculations, the fields can derive from the detailed view User Interface (UI) of the document where you set up custom values, or from other documents or objects in the SAP Business One database.

You can customize values for User-Defined Fields; however, you cannot do so for fields in User-Defined Tables and User-Defined Objects.

In this section, we will provide examples with procedural steps for customizing and refreshing field values with mathematical and logical formulas, as well as general guidelines for effective formulas.

Customizing Header Field with a Mathematical Formula [page 838]
: In this topic, we provide an example to show you how to use a simple mathematical formula to customize the value of a date type field in the header area of a tab within the detailed view of a sales order. This formula includes a variable and a constant.

Customizing Table Field with a Mathematical Formula [page 840]
: This topic provides an example demonstrating how to use a mathematical formula to customize the values of an input field in a table on a tab within the detailed view, such as the *Product* table on the *Contents* tab within sales orders. This formula includes variables and arithmetic operators.

Customizing with a Mathematical Formula That References a Database Field [page 844]
: This topic provides an example of using a mathematical formula to customize the value of a field in sales orders. This formula includes fixed text and a reference to another field from other documents in the SAP Business One database.

Customizing Checkbox Selection with a Logical Formula [page 848]
: In this topic, we provide an example to explain how to use a logical formula to customize the selection of a checkbox in sales orders. This formula contains a logical operator, a constant, and a reference to another field from other documents in the SAP Business One database.

Guidelines for Effective Formulas [page 852]
: Constants, operators, variables, and functions are essential elements in creating effective formulas for calculations and logical operations. This topic is useful for understanding and implementing formulas for User-Defined Values (UDVs) in the Web client for accurate and efficient data processing.

Related Information

User-Defined Values [page 829]
Creating, Editing, and Identifying User-Defined Values [page 833]
Customizing Field Values with a Filtered List [page 835]

1.19.2.4.2.2.1 Customizing Header Field with a Mathematical Formula

In this topic, we provide an example to show you how to use a simple mathematical formula to customize the value of a date type field in the header area of a tab within the detailed view of a sales order. This formula includes a variable and a constant.

Prerequisites

1. Navigate to the user actions menu.
2. Go to the *Settings* > *General Settings* tab and then select *Show Indicator for User-Defined Values*.

Context

When you enter a posting date in a sales order, you may need the Web client to automatically set the *Delivery Date* to one week later, or you may want to manually refresh the *Delivery Date* value to one week later.

Procedure

1. Enter the UDVs editing dialog box.

   Follow the steps in Creating, Editing, and Identifying User-Defined Values [page 833] to enter the UDVs editing dialog box for the *Delivery Date* field in the *Document Details* section on the *General* tab within the detailed view of a sales order.

   The dialog box is titled *Edit User-Defined Values for DeliveryDate*, where the variable `<DeliveryDate>` represents the `uname` of the *Delivery Date* field.

   For more information about `uname`, see Finding the uname for a UI Field [page 873].
2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.
3. Select *Refresh Type*.

   Choose one of the following:

- *Automatic Refresh*:
  The *Delivery Date* value will be automatically updated with the result of your formula.
- *Manual Refresh*:
  The *Delivery Date* value will be manually updated.
  If you choose this option, skip Step 4.

4. Set triggers.

   In the *Triggers* dropdown list, choose the *Value Help* icon to open a new *Triggers* dialog box.

   Search for and select the `uname` of each field that triggers the formula application, which will automatically refresh the *Delivery Date* value. In this example, select *PostingDate*, the `uname` of the *Posting Date* field.

   Choose *OK* to exit the *Triggers* dialog box and return to the UDVs setup dialog box.

5. Name the formula.

   In the *Formula Name* field, use the default name or enter a descriptive name of your own.

6. Deselect the checkbox *Formula Includes Database Fields*.

7. Enter the formula.

   In the *Formula* text area, enter **`PostingDate + 7`**, where the variable `<PostingDate>` represents the posting date of the sales order, and the numerical value 7 is a constant that does not change.

   The variable name `<PostingDate>` takes the `uname` of the *Posting Date* field on the sales order User Interface (UI).

   While typing in the text area, you can type the first letters of the `uname` and use the auto-complete dropdown list to select the desired result. You can also type the namespace `ui.` to show a list of all available `unames` and select the full form `ui.PostingDate`. Both the short form and the full form have the same effect.

   For more information about `uname`, see Finding the uname for a UI Field [page 873].

8. Verify the formula.

   Choose *Test Formula*. The posting date of the current sales order is retrieved and applied in the formula.

   Verify the formula outcome in the *Test Result* field.

9. In the *Description* filed, enter descriptive text to clarify the formula's purpose or to annotate the formula for better understanding.

10. Save your changes.

    Choose *OK* to save your changes and exit the setup dialog box.

    Your settings are saved regardless of whether you choose *Finish Edit* to exit edit mode or continue creating or updating the sales order.

Results

The *Delivery Date* field appears enclosed in orange brackets as *[Delivery Date]*.

The field value is refreshed according to the type you select in Step 3:

- *Automatic Refresh*:

The field value updates automatically when you enter or change a posting date. For example, entering the posting date January 17, 2025 will set the delivery date to January 24, 2025.

- *Manual Refresh*:
  Choose the *Refresh* icon next to the *Delivery Date* field to update the field value.

This UDVs setup applies to all sales orders.

When editing this setup, if you choose the *None* option for the *Customization Method* field and then choose *OK* to confirm and exit the setup dialog box, the existing UDVs setup will be permanently cleared and cannot be restored.

Related Information

Customizing Table Field with a Mathematical Formula [page 840]
Customizing with a Mathematical Formula That References a Database Field [page 844]
Customizing Checkbox Selection with a Logical Formula [page 848]
Guidelines for Effective Formulas [page 852]
Customizing Field Values with a Filtered List [page 835]

1.19.2.4.2.2.2 Customizing Table Field with a Mathematical Formula

This topic provides an example demonstrating how to use a mathematical formula to customize the values of an input field in a table on a tab within the detailed view, such as the *Product* table on the *Contents* tab within sales orders. This formula includes variables and arithmetic operators.

Prerequisites

1. Navigate to the user actions menu.
2. Go to the *Settings* > *General Settings* tab and then select *Show Indicator for User-Defined Values*.

Context

In the *User-Defined Fields - Management* window in the SAP Business One client, you chose the menu *Marketing Document* > *Rows* and added a User-Defined Field (UDF) *Coupon %*, in order to input the discount percentage for items in the *Coupon %* column of the *Product* table on the *Contents* tab of sales orders. You specified the following information :

- *Title*: **SOR_Coupon**

- *Description*: **`Coupon %`**

You continued to add another UDF *Price After Coupon* and specified the following information in order to calculate the final price after applying the coupon discount for each sales order item:

- *Title*: **`SOR_PriceAfterCoupon`**
- *Description*: **`Price After Coupon`**

In SAP Business One, Web client, you create a new sales order with 10 items in the *Product* table on the *Contents* tab, each with a different unit price. When you enter a coupon discount for an item, you might need the Web client to automatically calculate the final price and fill in the *Price After Coupon* field, or you might want to manually refresh the *Price After Coupon* value with the final price.

> **Note**
>
> If you set up user-defined values (UDVs) for any field in a table on a tab, the table scroll bar will be disabled. To restore the table scroll bar, you need to delete all UDVs settings for the fields in the table.
>
> We recommend applying UDVs settings to tables with 20 or fewer rows; otherwise, the response time may be significantly longer.

Procedure

1. Enter the UDVs editing dialog.

   Follow the steps in Creating, Editing, and Identifying User-Defined Values [page 833] to enter the UDVs editing dialog box for the *Price After Coupon* field within the detailed view of a sales order.

   The dialog box is titled *Edit User-Defined Values for Product_Item.U_SOR_PriceAfterCoupon*, where the variable `<Product_Item.U_SOR_PriceAfterCoupon>` represents the `uname` of the *Price After Coupon* field.

   For more information about `uname`, see Finding the uname for a UI Field [page 873].
2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.
3. Select *Refresh Type*.

   Choose one of the following:

   - *Automatic Refresh*:
     The values in the *Price After Coupon* column will be automatically updated with the results of your formula.
   - *Manual Refresh*:
     The values in the *Price After Coupon* column will be manually updated.
     If you choose this option, skip Step 4.
4. Set triggers.

   In the *Triggers* dropdown list, choose the *Value Help* icon to open a new *Triggers* dialog box.

   Search for and select the `uname` of each field that triggers the formula application, resulting in the automatic refreshing of the *Price After Coupon* values.

In this example, we use the *Coupon* field as the trigger. Since it comes from the *Product* table header, choose the *Table Fields* segmented button in the upper-right corner, and then search for and select *Product_Item.U_SOR_Coupon*, the `uname` of the *Coupon* field.

Choose *OK* to exit the *Triggers* dialog and return to the UDVs setup dialog box.

5. Name the formula.

   In the *Formula Name* field, use the default name or enter a descriptive name of your own.

6. Deselect the checkbox *Formula Includes Database Fields*.

7. Enter the formula.

   In the *Formula* text area, enter **`Product_Item.UnitPrice*(1-Product_Item.U_SOR_Coupon/100`**, where the variable `<Product_Item.UnitPrice>` represents the unit price of each item, and `<Product_Item.U_SOR_Coupon>` represents the coupon discount percentage of each item.

   The variable name `<Product_Item.UnitPrice>` takes the `uname` of the *Unit Price* field in the *Product* table, while `<Product_Item.U_SOR_Coupon>` takes the `uname` of the *Coupon* field.

   While typing in the text area, you can type the first letters of a `uname` and use the auto-complete dropdown list to select the desired result. You can also type the namespace `ui.Product_Item.` to show a list of all available `unames` from the *Product* table and select the full forms, `ui.Product_Item.UnitPrice` and `ui.Product_Item.U_SOR_Coupon`. Both the short form and the full form have the same effect.

   For more information about `uname`, see Finding the uname for a UI Field [page 873].

8. Verify the formula.

   Choose *Test Formula*. The unit price and coupon discount of the first row in the *Product* table of the current sales order are retrieved and applied in the formula.

   Verify the formula outcome in the *Test Result* field.

9. In the *Description* filed, enter descriptive text to clarify the formula's purpose or to annotate the formula for better understanding.

10. Save your changes.

    Choose *OK* to save your changes and exit the setup dialog box.

    Your settings are saved regardless of whether you choose *Finish Edit* to exit edit mode or continue creating or updating the sales order.

Results

The *Price After Coupon* field appears enclosed in orange brackets as *[Price After Coupon]*.

The field value is refreshed according to the type you selected in Step 3:

- *Automatic Refresh*:
  Each *Price After Coupon* field value is updated automatically for an individual item when you enter or change a coupon discount for the item in the *Coupon %* input field in the same row. For example, when the unit price for item A is 60 dollars, entering the coupon discount 10 will set the price after coupon to 54 dollars.
  If the automatic refreshing of the *Price After Coupon* field values is triggered by a field from a tab header, instead of from the *Product* table, the values in the entire *Price After Coupon* column will be automatically updated all at once.

> **Example**
>
> You have defined an input type UDF *Standard Coupon* in the document header for the standard coupon discount that you want to apply to all items in the *Product* table. You follow the steps in the procedure above to set up values for the *Price After Coupon* field in the *Product* table, with the following key variations:
>
> 1. In Step 3, you choose *Automatic Refresh*.
> 2. In Step 4, you switch to the *Header Fields* tab and select the *Standard Coupon* field as the trigger.
> 3. In Step 7, you define a formula to calculate the final price for all items based on the standard coupon discount.
>
> When you change the *Standard Coupon* value, all the values in the entire *Price After Coupon* column will be updated automatically and simultaneously.

- *Manual Refresh*:
  To update each *Price After Coupon* field value for an individual item, choose the *Refresh* icon next to the input field for *Price After Coupon* in each row, respectively.
  To update the input field values in the entire *Price After Coupon* column all at once, choose the *Refresh* icon next to the *Price After Coupon* column header.

This UDVs setup applies to all sales orders.

When editing this setup, if you choose the *None* option for the *Customization Method* field and then choose *OK* to confirm and exit the setup dialog box, the existing UDVs setup will be permanently cleared and cannot be restored.

Related Information

Customizing Header Field with a Mathematical Formula [page 838]
Customizing with a Mathematical Formula That References a Database Field [page 844]
Customizing Checkbox Selection with a Logical Formula [page 848]
Guidelines for Effective Formulas [page 852]
Customizing Field Values with a Filtered List [page 835]

1.19.2.4.2.2.3 Customizing with a Mathematical Formula That References a Database Field

This topic provides an example of using a mathematical formula to customize the value of a field in sales orders. This formula includes fixed text and a reference to another field from other documents in the SAP Business One database.

Prerequisites

1. Navigate to the user actions menu.
2. Go to the *Settings* > *General Settings* tab and then select *Show Indicator for User-Defined Values*.

Context

When you change the customer code in a sales order, you want the *Remarks* field in the *Customer Details* section on the *General* tab to automatically display the customer's account balance.

Procedure

1. Enter the UDVs editing dialog box.

   Follow the steps in Creating, Editing, and Identifying User-Defined Values [page 833] to enter the UDVs editing dialog box for the *Remarks* field within the detailed view of a sales order.

   The dialog box is titled *Edit User-Defined Values for Remarks*, where the variable `<Remarks>` represents the `uname` of the *Remarks* field.

   For more information about `uname`, see Finding the uname for a UI Field [page 873].
2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.
3. Select *Refresh Type*.

   Choose *Automatic Refresh*. The *Remarks* field value will be automatically updated with the result of your formula.
4. Set triggers.

   In the *Triggers* dropdown list, choose the *Value Help* icon to open a new *Triggers* dialog box.

   Search for and select the `uname` of each field that triggers the formula application, resulting in the automatic refreshing of the *Remarks* value. In this example, select *CustomerCode*, the `uname` of the *Customer Code* field.

   Choose *OK* to exit the *Triggers* dialog box and return to the UDVs setup dialog box.

5. Name the formula.

   In the *Formula Name* field, use the default name or enter a descriptive name of your own.

6. Set lookup conditions.

   Each *Account Balance* amount comes from its associated *Business Partner* document, instead of the sales order where you are currently setting up UDVs. To reference the *Account Balance* field of a specific customer and retrieve its value for calculation, you need the Web client to access the table for business partners in the SAP Business One database. This table stores structured data records of all *Business Partner* documents, including the *Account Balance* amount associated with each customer. By using the customer code from the current sales order, you can look up the corresponding business partner record in the database. You can then reference the *Account Balance* field and use the retrieved value from the business partner record in your formula.

   To do this, proceed as follows:

   1. Select the checkbox *Formula Includes Database Fields*. A lookup table appears on the right of the checkbox.
   2. In the input field in the *Lookup Object* column, type the first letters of one of the following and use the auto-complete dropdown list to fill in the lookup object:
      - `BusinessPartners`
        The name of the business object from the SAP Business One Service Layer that represents the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
        For information about all the business objects available in the Service Layer, see the *CLASS* section in SAP Business One DI API 10.0 - Objects Reference (10.00.270).
      - `OCRD`
        The name of the table that stores business partner data in the SAP Business One database.
        For information about all the tables available in the SAP Business One database, see SAP Business One SDK 10.0 - Database Tables Reference.

      In this example, select *BusinessPartners (OCRD)* from the auto-complete dropdown list.
   3. In the input field in the *Lookup Field* column, type the first letters of one of the following and use the auto-complete dropdown list to fill in the value:
      - `CardCode`
        The name of the property from the `BusinessPartners` object members in the Service Layer that retrieves the *Customer Code* field value from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
        For information about all the properties available for a business object in the Service Layer, choose the object name in SAP Business One DI API 10.0 - Objects Reference (10.00.270), choose the members list in the *SEE ALSO* section, and then go to the *PUBLIC PROPERTIES* section.
      - `CardCode`
        The name of the field in the `OCRD` database table that represents the *Customer Code* field from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
        For information about all the field names available in the `OCRD` table, choose the table name in SAP Business One SDK 10.0 - Database Tables Reference.
      - `BP Code`
        The description of the `CardCode` field from the `OCRD` database table.

      In this example, select *CardCode (CardCode) - BP Code* from the auto-complete dropdown list.

4. In the *Compare With* column, choose *UI Field* from the dropdown list to use a field from the current sales order User Interface (UI) for the lookup.
   Alternatively, you can choose *Constant* from the dropdown list for use in other applicable business scenarios. If you select *Constant*, enter a numerical value or fixed text in the *Value / Field Name* field that follows.
5. In the *Value / Field Name* field, enter the `uname` of the UI field that contains the values that you want to use as the search criteria.
   In this example, enter `CustomerCode`. The system will compare the database records with your search criteria and retrieve all matching records at runtime.
   While typing the field value, you can type the first letters of the uname and use the auto-complete dropdown list to fill in the value. If you want to pinpoint the uname of a UI field that comes from the table section of a document, for example, the uname `Product_Item.UnitPrice` for the *Unit Price* field, you need to start by typing the first letters of the namespace `Product_Item.`
   For more information about `uname`, see Finding the uname for a UI Field [page 873].

7. Enter the formula that references the *Account Balance* field.

   In the *Formula* text area, enter **`"Customer Balance is" + db.BusinessPartners.CurrentAccountBalance`**, where **`"Customer Balance is"`** is fixed text, and the variable `<db.BusinessPartners.CurrentAccountBalance>` represents the *Account Balance* amount of a customer.

   The variable name `<db.BusinessPartners.CurrentAccountBalance>` is composed of the namespace `db`, and both the business object name and the property name from the Service Layer.

   While typing in the text area, you can type `db.` to show a list of all available business objects from the Service Layer. In this example, you can only see the `BusinessPartners` object that meets the lookup conditions set in the previous step. You can type `db.BusinessPartners.` to show a list of all available object properties, then continue to type the first letters of one of the following and use the auto-complete dropdown list to fill in the variable name:

   - `CurrentAccountBalance`
     The name of the property from the `BusinessPartners` object members in the Service Layer that retrieves the *Account Balance* field value from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
     For information about all the properties available for the `BusinessPartners` object in the Service Layer, choose the object name in SAP Business One DI API 10.0 - Objects Reference (10.00.270), choose the members list in the *SEE ALSO* section, and then go to the *PUBLIC PROPERTIES* section.
   - `Balance`
     The name of the field in the `OCRD` database table that represents the *Account Balance* field from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
     For information about all the field names available in the `OCRD` table, choose the table name in SAP Business One SDK 10.0 - Database Tables Reference.
   - `Account Balance`
     The description of the `Balance` field from the `OCRD` database table.

   From the auto-complete dropdown list, select the *CurrentAccountBalance* option, which is followed by the auxiliary text of the database field name and description, *(Balance) - Account Balance*.

8. Verify the formula.

Choose *Test Formula*. The account balance amount of the current customer is retrieved from the database and applied in the formula.

Verify the formula outcome in the *Test Result* field.

9. In the *Description* filed, enter descriptive text to clarify the formula's purpose or to annotate the formula for better understanding.
10. Save your changes.

    Choose *OK* to save your changes and exit the setup dialog box.

    Your settings are saved regardless of whether you choose *Finish Edit* to exit edit mode or continue creating or updating the sales order.

Results

The *Remarks* field appears enclosed in orange brackets as *[Remarks]*.

The *Remarks* field value is updated automatically when you enter or change a customer code. For example, when you enter the customer code of customer A with an account balance of 60,000 dollars, the *Remarks* field will automatically display `Customer Balance is 60,000`.

This UDVs setup applies to all sales orders.

When editing this setup, if you choose the *None* option for the *Customization Method* field and then choose *OK* to confirm and exit the setup dialog box, the existing UDVs setup will be permanently cleared and cannot be restored.

> ### Note
>
> In the lookup table in Step 6, you can also use multiple lookup objects for one formula, each with various lookup fields. All fields are collectively used to identify a single database record, with the system applying an AND operator to the fields during backend runtime.
>
> When setting conditions in the lookup table, ensure that any rules and limitations set on the lookup field also apply to the UI field or the constant being compared with the lookup field. Examples include:
>
> - If the lookup field value is a boolean and you want to compare it with a constant value, the constant value should be either `Y` (Yes) or `N` (No).
> - If there are constraints on the lookup field and you need to compare it with a constant, these constraints must also apply to the constant value.
>
>   > ### Example
>   >
>   > You select the lookup field *Type (GroupType) - Group Type* for the lookup object *BusinessPartnerGroups(OCRG)*, in order to retrieve a value that determines whether a business partner is in the customers group or the vendors group.
>   >
>   > As stated in the *Constraints* column in the Database Table Reference for OCRG, the `GroupType` field value can be either `C` (which stands for the customers group) or `S` (which stands for the vendors group). When comparing this field with a constant to look up all the business partners only in the **vendors** group, you need to enter **`S`** in the *Value / Field Name* field.

Related Information

Customizing Header Field with a Mathematical Formula [page 838]
Customizing Table Field with a Mathematical Formula [page 840]
Customizing Checkbox Selection with a Logical Formula [page 848]
Guidelines for Effective Formulas [page 852]
Customizing Field Values with a Filtered List [page 835]

1.19.2.4.2.2.4 Customizing Checkbox Selection with a Logical Formula

In this topic, we provide an example to explain how to use a logical formula to customize the selection of a checkbox in sales orders. This formula contains a logical operator, a constant, and a reference to another field from other documents in the SAP Business One database.

Prerequisites

1. Navigate to the user actions menu.
2. Go to the *Settings* > *General Settings* tab and then select *Show Indicator for User-Defined Values*.

Context

In the *User-Defined Fields - Management* window in the SAP Business One client, you chose the menu *Marketing Document* > *Title* and added a *Gold Customer* checkbox, in order to indicate highly-valuable customers in sales orders. You specified the following information:

- *Title*: **`SOH_GoldCustomer`**
- *Description*: **`Gold Customer`**

In SAP Business One, Web client, when you change the customer code in a sales order, you want the Web client to check if the customer's balance is greater than 100,000 dollars, and if so, automatically select the *Gold Customer* checkbox on the *User-Defined Fields* tab.

Procedure

1. Enter the UDVs editing dialog box.

   Follow the steps in Creating, Editing, and Identifying User-Defined Values [page 833] to enter the UDVs editing dialog for the *Gold Customer* checkbox within the detailed view of a sales order.

The dialog box is titled *Edit User-Defined Values for U_SOH_GoldCustomer*, where the variable `<U_SOH_GoldCustomer>` represents the `uname` of the *Gold Customer* checkbox.

For more information about `uname`, see Finding the uname for a UI Field [page 873].

2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.

3. Select *Refresh Type*.

   Choose *Automatic Refresh*. The *Gold Customer* checkbox will be automatically selected or deselected based on the result of your formula.

4. Set triggers.

   In the *Triggers* dropdown list, choose the *Value Help* icon to open a new *Triggers* dialog box.

   Search for and select the `uname` of each field that triggers the formula application, resulting in the automatic refreshing of the checkbox selection. In this example, select *CustomerCode*, the `uname` of the *Customer Code* field.

   Choose *OK* to exit the *Triggers* dialog box and return to the UDVs setup dialog box.

5. Name the formula.

   In the *Formula Name* field, use the default name or enter a descriptive name of your own.

6. Set lookup conditions.

   Each *Account Balance* amount comes from its associated *Business Partner* document, instead of the sales order where you are currently setting up UDVs. To reference the *Account Balance* field of a specific customer and retrieve its value for calculation, you need the Web client to access the table for business partners in the SAP Business One database. This table stores structured data records of all *Business Partner* documents, including the *Account Balance* amount associated with each customer. By using the customer code from the current sales order, you can look up the corresponding business partner record in the database. You can then reference the *Account Balance* field and use the retrieved value from the business partner record in your formula.

   To do this, proceed as follows:

   1. Select the checkbox *Formula Includes Database Fields*. A lookup table appears on the right of the checkbox.
   2. In the input field in the *Lookup Object* column, type the first letters of one of the following and use the auto-complete dropdown list to fill in the lookup object:
      - `BusinessPartners`
        The name of the business object from the SAP Business One Service Layer that represents the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
        For information about all the business objects available in the Service Layer, see the *CLASS* section in SAP Business One DI API 10.0 - Objects Reference (10.00.270).
      - `OCRD`
        The name of the table that stores business partner data in the SAP Business One database.
        For information about all the tables available in the SAP Business One database, see SAP Business One SDK 10.0 - Database Tables Reference.

      In this example, select *BusinessPartners (OCRD)* from the auto-complete dropdown list.

3. In the input field in the *Lookup Field* column, type the first letters of one of the following and use the auto-complete dropdown list to fill in the value:
   - `CardCode`
     The name of the property from the `BusinessPartners` object members in the Service Layer that retrieves the *Customer Code* field value from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
     For information about all the properties available for a business object in the Service Layer, choose the object name in SAP Business One DI API 10.0 - Objects Reference (10.00.270), choose the members list in the *SEE ALSO* section, and then go to the *PUBLIC PROPERTIES* section.
   - `CardCode`
     The name of the field in the `OCRD` database table that represents the *Customer Code* field from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
     For information about all the field names available in the `OCRD` table, choose the table name in SAP Business One SDK 10.0 - Database Tables Reference.
   - `BP Code`
     The description of the `CardCode` field from the `OCRD` database table.

   In this example, select *CardCode (CardCode) - BP Code* from the auto-complete dropdown list.
4. In the *Compare With* column, choose *UI Field* from the dropdown list to use a field from the current sales order User Interface (UI) for the lookup.
   Alternatively, you can choose *Constant* from the dropdown list for use in other applicable business scenarios. If you select *Constant*, enter a numerical value or fixed text in the *Value / Field Name* field that follows.
5. In the *Value / Field Name* field, enter the `uname` of the UI field that contains the values that you want to use as the search criteria.
   In this example, enter `CustomerCode`. The system will compare the database records with your search criteria and retrieve all matching records at runtime.
   While typing the field value, you can type the first letters of the uname and use the auto-complete dropdown list to fill in the value. If you want to pinpoint the uname of a UI field that comes from the table section of a document, for example, the uname `Product_Item.UnitPrice` for the *Unit Price* field, you need to start by typing the first letters of the namespace `Product_Item.`
   For more information about `uname`, see Finding the uname for a UI Field [page 873].

7. Enter the formula that references the *Account Balance* field.

   In the *Formula* text area, enter the logical formula, **`db.BusinessPartners.CurrentAccountBalance > 100000`**, where the variable `<db.BusinessPartners.CurrentAccountBalance>` represents the *Account Balance* amount of a customer.

   The variable name `<db.BusinessPartners.CurrentAccountBalance>` is composed of the namespace `db`, and both the business object name and the property name from the Service Layer.

   While typing in the text area, you can type `db.` to show a list of all available business objects from the Service Layer. In this example, you can only see the `BusinessPartners` object that meets the lookup conditions set in the previous step. You can type `db.BusinessPartners.` to show a list of all available object properties, then continue to type the first letters of one of the following and use the auto-complete dropdown list to fill in the variable name:

   - `CurrentAccountBalance`
     The name of the property from the `BusinessPartners` object members in the Service Layer that retrieves the *Account Balance* field value from the *Business Partner* documents in the Web client

(namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
For information about all the properties available for the `BusinessPartners` object in the Service Layer, choose the object name in SAP Business One DI API 10.0 - Objects Reference (10.00.270), choose the members list in the *SEE ALSO* section, and then go to the *PUBLIC PROPERTIES* section.

- `Balance`
  The name of the field in the `OCRD` database table that represents the *Account Balance* field from the *Business Partner* documents in the Web client (namely, *Business Partners Master Data* in the *Business Partners* module in the SAP Business One client).
  For information about all the field names available in the `OCRD` table, choose the table name in SAP Business One SDK 10.0 - Database Tables Reference.
- `Account Balance`
  The description of the `Balance` field from the `OCRD` database table.

From the auto-complete dropdown list, select the *CurrentAccountBalance* option, which is followed by the auxiliary text of the database field name and description, *(Balance) - Account Balance*.

8. Verify the formula.

   Choose *Test Formula*. The account balance amount of the current customer is retrieved from the database and applied in the formula.

   Verify the formula outcome in the *Test Result* field.

   - If the account balance is greater than 100,000 dollars, the returned result is `true`.
   - If the account balance is equal to or less than 100,000 dollars, the returned result is `false`.
   - If the returned result is neither `true` nor `false`, review your formula and test again.

9. In the *Description* filed, enter descriptive text to clarify the formula's purpose or to annotate the formula for better understanding.
10. Save your changes.

    Choose *OK* to save your changes and exit the setup dialog box.

    Your settings are saved regardless of whether you choose *Finish Edit* to exit edit mode or continue creating or updating the sales order.

Results

The square box of the *Gold Customer* checkbox appears enclosed in orange brackets.

When you change the customer code in the sales order, the selection status of the checkbox changes automatically according to the *Test Result* value in Step 8:

- If the value is `true`, the checkbox is selected.
- If the value is `false`, the checkbox is deselected.

This UDVs setup applies to all sales orders.

When editing this setup, if you choose the *None* option for the *Customization Method* field and then choose *OK* to confirm and exit the setup dialog box, the existing UDVs setup will be permanently cleared and cannot be restored.

> **Note**
>
> In the lookup table in Step 6, you can also use multiple lookup objects for one formula, each with various lookup fields. All fields are collectively used to identify a single database record, with the system applying an AND operator to the fields during backend runtime.
>
> When setting conditions in the lookup table, ensure that any rules and limitations set on the lookup field also apply to the UI field or the constant being compared with the lookup field. Examples include:
>
> - If the lookup field value is a boolean and you want to compare it with a constant value, the constant value should be either `Y` (Yes) or `N` (No).
> - If there are constraints on the lookup field and you need to compare it with a constant, these constraints must also apply to the constant value.
>
>> **Example**
>>
>> You select the lookup field *Type (GroupType) - Group Type* for the lookup object *BusinessPartnerGroups(OCRG)*, in order to retrieve a value that determines whether a business partner is in the customers group or the vendors group.
>>
>> As stated in the *Constraints* column in the Database Table Reference for OCRG, the `GroupType` field value can be either `C` (which stands for the customers group) or `S` (which stands for the vendors group). When comparing this field with a constant to look up all the business partners only in the **vendors** group, you need to enter **S** in the *Value / Field Name* field.

Related Information

Customizing Header Field with a Mathematical Formula [page 838]
Customizing Table Field with a Mathematical Formula [page 840]
Customizing with a Mathematical Formula That References a Database Field [page 844]
Guidelines for Effective Formulas [page 852]
Customizing Field Values with a Filtered List [page 835]

1.19.2.4.2.2.5 Guidelines for Effective Formulas

Constants, operators, variables, and functions are essential elements in creating effective formulas for calculations and logical operations. This topic is useful for understanding and implementing formulas for User-Defined Values (UDVs) in the Web client for accurate and efficient data processing.

A formula typically includes a combination of the following elements:

- Constants:
  Fixed numerical values (such as "3"), text values or strings (such as "Hello"), or boolean values (such as "true" or "false") that do not change.

- Arithmetic Operators:
  Symbols that indicate a mathematical operation to be performed on one or more operands (values):
  - + (addition)
  - – (subtraction)

    > **Note**
    >
    > When you type it in a formula, please use the minus sign "–". Do not use the en dash ("–"), em dash ("—"), or hyphen ("-").

  - * (multiplication)
  - / (division)

    > **Example**
    >
    > 100 + quantity * amount / 10

- Parentheses:
  Symbols used to control the order of operations within a formula. For example: `(a + b) * c` ensures that the addition is performed before the multiplication.
- Relational Operators:
  Relational operators are used to compare one operand (usually a value or a data point) with another. These operators are fundamental for setting conditions or creating certain rules within the application. The evaluation result is a boolean: `true` or `false`. Examples of relational operators include:
  - == (equal to)
  - != (not equal to)
  - > (greater than)
  - < (less than)
  - >= (greater than or equal to)
  - <= (less than or equal to)

    > **Example**
    >
    > 1+2 >= 3
    >
    > `CardCode` != `CardName`

- Logical Operators:
  Logical operators are used to compare two boolean expressions or values to return a boolean result. They are essential for constructing complex conditional expressions.
  - AND: The logical AND (&&) operator returns `true` only if both operands are true.
  - OR: The logical OR (||) operator returns `true` if either of the operands is true.
  - NOT: The logical NOT (!) operator reverses the result of an expression, returning `false` if the expression is originally evaluated as true and vice versa.

    > **Example**
    >
    > 1 == 1 && `CardCode` != `CardName`

> **Note**
>
> In a logical formula, you only need to specify the field name, without comparing it to `true` or `false`. For example, to set a value to a checkbox based on the AND operator of two boolean fields, you can simply write the formula as **`<Field 1> && <Field 2>`**.
>
> While you can explicitly check their values, it's not necessary. In such cases, for a field from the detailed view User Interface (UI) where you currently set up UDVs, you need to compare it with `true` or `false`, and for a field from the SAP Business One database, compare it with `Y` or `N`. For example, if Field A is from the UI and Field B is from the database, the formula would be: **`(<Field A> == true) && (<Field B> == 'Y')`**.

- Functions:
  Predefined operations or calculations that take inputs (arguments) and return a result:
  - String functions
  - Date and time functions
  - Mathematical functions
  - Logical functions
  - Utility functions
- Variables:
  Placeholders within a formula that can hold different values. Variables can represent any type of value, such as numbers, strings, boolean, or more complex data types like dates or objects.
  Variables are useful, particularly when you want to do computations or transformations of values that you might not know ahead of time, or that might change each time you run your program or script. They are fundamental tools for storing, labeling, and manipulating data.
  You can use both global variables and reference fields as variables in your formula. When you use a field variable in a formula for UDVs in the Web client, it typically refers to the `uname` property of a UI control, or a field name in a lookup object within the SAP Business One database.
  For more information about `uname`, see Finding the uname for a UI Field [page 873].

In this section, we will provide examples of effective formulas that utilize variables and mathematical and logical functions and expressions.

Basic Expressions [page 855]
This topic introduces basic expressions that you can use in your formulas, including numeric and alphanumeric values, string concatenation, and calculations. These expressions are useful for manipulating both text and numeric data.

Global Variables [page 858]
Global variables are variables that are declared in a global scope, meaning they are accessible from any apps, views, and pages of the Web client. Unlike local variables, which are accessible only within the function or block in which they are defined, global variables can be accessed and modified by any function available in the application.

String Functions [page 861]
With string functions, you can manipulate and analyze strings, which are sequences of characters. These functions are crucial for processing, presenting, and storing textual data efficiently.

Date Functions and Expressions [page 864]
This topic provides examples of how to use date functions and expressions in your formulas to manipulate and extract date values. This is useful for calculating and displaying dates in specific business contexts.

Time Functions and Expressions [page 866]
: Time functions and expressions are used to facilitate effective handling of time data, whether it's for scheduling, logging, or displaying time-sensitive information.

Mathematical Functions [page 869]
: With mathematical functions, you can perform a wide range of numerical calculations. These functions enable you to build complex and dynamic formulas that can process data efficiently and effectively.

Logical Functions [page 871]
: Logical functions are operations that evaluate expressions and return boolean values. They are used to perform decision-making tasks, control flow, and facilitate conditional expressions.

Utility Functions [page 872]
: Utility functions are helper functions designed to perform common tasks or operations that can be reused throughout different parts of the Web client application.

1.19.2.4.2.2.5.1 Basic Expressions

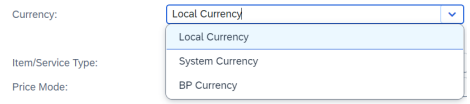
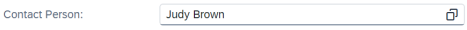
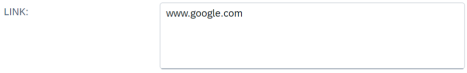
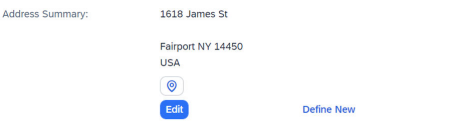
This topic introduces basic expressions that you can use in your formulas, including numeric and alphanumeric values, string concatenation, and calculations. These expressions are useful for manipulating both text and numeric data.

Basic Expressions

Expression	Example Formula	Result	Remarks
`<Numeric Value> +–*/ <Numeric Value>`	`5+3*4`	17	Numerical calculation.
`"<Alphanumeric Value>" + "<Alphanumeric Value>"`	`"ABC" + "BCD"`	"ABCBCD"	String concatenation.
`"<Alphanumeric Value>" + "<Alphanumeric Value>"`	`"100" + "100"`	"100100"	String concatenation.
`"<Alphanumeric Value>" –*/ "<Alphanumeric Value>"`	`"ABC" – "100"`	Error	Invalid value.
`"<Alphanumeric Value>"–*/ "<Alphanumeric Value>"`	`"ABC" – "BCD"`	Error	Invalid value.
`"<Alphanumeric Value>" – "<Alphanumeric Value>"`	`"4" – "2"`	2	If you use the "–", "*", or "/" operator together with a numeric string, the returned value is numeric.

Expression	Example Formula	Result	Remarks
"<Alphanumeric Value>" * "<Alphanumeric Value>"	"4" * "2"	8	If you use the "–", "*", or "/" operator together with a numeric string, the returned value is numeric.
"<Alphanumeric Value>" / "<Alphanumeric Value>"	"4" / "2"	2	If you use the "–", "*", or "/" operator together with a numeric string, the returned value is numeric.
"<Alphanumeric Value>" + <Numeric Value>	"3" + 2	"32"	If you use the "+" operator together with a numeric string, the returned value is of the string type.
"<Alphanumeric Value>" – <Numeric Value>	"4" – 2	2	If you use the "–", "*", or "/" operator together with a numeric string, the returned value is numeric.
"<Alphanumeric Value>" * <Numeric Value>	"4" * 2	8	If you use the "–", "*", or "/" operator together with a numeric string, the returned value is numeric.
"<Alphanumeric Value>" / <Numeric Value>	"4" / 2	2	If you use the "–", "*", or "/" operator together with a numeric string, the returned value is numeric.
"<Phone Number>" + "<Phone Number>"	"123" + "456"	"123456"	String concatenation. Similar to "<Alphanumeric Value>" + "<Alphanumeric Value>".
"<Phone Number>" + "<Phone Number>"	"+86-123" + "+49-456"	"+86-123+49-456"	String concatenation. Similar to "<Alphanumeric Value>" + "<Alphanumeric Value>".
"<Fixed Text>" + <Numeric Variable>*<Numeric Variable>	"Total is" + Product_Item.UnitPrice*Product_Item.Quantity, where the variable <Product_Item.UnitPrice> represents the unit price of each item in the *Product* table on the *Contents* tab of a sales order, and <Product_Item.Quantity> represents the quantity of each item. The first item in the table has a unit price of 100 and a quantity of 20.	"Total is 2000"	Numeric variables are calculated first, then converted into a string and added to the final result.

Expression	Example Formula	Result	Remarks
`<String Variable>` + `<Numeric Variable>`+`<Numeric Variable>`	`Remarks + Product_Item.UnitPrice + Product_Item.Quantity`, where the variable `<Remarks>` represents the value of the *Remarks* field in a sales order, "My Note"; `<Product_Item.UnitPrice>` represents the unit price of each item in the *Product* table on the *Contents* tab of a sales order; and `<Product_Item.Quantity>` represents the quantity of each item. The first item in the table has a unit price of 100 and a quantity of 20.	"My Note 10020"	String concatenation is applied first. Numbers are converted into strings.
`<String Variable>` + (`<Numeric Variable>`+`<Numeric Variable>`)	`Remarks + (Product_Item.UnitPrice + Product_Item.Quantity)`, where the variable `<Remarks>` represents the value of the *Remarks* field in a sales order, "My Note"; `<Product_Item.UnitPrice>` represents the unit price of each item in the *Product* table on the *Contents* tab of a sales order; and `<Product_Item.Quantity>` represents the quantity of each item. The first item in the table has a unit price of 100 and a quantity of 20.	"My Note 120"	Due to the addition of the parentheses, numeric values are calculated first and then added as a string to the final result.
`<Text Area Input as Variable>` + `<Numeric Value>`	`Remarks + 7`, where the variable `<Remarks>` represents the value of the *Remarks* field in a sales order, "My Remark".	"My Remark7"	Text area input is considered a string. The expression is processed as string concatenation of an alphanumeric value and a numeric value. Screenshot of the *Remarks* text area:
`<String Input as Variable>` + `<Numeric Value>`	`CustomerRefNo + 7`, where the variable `<CustomerRefNo>` represents the value of the *Customer Ref. No.* field, ABC.	"ABC7"	When the input in a field is a string, the expression is processed as string concatenation of an alphanumeric value and a numeric value. Screenshot of the *Customer Ref. No.* input field:

Expression	Example Formula	Result	Remarks
`<Numeric Input as Variable>` + `<Numeric Value>`	`Total + 7`, where the variable `<Total>` represents the value of the *Total* field, `541.25`.	548.25	Numerical calculation. Screenshot of the *Total* input field:
`<Combobox Option Value as Variable>`	`CurrencySource`, where the variable `<CurrencySource>` represents the value selected in the dropdown menu of the *Currency* combobox input field.	"Local Currency"	The option selected for the *Currency* field, *Local Currency*, is returned as a string. 
`<Choose-From List Value as Variable>`	`ContactPerson`, where the variable `<ContactPerson>` represents the value selected from a list in a dialog that opens with the *Value Help* icon in the *Contact Person* input field.	"Judy Brown"	The value selected for the *Contact Person* field, `Judy Brown`, is returned as a string. 
`<Direct Link Value as Variable>`	`U_LINK`, where the variable `<U_LINK>` represents the value in the user-defined field *LINK*.	"www.google.com"	The value in the *LINK* field, `www.google.com`, is returned as a string. 
`<Address Value as Variable>`	`ShipToAddressSummary`, where the variable `<ShipToAddressSummary>` represents the value in the *Address Summary* field of a ship-to address.	"1618 James St Fairport NY 14450 USA"	The value in the *Address Summary* field is returned as a string. 

1.19.2.4.2.2.5.2 Global Variables

Global variables are variables that are declared in a global scope, meaning they are accessible from any apps, views, and pages of the Web client. Unlike local variables, which are accessible only within the function or

block in which they are defined, global variables can be accessed and modified by any function available in the application.

The naming of global variables follows this pattern: `app.<variable name>`, whereas `app` is the namespace name, which stands for the Web client application. Here is a list of all available global variables:

Global Variables

Variable	Example Formula	Result	Remarks
`app.CurrentUser`	`app.CurrentUser`	'manager'	Returns the user code of the currently logged-in user.
	`'Current user is: ' + app.CurrentUser`	'Current user is: manager'	
`app.CurrentCompany`	`app.CurrentCompany`	'SQLTA OEC Computers'	Returns the name of the currently logged-in company.
	`'Current company is: ' + app.CurrentCompany`	'Current company is: SQLTA OEC Computers'	
`app.CurrentPeriod`	`app.CurrentPeriod`	'2006-01'	Returns the posting period code used by the currently logged-in company.
	`'Current period is: ' + app.CurrentPeriod`	'Current period is: 2006-01'	
`app.CurrentLanguage`	`app.CurrentLanguage`	'EN'	Returns the short name of the language used by the currently logged-in company.
	`'Current language is: ' + app.CurrentLanguage`	'Current language is: EN'	

Variable	Example Formula	Result	Remarks
`app.CurrentObjectKey`	`app.CurrentObjectKey`	The data type of the returned result varies according to the currently chosen business object: • 1099 (when the business object is a sales order) • 'C20000' (when the business object is a business partner) • 'I002' (when the business object is an item)	Returns the key value of the business object in the current detailed view. Depending on a specific business object, the type of the returned value can be a string or an integer.
`app.CurrentLocalization`	`app.CurrentLocalization`	'US'	Returns the short localization name of the currently logged-in company.
	`'Current language is: ' + app.CurrentLocalization`	'Current localization is: US'	
`app.CurrentDate`	`app.CurrentDate`	'20240802'	Returns the current date from the server side. The returned value is a date type of object. When converted to its string representation, this object follows the format `YYYYMMDD`.
	`'Current date is: ' + app.CurrentDate`	'Current date is: 20240802'	
`app.CurrentTime`	`app.CurrentTime`	'153022'	Returns the current time from the server side. The returned value is a time type of object. When converted to its string representation, this object follows the format `HHMMSS`.
	`'Current time is: ' + app.CurrentTime`	'Current time is: 153022'	

1.19.2.4.2.2.5.3 String Functions

With string functions, you can manipulate and analyze strings, which are sequences of characters. These functions are crucial for processing, presenting, and storing textual data efficiently.

String Functions

Function	Parameters Type	Example Formula	Result	Remarks
CONTAINS(X,Y)	• String • Number • Null	`CONTAINS('Hello World', 'Hello')`	true	Checks if the substring Y exists anywhere in the string X. It typically returns a Boolean value: `true` if Y is found in X, and `false` if it is not.
		`CONTAINS('Hello World', 'manager')`	false	
		`CONTAINS(123, 12)`	true	
		`CONTAINS(123, '12')`	true	
		`CONTAINS(123, 'ABC')`	false	
		`CONTAINS(<Null Value>, 12)`	null	
		`CONTAINS('ABC', <Null Value>)`	null	
MID(X,Y,Z)	• String • Number • Null	`MID('Hello World', 6, 5)`	'Hello World'	Returns a substring from the original string X, starting from position Y and extracting Z characters.
		`MID('Analytics', 3, 0)`	''	
		`MID('Sample', 2, 10)`	'mple'	
		`MID('Hello World', 'Hi')`	Error	
		`MID(123456789, 4, 3)`	567	
		`MID(<Null Value>, 2, 3)`	null	
		`MID('Hello World', <Null Value>, 3)`	'Hel'	
		`MID('Hello World', 1, <Null Value>)`	''	
UPPER(X)	• String • Number • Null	`UPPER("Hello World")`	'HELLO WORLD'	Converts all characters in a string to uppercase.
		`UPPER(1234)`	1234	
		`UPPER(<Null Value>)`	null	

Function	Parameters Type	Example Formula	Result	Remarks
LOWER(X)	• String • Number • Null	`LOWER("Hello World")`	'hello world'	Converts all characters in a string to lowercase.
		`LOWER(1234)`	1234	
		`LOWER(<Null Value>)`	null	
LEN(X)	• String • Number • Null	`LEN('Hello World')`	11	Counts all characters in a string, including spaces and special characters, and returns the length of the string.
		`LEN('')`	0	
		`LEN(123)`	3	
		`LEN(<Null Value>)`	null	
LEFT(X, Y)	• String • Number • Null	`LEFT('Hello World', 5)`	'Hello'	Returns the first Y characters from the string X.
		`LEFT('Analytics', 0)`	''	
		`LEFT('Sample', 10)`	'Sample'	
		`LEFT('Hello World', 'Hi')`	Error	
		`LEFT(12345, 2)`	12	
		`LEFT(<Null Value>, 3)`	null	
		`LEFT('Hello World', <Null Value>)`	''	
RIGHT(X, Y)	• String • Number • Null	`RIGHT('Hello World', 5)`	'World'	Returns the last Y characters from the string X.
		`RIGHT('Analytics', 0)`	''	
		`RIGHT('Sample', 10)`	'Sample'	
		`RIGHT('Hello World', 'Hi')`	Error	
		`RIGHT(12345, 2)`	45	
		`RIGHT(<Null Value>, 3)`	null	
		`RIGHT('Hello World', <Null Value>)`	''	
RE-PLACE('X',Y,Z,'S')	• String • Number • Null	`REPLACE('Hello World', 7, 5,'Excel')`	'Hello Ex-cel '	Replaces a portion of a string with a specified substring.

Function	Parameters Type	Example Formula	Result	Remarks
		`REPLACE('abcdef', 2, 3, '12345')`	'ab12345f'	Here's a detailed explanation of the parameters: • X: The original string in which the replacement will occur. • Y: The starting position in the original string where the replacement begins. This is typically a 1-based index, meaning 1 is the first character. • Z: The number of characters in the original string that will be replaced. • S: The substring that will replace the specified portion of the original string.
		`REPLACE('Repeat', 3, 0, 'peat')`	'Reppeateat'	
		`REPLACE(123456789, '4', '3', 0)`	'1234089'	
		`REPLACE(123456, 1, 3, 'abc')`	'1abc56'	
		`REPLACE(<Null Value>, 1, 2, 'X')`	null	
		`REPLACE('example', <Null Value>, 4, 'sample')`	'sampleple'	
		`REPLACE('example', 1, <Null Value>, 'sample')`	'esamplexample'	
		`REPLACE('example', 1, 4, <Null Value>)`	null	
SUBSTITUTE(X,'Y','Z')	• String • Number • Null	`SUBSTITUTE('Hello World','Hello','Hi')`	'Hi World'	Replaces the Y character with the Z character in the X string.
		`SUBSTITUTE('Hello World','','There')`	'Hello World'	
		`SUBSTITUTE('Hello World','Hello','')`		
		`SUBSTITUTE(12345,'2','9')`	'19345'	
		`SUBSTITUTE('12345', 2,'9')`	'19345'	
		`SUBSTITUTE('12345', '2', 9)`	'19345'	
		`SUBSTITUTE(<Null Value>,'a','o')`	null	
		`SUBSTITUTE('Sample','p', <Null Value>)`	null	
		`SUBSTITUTE('Sample', <Null Value>,'X')`	null	
TRIM(X)	• String • Number	`TRIM(' Hello World ')`	'Hello World'	Removes all leading and trailing spaces from a string, as well as to reduce any multiple spaces between words to a single space.

Function	Parameters Type	Example Formula	Result	Remarks
	• Null	`TRIM( 123)`	123	
		`TRIM(<Null Value>)`	null	

1.19.2.4.2.2.5.4 Date Functions and Expressions

This topic provides examples of how to use date functions and expressions in your formulas to manipulate and extract date values. This is useful for calculating and displaying dates in specific business contexts.

Date Functions and Expressions

Function / Expression	Parameters Type	Example Formula	Result	Remarks
DAY(date)	• String • Null	`DAY(20250722)`	Error	Returns the day component from a given date in the YYYYMMDD format. The valid values depend on the specific month in a year.
		`DAY('20250702')`	2	
		`DAY(TODAY())`	22	
		`DAY('15001010')`	Error	
		`DAY(<Null Value>)`	null	
		`DAY('Hello')`	Error	
		`DAY('20250631')`	Error	
MONTH(date)	• String • Null	`MONTH(20250722)`	Error	Returns the month component from a given date in the YYYYMMDD format. The valid value range is from 1 to 12.
		`MONTH('20250722')`	7	
		`MONTH(TODAY())`	8	
		`MONTH('15001010')`	Error	
		`MONTH(<Null Value>)`	null	
		`MONTH('Hello')`	Error	
		`MONTH('20251301')`	Error	
YEAR(date)	• String • Null	`YEAR(20250722)`	Error	Returns the year component from a given date in the YYYYMMDD format. The valid value range is from 1970 to 9999.
		`YEAR('20250722')`	2025	

Function / Expression	Parameters Type	Example Formula	Result	Remarks
		`YEAR(TODAY())`	2025	
		`YEAR(15001010)`	Error	
		`YEAR(<Null Value>)`	null	
		`YEAR('Hello')`	Error	
TODAY()		`TODAY()`	'20250822'	Returns the current date in the `YYYYMMDD` format.
TODAY() ± `<Numeric Value>`		`TODAY() + 5`, where the date of today is August 22, 2025.	'20250827'	This formula adds 5 days to the current date.
		`TODAY() - 5`	'20250817'	This formula subtracts 5 days from the current date.
DATE(year, month, day)	• String • Number • Null	`DATE(2025, 10, 25)`	'20251025'	Returns the serialized date value from a given date. Here's a detailed explanation of the parameters: • year: This parameter represents the year component of a given date. The valid value range is from 1970 to 9999. • month: This parameter represents the month component of a given date. The valid value range is from 1 to 12. • day: This parameter represents the day component of a given date. The valid values depend on the specific month in a year.
		`DATE('2000', '1', '1')`	'20000101'	
		`DATE(2025, 0, 15)`	Error	
		`DATE(2025, 13, 1)`	Error	
		`DATE(<Null Value>, 3, 15)`	Error	
		`DATE(2025, 'April', 10)`	Error	
		`DATE('', 5, 10)`	Error	
		`DATE(1500, 10, 10)`	Error	
		`DATE(2025, 6, 31)`	Error	
		`DATE(2025, 2, 30)`	Error	
DATE(year, month, day) ± `<Numeric Value>`		`DATE(2024, 7, 28) + 5`	'20240802'	Numeric values are converted to days for calculation purposes.

Function / Expression	Parameters Type	Example Formula	Result	Remarks
		`DATE(2024, 7, 28) - 5`	'20240723'	
DATE(year, month, day) – DATE(year, month, day)		`DATE(2024, 7, 28) - DATE(2024, 7, 20)`	8	Only the subtraction of dates is supported. The addition of dates is not supported.
`<Date Picker Value as Variable>` ± `<Numeric Value>`		`DocumentDate + 1`, where the value of the variable `<DocumentDate>` is 20240801.	'20240802'	Numeric values are converted to days for calculation purposes.
		`DocumentDate - 2`	'20240730 '	
`<Date Picker Value as Variable>` – `<Date Picker Value as Variable>`		`DocumentDate - DueDate`, where the value of the variable `<DocumentDate>` is 20240801, and `<DueDate>` is 20240701.	31	
`<Alphanumeric Value with a Format Similar to Date>` + `<Numeric Value>`		`"20240801" + 5`	'20240815'	String concatenation.

1.19.2.4.2.2.5.5 Time Functions and Expressions

Time functions and expressions are used to facilitate effective handling of time data, whether it's for scheduling, logging, or displaying time-sensitive information.

Time Functions and Expressions

Function / Expression	Parameters Type	Example Formula	Result	Remarks
SECOND(time)	• String • Null	`SECOND(123045)`	Error	Returns the second component from a given time in the HHMMSS (`<Hour><Minute><Second>`) format. The valid value range is from 0 to 59.
		`SECOND('123045')`	45	
		`SECOND('2359')`	0	
		`SECOND('0000')`	0	
		`SECOND('240101')`	Error	

Function / Expression	Parameters Type	Example Formula	Result	Remarks
		`SECOND('Hello')`	Error	
		`SECOND(<Null Value>)`	null	
		`SECOND(NOW())`	50	
MINUTE(time)	• String • Null	`MINUTE(123045)`	Error	Returns the minute component from a given time in the **HHMMSS** or **HHMM**format. The valid value range is from 0 to 59.
		`MINUTE('123045')`	30	
		`MINUTE('2359')`	59	
		`MINUTE('0000')`	0	
		`MINUTE('2401')`	Error	
		`MINUTE('Hello')`	Error	
		`MINUTE(<Null Value>)`	null	
		`MINUTE(NOW())`	52	
HOUR(time)	• String • Null	`HOUR(123045)`	Error	Returns the minute component from a given time in the **HHMMSS** or **HHMM**format. The valid value range is from 0 to 23.
		`HOUR('123045')`	12	
		`HOUR('2359')`	23	
		`HOUR('0000')`	0	
		`HOUR('2401')`	Error	
		`HOUR('Hello')`	Error	
		`HOUR(<Null Value>)`	null	
		`HOUR(NOW())`	16	
TIME(hour, minute, second)	• String • Number • Null	`TIME(12, 12, 12)`	'121212'	Returns the time value in the **HHMMSS**format. Here's a detailed explanation of the parameters: • hour: This parameter represents the hour component of a given time. The valid value range is from 0 to 23. • minute:
		`TIME(24, 12, 12)`	Error	
		`TIME(12, 60, 12)`	Error	
		`TIME(12, 12, 60)`	Error	
		`TIME(<Null Value>, 5, 5)`	Error	
		`TIME('Hello', 12, 12)`	Error	

Function / Expression	Parameters Type	Example Formula	Result	Remarks
		`TIME(<Null Value>, 12, 12)`	'001212'	This parameter represents the minute component of a given time. The valid value range is from 0 to 59. • second: This parameter represents the second component of a given time. The valid value range is from 0 to 59.
		`TIME(<Null Value>, <Null Value>, <Null Value>)`	'000000'	
NOW()		`NOW()`	'143045'	Returns the current time in the HHMMSS format.
TIME(hour, minute, second) ± `<Numeric Value>`		`TIME(13, 17, 28) + 5`	'132228'	Numeric values are converted to minutes for calculation purposes.
		`TIME(13, 17, 28) – 5`	'131228'	
TIME(hour, minute, second) – TIME(hour, minute, second)		`TIME(13, 17, 28) – TIME(13, 10, 28)`	7	Only the subtraction of times is supported. The addition of times is not supported.
`<Time Picker Value as Variable>` ± `<Numeric Value>`		`<Time> + 10 + 10/60`, where the value of the variable `<Time>`, 100000, is retrieved from the UI.	'101010'	All times are converted into minutes for calculation purposes. In this example: • The variable value 100000 is converted into 600 minutes. • The constant value 10 represents 10 minutes. • The constant value 10/60 is the equivalent of 10 seconds. The result of the calculation is then converted back into the HHMMSS format.
		`<Time> – 10 – 10/60`	'095050'	
`<Alphanumeric Value with a Format Similar to Time>` + `<Numeric Value>`		`"131728" + 5`	'1317285'	String concatenation.

1.19.2.4.2.2.5.6 Mathematical Functions

With mathematical functions, you can perform a wide range of numerical calculations. These functions enable you to build complex and dynamic formulas that can process data efficiently and effectively.

Mathematical Functions

Function	Parameters Type	Example Formula	Result	Remarks
ABS(X)	• String • Number • Null	`ABS(-10)`	10	Returns the absolute value, or the non-negative value, of the number X.
		`ABS(10)`	10	
		`ABS('10')`	10	
		`ABS('-10')`	10	
		`ABS(0)`	0	
		`ABS('0')`	0	
		`ABS(<Null Value>)`	0	
		`ABS('Hello')`	Error	
		`ABS('')`	0	
CEILING(X)	• String • Number • Null	`CEILING(4.5)`	5	Rounds the given number X up, away from zero, to the nearest integer.
		`CEILING(-4.5)`	-4	
		`CEILING('8.1')`	9	
		`CEILING(0)`	0	
		`CEILING(<Null Value>)`	0	
		`CEILING('Hello')`	Error	
		`CEILING('')`	0	
FLOOR(X)	• String • Number • Null	`FLOOR(4.5)`	4	Rounds the given number X down, towards zero, to the nearest integer.
		`FLOOR(-4.5)`	-5	
		`FLOOR('8.9')`	8	
		`FLOOR(0)`	0	
		`FLOOR(<Null Value>)`	0	
		`FLOOR('Hello')`	Error	
		`FLOOR('')`	0	
MAX(number_1, number_2, ...)	• String • Number • Null	`MAX(3, 5, 7)`	7	Returns the largest of a set of numbers.
		`MAX(10, -2, 8, 0)`	10	
		`MAX(0)`	0	

Function	Parameters Type	Example Formula	Result	Remarks
		`MAX(<Null Value>, 7, 2)`	7	
		`MAX('Hello', 7, 2)`	Error	
		`MAX('')`	0	
		`MAX(2.5, '3', 2, '1.5')`	3	
		`MAX(3, 5, 7)`	3	
MIN(number_1, number_2, ...)	• String • Number • Null	`MIN(3, 5, 7)`	3	Returns the smallest of a set of numbers.
		`MIN(10, -2, 8, 0)`	-2	
		`MIN(0)`	0	
		`MIN(<Null Value>, 7, 2)`	0	
		`MIN('Hello', 7, 2)`	Error	
		`MIN('')`	0	
		`MIN(2.5, '3', 2, '1.5')`	1.5	
ROUND(X)	• String • Number • Null	`ROUND(4.5)`	5	Rounds the given number X to its nearest integer.
		`ROUND(4.4)`	4	
		`ROUND(-4.5)`	-4	
		`ROUND('8.6')`	9	
		`ROUND(0)`	0	
		`ROUND(<Null Value>)`	0	
		`ROUND('Hello')`	Error	
		`ROUND('')`	0	

1.19.2.4.2.2.5.7 Logical Functions

Logical functions are operations that evaluate expressions and return boolean values. They are used to perform decision-making tasks, control flow, and facilitate conditional expressions.

Logical Functions

Function	Parameters Type	Example Formula	Result	Remarks
IF(condition, value_if_true, value_if_false)	• condition: Boolean or number • value_if_true: Any • value_if_false: Any	IF(true, 'Yes', 'No')	'Yes'	The IF function evaluates a given logical condition and returns one value if the condition is true and another value if the condition is false. Here's a detailed explanation of the parameters: • condition: This parameter represents the condition to be evaluated. • value_if_true: This parameter represents the value to return if the logical condition is true. • value_if_false: This parameter represents the value to return if the logical condition is false.
		IF(false, 'Yes', 'No')	'No'	
		IF(5 > 3, 10, 20)	10	
		IF(3, 10, 20)	10	
		IF(1 == 1, 'Equal', 'Not')	'Equal'	
		IF(<Null Value>, 'Yes', 'No')	'No'	
		IF('Hi', 'Yes', 'No')	Error	
		IF(AccountBalance > 10000, 'VIP Customer', 'Regular Customer')	• If the account balance is greater than 10,000, the result is `VIP Customer`. • If the account balance is 10,000 or less, the result is `Regular Customer`.	
IFS(condition1, value_if_true1, condition2, value_if_true2, condition3, value_if_true3, etc.)	• condition: Boolean or number • value_if_true: Any	IFS(true, 'Yes', false, 'No')	'Yes'	The IFS function evaluates multiple conditions and returns a corresponding value for the first condition that is true. Here's a detailed explanation of the parameters: • condition1, value_if_true1: The first condition and its corresponding value if true. • condition2, value_if_true2: The second condition and its corresponding value if true. • condition3, value_if_true3:
		IFS(false, 'Yes', true, 'No')	'No'	
		IFS(5 > 3, 'Greater', 3 > 5, 'Less')	'Greater'	
		IFS(<Null Value>, 'Null', 1, 'true')	true	
		IFS('invalid', 'No', false, 'False'))	Error	
		IFS(false, 'Nothing')	Error	

Function	Parameters Type	Example Formula	Result	Remarks
		IFS(grade>89,'A', grade>79,'B', grade>69,'C', grade>59,'D', TRUE,'F')	• If the grade of a student is greater than 89, then the result is A. • If the grade of a student is not greater than 89 but greater than 79, then the result is B. • If the grade of a student is not greater than 79 but greater than 69, then the result is C. • If the grade of a student is not greater than 69 but greater than 59, then the result is D. • If none of the above conditions are met (the grade is 59 or below), then the result is F.	The third condition and its corresponding value if true. • etc.: Continue with additional conditions and values as needed.

1.19.2.4.2.2.5.8 Utility Functions

Utility functions are helper functions designed to perform common tasks or operations that can be reused throughout different parts of the Web client application.

Utility Functions

Function	Parameter Type	Example Formula	Result	Remarks
NUMERIC(X)	• String • Number • Null	`NUMERIC('200EUR')`	200	Returns the first numeric value from the given string X.
		`NUMERIC('200EUR12')`	200	
		`NUMERIC('No.0001' + '12345')`	''	

Function	Parameter Type	Example Formula	Result	Remarks
		`NUMERIC('00000' + 'No.12345')`	0	
		`NUMERIC('No.0001' + 'No.0000')`	''	
		`NUMERIC(12345)`	12345	
		`NUMERIC('1.1.1')`	1.1	
		`NUMERIC('-1.1.1')`	-1.1	
		`NUMERIC(<Null Value>)`	0	
CURRENCY(X)	• String • Null	`CURRENCY('The amount is 200EUR')`	'EUR'	Returns a three-letter currency code from the given string X.
		`CURRENCY('InvalidXXXCode')`	''	
		`CURRENCY('GBP and EUR')`	'GBP'	
		`CURRENCY('<Null Value>')`	null	

1.19.2.4.2.3 Finding the uname for a UI Field

Context

On the detailed view User Interface (UI) in the Web client, each field is assigned a unique name (`uname`). This `uname` is used to uniquely identify and reference an individual field.

The `uname` of a field looks similar to its UI label. You can find the `uname` for a specific field on the UI with Web Client Inspector, a standard extension available in both the Google Chrome and Microsoft Edge browsers.

Procedure

To find the `uname` of a specific field, proceed as follows:

1. Follow the instructions in Installing Web Client Inspector to install Web Client Inspector.
2. Follow the instructions in Working with Web Client Inspector to open the *Properties* tab for a specific field.
3. On the *Properties* tab, find the `uname` property value.

Related Information

Customizing Field Values with a Filtered List [page 835]
Customizing Header Field with a Mathematical Formula [page 838]
Customizing Table Field with a Mathematical Formula [page 840]
Customizing with a Mathematical Formula That References a Database Field [page 844]
Customizing Checkbox Selection with a Logical Formula [page 848]

1.19.2.4.3 Importing User-Defined Values

Context

You can import a JSON file that contains setups for User-Defined Values (UDVs) from an existing company to your current company within the same SAP Business One localization.

Procedure

1. In the Web client, open the *User-Defined Values* app in one of the following ways:
   - On the *Home* page, choose the *User-Defined Values* tile in the *Administration* group.
   - On the *Home* page, choose *Main Menu* > *Administration* > *User-Defined Values*.
2. Choose *Import* in the table toolbar to open the *Import User-Defined Values* page.
3. On the *Setting* tab, next to the *Import from File* field, choose *Browse*.
4. Select and upload a local JSON file that contains a set of UDVs setup data.

   A new *Preview* tab appears with a *Results* table, showing general pre-check information about all the UDVs setups extracted from the file. Eligible setups are marked as *Ready* in the *Status* column.
5. Choose the *Business Object* column header in the table to open the sort menu. Choose either *Sort Ascending* or *Sort Descending* to sort business objects alphabetically.
6. Select one or more UDVs setups for fields within the same business object, for example, sales orders, and then choose *Test* from the table toolbar.

   When you choose *Test* for the first time, you are prompted with the following additional message: `This page contains unsaved data. Are you sure you want to leave the page?` Choose *OK* to leave the current page. Despite your confirmation, all uploaded setup data is saved.

   > **Note**
   >
   > - If you select multiple setups across different types of business objects, the *Test* button is grayed out.

> - It is highly recommended that you test all setups before starting the import process. While you can proceed without testing, you need to manually test the setups afterward to ensure accuracy and reliability.

7. You are directed to the testing pages, where the system automatically tests the validity of the selected UDVs setups and their applicability to the target fields in the corresponding business object. Please wait for the test process to complete. Once finished, you are navigated back to the *Import User-Defined Values* page.

   The results previously shown in the *Status* column changes from *Ready* to one of the following:

   - *Test Successful*:
     This status indicates that the corresponding setup passes the test and is ready for import.
   - *Test Failed*:
     This status indicates that the corresponding setup doesn't pass the test and cannot be imported. You can see an error category in the *Error Message* column. Please troubleshoot the issues first and then attempt to import again. For more information, see Troubleshooting Test Errors During Import [page 876].

   To delete unwanted UDVs setup records, select them and choose *Delete* from the table toolbar.

8. Choose *Import* at the page bottom.

   This action imports all eligible UDVs setups with the *Test Successful* status, regardless of their selection status. It does not import any tested setups with the *Test Failed* status or untested setups with the *Ready* status.

   However, if you do not choose *Test* in the previous step to verify any setups, all untested setups with the *Ready* status will be imported. Please manually test the setups afterward to ensure accuracy and reliability.

   Choose *OK* when you are prompted to confirm the message: `After you choose "Import", the system automatically applies all setups following successful imports. Do you want to continue?`

9. Check the import results in the *Status* column:

   - *Import Successful*:
     This status indicates that the corresponding UDVs setup is successfully imported and applied in the Web client.
   - *Import Skipped*:
     This status indicates that the corresponding UDVs setup already exists in the Web client and is, therefore, skipped during the import.
   - *Import Failed*:
     This status indicates that an error occurs during the import of the corresponding UDVs setup. You can see more details in the *Error Message* column.

10. Choose *Exit* to go back to the *Manage User-Defined Values* list view.

Related Information

Managing User-Defined Values [page 830]

1.19.2.4.3.1 Troubleshooting Test Errors During Import

When importing setups for User-Defined Values (UDVs) on the *Import User-Defined Values* page, you may encounter test errors. If a UDVs setup doesn't pass the test before you import it, you will see an error category in the *Error Message* column of the *Results* table. These categories include the following:

- Setup validity errors.
- Formula applicability errors.
- Internal errors.

In this topic, we provide checklists to help you identify and troubleshoot potential issues in each category more effectively.

Setup Validity Errors

These errors often arise due to the following issues:

- The formula name is missing in a UDVs setup created based on a formula.
- The formula name is duplicated in a UDVs setup created based on a formula.
- The formula name exceeds the maximum character limit for a UDVs setup based on a formula.
- Formula content is missing in a UDVs setup created based on a formula.
- Trigger fields for automatic refreshing are either missing or invalid in a UDVs setup created based on a formula.
- Trigger fields for automatic refreshing are duplicated in a UDVs setup created based on a formula.
- More than five trigger fields are specified for automatic refreshing in a UDVs setup created based on a formula.
- One or more trigger fields specified for automatic refreshing in a UDVs setup created based on a formula are involved in circular dependency.
- Values are missing in a UDVs setup created based on a filtered list.
- The imported data is invalid.
- The customization method is either missing or invalid.
- The view GUID is either missing or invalid.
- The control uname is missing.

Formula Applicability Errors

Formula applicability errors may occur when a UDVs setup is created based on a formula. These errors are usually caused by the following factors:

- The formula result is not of date type, yet the applied control is a date picker.
- The formula result is not of time type, yet the applied control is a time picker.
- The formula result does not match "Y", "N", or other acceptable values representing true or false for a checkbox.

- The formula result does not match "Y", "N", or other acceptable values representing selected or deselected states for a radio button.
- The formula result exceeds the maximum character limit for an input field.
- The formula result exceeds the maximum character limit for a text area.

Internal Errors

Internal errors may occur under the following conditions:

- Conflict errors occur when multiple users simultaneously edit or save the same UDVs setup.
- Errors occur when calling the UI Framework API `setValueByUname`.
- Errors occur when calling the UI Framework API `getValueByUname`.
- Values set for a control do not meet its constraints.
- Errors occur when attempting to retrieve a control instance using a UI Framework API.
- Errors occur when calling the UI Framework API `setShowAllData` for the table control.
- Errors occur when calling the Service Layer API to retrieve a list of lookup objects for a UDVs setup based on a formula.
- Errors occur when calling the Service Layer API to retrieve a list of lookup fields for a UDVs setup based on a formula.
- Errors occur when calling the Service Layer API `serverTimeFromSL` to retrieve values for time-related application variables within the `app.` namespace.
- Errors occur when saving a UDVs setup data using the change path API.
- Errors occur when calling the formula parser API `evaluate` to test a formula.
- Errors occur when calling the formula parser API `addDataSet` to utilize auto-complete for filling variables within predefined namespaces in the formula input field.

1.19.2.4.4 Copying User-Defined Values

Context

You can use the following two methods to copy User-Defined Values (UDVs) setups for fields between different business objects:

- *Copy*:
  Use this method to copy one or more UDVs setups from a single source business object to multiple targets within the same business module or group **without** automatic testing.
  For example, you can copy UDVs setups from sales orders to deliveries and A/R invoices within the same *Sales* module, but not to goods receipt POs or A/P invoices in the *Purchasing* module. After the copying, you need to manually test the setup's validity and its applicability to the corresponding fields in the target business objects.

- *Copy After Test*:
  Use this method to copy one or more UDVs setups from a single source business object to a single target within the same business module or group **after** automatic testing.
  For example, you can copy UDVs setups from sales orders to deliveries within the same *Sales* module, but not to both sales orders and A/R invoices. The system manually tests the validity and applicability of the selected setups before executing the copying. Only setups that pass the test are eligible for copying.

> **Note**
>
> This function is unavailable for purchase requests due to the incompatibility of their document structure with other business objects.

Procedure

1. In the Web client, open the *Manage User-Defined Values* list view in one of the following ways:
   - On the *Home* page, choose the *User-Defined Values* tile in the *Administration* group.
   - On the *Home* page, choose *Main Menu* > *Administration* > *User-Defined Values*.
2. Find the source business object from the root-level nodes in the *Business Object* tree column of the table.
3. Choose the *Expand/Collapse* icon next to the business object to reveal all its child nodes.
4. Choose the *Expand/Collapse* icon next to the *Body Area* and *Table Section* submenus to reveal all their child nodes.
5. Select one or more UDVs setups under the *Body Area* and *Table Section* submenus of the same business object.
6. From the table toolbar, choose *Copy*, or choose the *Open Menu* icon and then choose *Copy After Test*.
7. Proceed as follows according to your previous choice:
   - If you choose *Copy*, proceed as follows in the *Copy* dialog box that appears:
     1. Select one or more targets from a dropdown list of all available business objects within the same business module or group.
     2. Choose *OK*.
     3. An *Information* dialog box appears. Review the copying results in the dialog box.
     4. Choose *OK* to exit.
   - If you choose *Copy After Test*, proceed as follows in the *Copy After Test* dialog box that appears:
     1. Select one target from a dropdown list of all available business objects within the same business module or group.
     2. Choose *Test*.
     3. You are directed to the testing pages, where the system automatically tests the validity of the selected UDVs setups and their applicability to the corresponding fields in the target business object. Please wait for the test process to complete. Once finished, you are navigated back to the previous *Manage User-Defined Values* page, where an *Information* dialog box shows the test results. Review the test results.
     4. Choose *Copy Successful Setups* to copy setups that pass the test to the target business object.
     5. An *Information* dialog box appears. Review the copying results in the dialog box.
     6. Choose *OK* to exit.

Results

If a UDVs setup is copied successfully, it is added as an inline item under the *Body Area* or *Table Section* submenu of the target business object menu, and highlighted with a visual indicator (a blue bar) on the far left.

If you choose to copy a UDVs setup without automatic testing, follow the steps below to manually test the setup afterwards:

1. In the *Manage User-Defined Values* list view, select the setup and choose *Edit* from the table toolbar.
2. The editing dialog box for the customized field opens in the detailed view of the corresponding business object. The user interface (UI) varies according to the selected customization method.
3. In the editing dialog box, review the filtered list items or choose *Test Formula* to verify the formula.

Note

If you copy a UDVs setup for any of the fields listed below between the specified business objects of the same group, an automatic match will be applied. For example, copying a UDVs setup for the *Delivery Date* field from sales orders to A/R invoices will automatically map the setup to the *Due Date* field in the target A/R invoices.

Automatically-Matched Fields

Default Group	Business Object	Automatically-Matched Field
Sales	Sales Quotation	*Valid Until*
	Sales Order	*Delivery Date*
	A/R Reserve Invoice	*Due Date*
	Delivery	*Delivery Date*
	A/R Invoice	*Due Date*
	Return Request	*Return Date*
	Return	*Due Date*
	A/R Credit Memo	*Due Date*
Purchasing	Purchase Quotation	*Valid Until*
	Purchase Order	*Delivery Date*
	A/P Reserve Invoice	*Due Date*
	Goods Receipt PO	*Due Date*
	Goods Return Request	*Return Date*
	Goods Return	*Due Date*
	A/P Invoice	*Due Date*
	A/P Credit Memo	*Due Date*

Related Information

Managing User-Defined Values [page 830]

1.19.2.4.5 Supported Business Objects and Customizable Fields

Supported Business Objects

This table lists the business objects across different business modules or groups for which you can set up user-defined values (UDVs). You can do this either by accessing their detailed views, or through the centralized *User-Defined Values* app.

Default Group	Business Object
CRM	Opportunities
Sales	Sales Blanket Agreements
	Sales Quotations
	Sales Orders
	A/R Reserve Invoices
	Deliveries
	A/R Invoices
	Return Requests
	Returns
	A/R Credit Memos
	A/R Down Payment Invoices
Purchasing	Purchase Blanket Agreements
	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
	A/P Down Payment Invoices
Business Partners	Business Partners
	Activities
Payments	Incoming Payments

Default Group	Business Object
	Outgoing Payments
Deposits	Deposits
Item Management	Items
Inventory Transactions	Goods Issues
	Goods Receipts
	Inventory Transfers
	Inventory Counting
Production	Production Orders
	Receipts from Production
	Issues for production
Accounting	Journal Entries
	Journal Vouchers
	Recurring Journal Entries
Service	Service Calls
	Equipment Cards
	Service Contracts
Human Resources	Time Sheets
Administration	Journal Entry Templates (accessible through the *Accounting* menu in the *Configuration* app)
User-Defined Tables	User-Defined Tables (UDTs)
User-Defined Objects	User-Defined Objects (UDOs) **Note** You can manage but cannot create UDVs for UDOs in the centralized *User-Defined Values* app. Creation of UDVs for UDOs needs to be done in the UDOs detailed views.

Customizable Fields

The customizable fields within a business object can vary depending on several factors, including data dependencies and user interface (UI) control types. For instance, you cannot customize a dropdown list with a filtered list if it uses the combo box control with dynamic binding, nor can you customize a UI field with a formula if it uses the HBox control, where "H" stands for "Horizontal".

A typical use case for the HBox control is the *Item Description* column within the detailed views of sales orders. Here's how you can identify this control:

Go to the *Contents* tab of a sales order. In the upper right corner of the *Product* table in the *Details* section, choose the *Settings* icon to open the *Select Columns* dialog box, and then select the *Type* option to make this

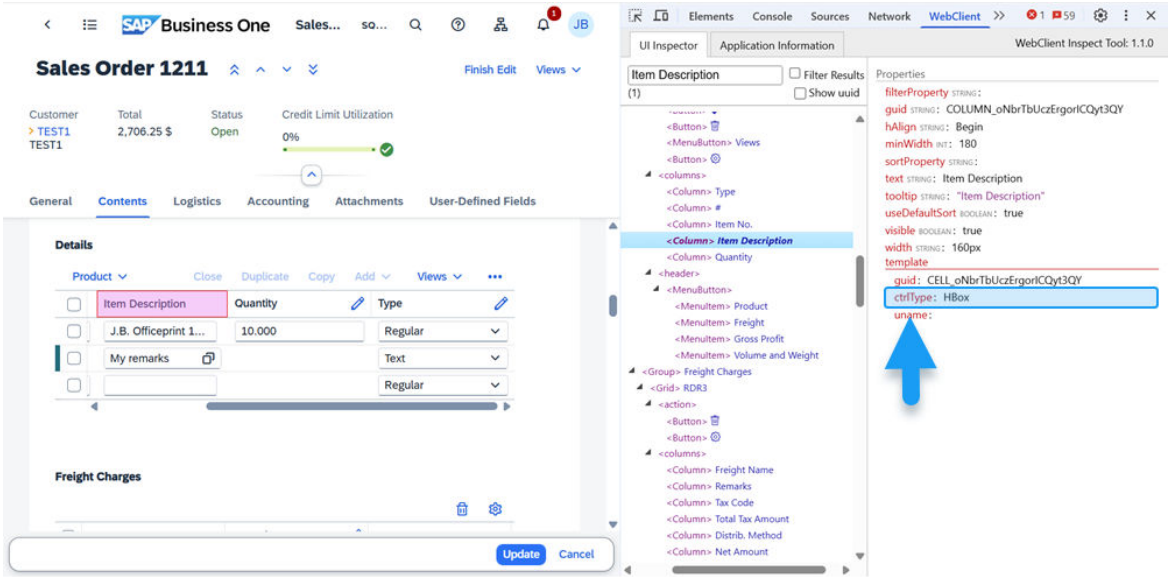
column visible in the *Product* table. When you work with the *Product* table and set the *Type* of a row to *Regular*, you will see an input box in the *Item Description* column. When the row type is *Text*, you will find a line text editor in the *Item Description* column instead.

The *Item Description* column is non-customizable because it employs the HBox control and incorporates two different types of child controls.

To identify whether the control type of a specific field is HBox, proceed as follows:

1. Follow the instructions in Finding the uname for a UI Field to open the *Properties* tab for the field.
2. On the *Properties* tab, look for the value of the `ctrlType` property.

> ### Example
>
> The `ctrlType` value for the *Item Description* column is `HBox`.



Related Information

Managing User-Defined Values [page 830]

1.19.3 Importing from Microsoft Excel

Prerequisites

Prepare a Microsoft Excel file with the data you want to import. Make sure the file meets the following requirements:

- The file must not contain any blank rows.
- The file must be saved as TXT, xlsx, and csv files. SAP Business One, Web client supports the following TXT formats for import:
  - Tab-delimited
  - MS-DOS
  - Macintosh
- The number of characters in the columns of the Microsoft Excel table must not be greater than the length of the corresponding fields in SAP Business One, Web client.

Context

You can import certain data from a Microsoft Excel file to a company in SAP Business One, Web client. The data is copied from the columns of the Microsoft Excel file and added to the corresponding fields the in the SAP Business One, Web client system.

Use this method to add new records or to update existing records.

Procedure

1. Open an SAP Business One, Web client app where the **Import from Microsoft Excel** feature is enabled. The entry point to this feature may vary across different apps. For more information about specific apps, see the help links in the *Related Information* section.
2. In the *Import from Microsoft Excel* settings page, enter the required information. If your file contains a header row, which typically includes the names of the object fields, select the *File Contains Header* checkbox.
3. On the right of the *File to Import* field, choose *Browse* to upload your prepared file. Once uploaded, the columns of your file will be visible in the *Preview* section.

   > **Note**
   >
   > If you make changes to your local Microsoft Excel file and want to see the updates in the *Preview* section, simply choose the browse button again, select your file, and upload it. This will refresh the data in the *Preview* section. To ensure a successful file reload, the fields in the system should match the columns in your local Microsoft Excel file.

4. Choose *Map Fields* to map your columns to the system fields. You cannot proceed with the import without mapping the fields.

   > **Note**
   >
   > It is recommended to map all columns to proceed with the import process. All mandatory fields must be mapped to proceed with the import process.

   You can also add or remove fields in this dialog box.

> **Note**
>
> Mandatory fields cannot be removed.

5. Once the mapping is complete, choose *OK*. You can view the mapped columns of your file in the *Preview* section along with their status (*Ready* or *Invalid*). Once the mapping is complete, choose *OK*. You can view the mapped columns of your file in the *Preview* section along with their status (*Ready* or *Invalid*).
6. If you are satisfied with the records, choose *Import*. If there are errors (*Failed* or *Skipped*), review the data in the records and attempt the import again. To update records, upload the file again with the modified data. If a field in the Microsoft Excel file is left empty, the system doesn't alter the existing data for that field in the business object and it remains unchanged. However, if you enter **#clr#** in one of the cells of your Microsoft Excel file and upload it, the system interprets this as a command to clear the existing data for that field in the business object. This effectively makes it empty after the import process.

Related Information

Working with Import from Microsoft Excel [page 884]
Importing Counting Results from Microsoft Excel [page 478]
Importing Currencies from Microsoft Excel [page 791]
Importing a Single Journal Entry from Microsoft Excel Files [page 584]
Preparing a Microsoft Excel Import File for Items [page 438]
Preparing a Microsoft Excel Import File for Serial Numbers [page 522]
Preparing a Microsoft Excel Import File for Batches [page 524]

1.19.3.1 Working with Import from Microsoft Excel

Use this feature to import data from Microsoft Excel files.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information. Availability of these options depends on the app you are using.

Settings Tab

Import Options	When utilizing the *Import from Microsoft Excel* feature, you can choose to import the main record, known as the parent object, which holds the core information necessary for your business operations. Alternatively, you can opt to import the associated entities, referred to as child objects, which provide additional details or functionalities that enhance the parent object.

For example, if you're working with Business Partners, the Import from Microsoft Excel option lets you import business partner records (parent objects). You can also import specific details required in a business partner record, such as contact persons, ship-to addresses, and bill-to addresses. These are referred to as child objects and enrich the business partner's profile with comprehensive information.

> **Note**
>
> When importing a child object, you must include the parent key in the child object to identify the parent record. This parent key field is mandatory, and without it, the import will fail, whether you are adding new records or updating existing ones. This ensures that the child objects are correctly linked to their respective parent objects, maintaining the integrity and structure of your data.

File Contains Header

If your file includes a header row, which typically contains the object field names, select this checkbox to ensure the system treats the first row as a header. If you do not select this checkbox, the system will treat the header row as a regular data row.

Import Method

Choose one of the following methods to import data from a Microsoft Excel file:

- To import all data and update existing records, select the option *Add New Records and Update Existing Records*.
- To import all data except for records that already exist, select the option *Add New Records Without Updating Existing Records*. The system will not add any duplicate records.
- To update existing records without adding new ones, select *Update Existing Records Without Adding New Records*.

Error Handling Method

You can choose from two ways to handle errors:

- *Ignore all errors and process valid records*: the system proceeds with processing all valid records, regardless of the number of errors.
- *Ignore up to `<number>` errors and process valid records*: the system ignores a certain number of errors, which you set using the *Error Threshold* option, and proceeds to process valid records.

Error Threshold

Choose the number of errors the system can ignore. If errors exceed this threshold, the import process stops, and the status of the record is marked as *Skipped*. You must review the data and attempt the import again.

Preview Tab

The *Preview* area is designed to provide a user-friendly interface that simulates the functionality of a Microsoft Excel sheet, allowing you to interact with your data efficiently. This area offers several generic capabilities to enhance user experience and streamline data management:

- **Edit Cells**: You can directly modify the content within individual cells, ensuring that data can be corrected or updated as needed.

- **Add/Remove Rows**: You have the flexibility to insert new rows or delete existing ones, facilitating the organization and customization of data according to their specific requirements.

  > **Note**
  >
  > To update existing records without adding new ones, select *Update Existing Records Without Adding New Records*.

- **Tooltip for Columns**: Each column has a tooltip feature that provides additional information or guidance related to the column's content and valid values, enhancing understanding and usability.
- **Reorder Columns**: Use the form settings icon to rearrange columns to suit your preferences or workflow needs.
- **Message Strip**: This feature dynamically changes its content based on the current phase of the import process, indicating the number of records successfully mapped and those that remain unmapped. It offers essential information and progress updates to ensure that you stay informed and can take necessary actions at each stage of the import.
- **Map Fields**: Choose *Map Fields* to open the *Mapping Data Fields* dialog box, where you can map your file columns to the system fields.

The *Preview* area distinguishes between user operations conducted before and after the import process in the following manner:

Before Import:

- **Field Mapping**: You can map fields to ensure that data is correctly aligned with the intended structure, facilitating a smooth import process.
- **Filter by Mapped/Unmapped Columns**: You can apply filters to view only mapped or unmapped columns, aiding in the identification and resolution of any discrepancies prior to import.

After Import:

- **Filter by Status**: You can filter the data based on its status, such as *Error*, *Skipped*, *Added*, or *Updated*, allowing for targeted troubleshooting and review.
- **Export Filter Results**: You also have the option to export the filtered results to a Microsoft Excel file, providing a convenient method for further analysis and problem-solving outside the platform.

Mapping Data Fields

Mapping Method

Choose how to align file columns with system fields, either manually or using a saved template:

- *Manual*: You can manually map the file columns to the system fields.
- *Saved Template*: Utilize a saved mapping template to automatically align your file columns with the system fields.
- *Use Predefined Template*: Automatically map fields using a predefined template. You can also download the template, enter your data in the required format, upload the file, and select this option to map the file columns to your system fields automatically.

Field Name

You can choose the following options:

- *Field Name*: Only the field names will be visible in the *Field in Object* dropdown.
- *Database Name*: Only the database name will be visible in the *Field in Object* dropdown.

- *Field Name and Database Name*: Both the field name and the database name will be visible in the *Field in Object* dropdown.

Save Template

If you anticipate needing the same mapping for other Microsoft Excel files in the future, you have the option to save your current mapping as a template. This feature allows you to avoid manually mapping fields and columns repeatedly. Once saved, you can easily apply the same mapping to any new file by selecting *Saved Template* in the *Mapping Method* and choosing your saved template.

Related Information

Importing from Microsoft Excel [page 882]
Importing Counting Results from Microsoft Excel [page 478]
Importing Currencies from Microsoft Excel [page 791]
Importing a Single Journal Entry from Microsoft Excel Files [page 584]

1.19.4 Job Monitor

With the app *Job Monitor*, the job service primarily monitors tasks executed in the Web client and can also display job initiated from the SAP Business One client.

The app enables real-time tracking of job status, scheduled time, actual execution time, and progress. Notifications are automatically delivered in the Web client whenever a job is triggered or its status changes.

Before using Job Monitor to monitor jobs, ensure that you have fulfilled the following prerequisites:

- You have installed the *Job Service* component and the status of the alert service is *RUNNING*.
  You can start the alert service from the Job Service Web page.
- You have enabled the alert service for company databases.
  You can enable the alert service for companies from the System Landscape Directory (SLD) control center.

For more information about starting the alert service and enabling the alert service for company databases, see Alert and Scheduling Settings (SAP Business One, version for SAP HANA) or Alert Settings (SAP Business One).

> **Note**
>
> In this initial release, DATEV Export is the only supported job type.

Related Information

Monitoring Jobs [page 888]

1.19.4.1 Monitoring Jobs

To open the *Job Monitor* list view, choose the *Job Monitor* tile on the home page. Alternatively, choose *Administration* > *Job Monitor* in the *Main Menu*. Here you can filter, sort and monitor job records.

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 54].

Performing Business Actions

Use the action button in the table toolbar to perform the following business operation:

Refresh	Choose the button to update the records displayed in the table area.

Related Information

Job Monitor [page 887]

1.20 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).

> **Note**
>
> Web client doesn't support filtering by branch.

For more information about multi-branch capability, see Working with Multiple Branches.

Related Information

Setting Up a Default Branch [page 889]

1.20.1 Setting Up a Default Branch

To set up a default branch:

1. Choose *(Set Up a Default Branch)* in the upper-right corner of the Web client pages.
   The icon also shows how many branches are assigned to you. If you have not selected a default branch, the number of branches is displayed in red.
2. The *Select Default Branch* window displays the active branches to which you are assigned.
3. Select a branch and set it as the default branch.
   The default branch is displayed in the header.
4. You can repeatedly change the default branch for the current logon in the *Select Default Branch* window.

> **Note**
>
> The option to set up a default branch is available if *Enable Multiple Branches* is enabled under *Administration* > *Configuration* > *General* > *Company Settings*.

When a default branch is set, then while creating documents, the branch is prefilled with the default branch value. You have the option to change the branch.

1.21 Process Maps

With process maps, you can visually represent your business processes and provide guided navigation. You can quickly access related business tasks and complete them efficiently. Process map steps and data are subject to user authorizations and data ownership assignments.

In the *Process Maps* group, you can find the following predefined process maps and apps:

Predefined process maps

- *Quote to Cash*
- *Procure to Pay*

Apps

- *Design Process Map*
- *Process Maps*

Tasks

You can use the predefined process maps *Quote to Cash* and *Procure to Pay* to perform the sales and purchasing processes more efficiently without any further customizing.

> ⓘ Note
>
> Predefined process maps cannot be edited or deleted, however, you can duplicate and customize a copy of the predefined process map.

You can use the apps to do the following:

- Search and filter process maps
- View, edit, create, and delete process maps

Related Information

Managing Process Maps [page 890]
Working with Process Maps [page 892]
Predefined Process Maps [page 895]

1.21.1 Managing Process Maps

To open the *Manage Process Maps* list view, choose the *Process Maps* tile on the home page.

List views in the Web client allow you to search for specific process maps and use filters to restrict the process maps currently displayed in the table area. To open a specific process map, choose the *Details* icon on the row of the relevant process map or choose anywhere on the process map's row. By default, the selected process map is displayed in view mode.

For more information on process maps or designing a process map, see Working with Process Maps [page 892].

Selecting Views

The Web client list view provides you with a view of the dataset of process maps records. The views store filter settings and parameters according to a relevant category (for example, *Active*, *Inactive*) to determine which records are displayed in the list view.

The predefined view *All Active Process Maps*, available in the views menu in the top-left corner of the header area is displayed.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

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 54].

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 68].

Delete Deletes user-defined process maps from the company database. Predefined process maps cannot be deleted.

Create Creates user-defined process maps.

> ⓘ 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*), and export records (*Export to Microsoft Excel*).

Related Information

Process Maps [page 890]
Working with Process Maps [page 892]
Predefined Process Maps [page 895]

1.21.2 Working with Process Maps

From the *Process Maps* app, you can access, create, or delete process maps:

- Use the *Create* button in the upper right corner of the table of the *Process Maps* app to enter the design view for creating a new process map.
- When you open a specific process map, you can edit, create, duplicate, or delete it. Only user-defined maps can be edited or deleted:
  - To edit a map, choose *Edit*. You can change the sequence of steps and choose a new position, or delete a step by clicking the ✕ on the given step.
  - To create a new map, choose *New*.
  - To create a copy of a map, choose *Duplicate*. You can customize the copy of the map as per your needs.
  - To delete a map, choose *Delete*.
    - Delete from the list view in the *Process Maps* app.
    - Delete from the *Process Map* view of the specific map.

Editing or creating a new map consists of the following:

- Add a business step.
  Choose the *Add Business Step* to add a new business step.
- Edit a business step.
  Choose a business step to open the *Edit Business Step* dialog box.
  The dropdown list *Business Object* lets you select the business object for the business step. The following business objects are supported:
  - Sales quotations
  - Sales orders
  - Deliveries
  - A/R invoices
  - Purchase requests
  - Purchase quotations
  - Purchase orders
  - Goods receipt POs
  - A/P invoices
  - Incoming payments
  - Outgoing payments
  - Activities
  - Opportunities

- Return requests
- Returns
- A/R credit memos
- Goods return requests
- Goods returns
- A/P credit memos
- Landed costs
- A/R Reserve Invoices
- A/P Reserve Invoices
- A/R Down Payment Invoice
- A/R Down Payment Request
- A/P Down Payment Invoice
- A/P Down Payment Request
- Goods Issue
- Goods Receipt
- Inventory Transfer
- Inventory Transfer Request
- Production Orders
- Journal Entries
- Service Calls

From the dropdown list *Business Objects*, you can also select user-defined objects (UDOs).
Select the type of action, *Create* or *Manage*, to perform on the business object. For the action type *Manage*, the dropdown list *View* lets you select the relevant view for managing the business object.
Select the type of action *External* to create a business step that takes action in external websites. Enter a URL in the *Link* field and, optionally, add guidance in the *Remarks* field.
Select the appropriate step from the dropdown lists, *Include After* and *Include Before*, to position the business step.

- Customize the process map.
  Choose *Customize* to open the *Process Map Settings* dialog box.
  Enter any notes regarding the process map.
  Select *Active* if you want to activate the map. Only activated maps are available for use by others. If a map is inactive, it cannot be viewed or accessed, and authorizations are not generated for it.
  Select *Display as Tile on Home Page* to display the process map as a tile in the *Process Maps* group.

  > **Note**
  >
  > The tile of the newly created map appears after refreshing the home page. By default, the tile appears under the *Process Maps* group, but you can move it to any other group as needed.

Related Information

Process Maps [page 890]
Managing Process Maps [page 890]
Predefined Process Maps [page 895]

1.21.2.1 Creating Process Maps

Procedure

1. You can create a new process map in the following ways:
   - In the *Process Maps* app, choose *Create*.
   - From any specific process map in the *Process Map* view, choose *New*.
   - Choose the *Design Process Map* app to open the *New Process Map* view.
2. Add a business step.

   Choose *Add Business Step*.

   In the **New Business Step** dialog box, specify the following:

   - Business step name
   - Business object
     Select the relevant business object or user-defined object (UDO).
   - Action type for the business object
     For the action type *Manage*, select the relevant predefined view or user-defined view from the list of views.
     For the action type *External*, enter the URL of an external website in the *Link* field and, optionally, add guidance in the *Remarks* field.

   Position the steps in the desired sequence in the process map.

   Choose the step after and before which a step needs to be added by selecting the appropriate steps in the *Include After* and *Include Before* fields.
3. Save the business step and proceed to add the subsequent business steps.
4. To edit a step, if required, choose the step.

   In the *Edit Business Step* dialog box, make the changes.
5. To delete a step, if required, choose the ✕ in the top right corner of the step.
6. Save the process map.

   In the *Save Process Map* dialog box:

   - Specify the name of the process map.
   - Add a note.
   - Activate the map. A process map can be activated only if there are at least two steps.
   - Display the map as a tile on the home page in the *Process Maps* group.

   > **Note**
   >
   > The tile of the newly created map appears after refreshing the home page. By default, the tile appears under the *Process Maps* group, but you can move it to any other group as needed.
7. Delete a process map.

- Delete from the list view in the *Process Maps* app.
- Delete from the *Process Map* view of the specific map.

1.21.3 Predefined Process Maps

The *Process Maps* group contains two predefined process maps, *Quote to Cash* and *Procure to Pay*. These maps enable you to perform the sales and purchasing processes more efficiently without any further customization.

The predefined maps consist of business steps that reflect the generic end-to-end sales and purchasing processes in the Web client.

The badge on each step in the maps refreshes when any authorized user makes changes in the database. For example: With reference to the predefined process map *Quote to Cash*, if you copied sales quotations into sales orders, the number that appears on the badge of both *Process Sales Quotations* and *Process Sales Orders* is updated. If you closed several sales quotations, the number appearing on the *Process Sales Quotations* step is reduced accordingly.

If an approval process is defined for any documents in the process maps, it is supported.

Related Information

Quote to Cash [page 895]
Procure to Pay [page 896]

1.21.3.1 Quote to Cash

The *Quote to Cash* process map's end-to-end business logic consists of the following business steps:

1. *Create Sales Quotation*
   This launches the *Sales Quotation* detailed view in create mode.
   On adding a sales quotation, all relevant KPIs in the respective steps are refreshed.
2. *Process Sales Quotations*
   This launches the *Sales Quotations* list view with the view *My Open Sales Quotations*. Here you can copy selected sales quotations into sales orders or perform other actions as required.
   On completion of a task, the value in the badge of the respective steps and apps is updated.
3. *Process Sales Orders*
   This launches the *Sales Orders* list view with the view *My Open Sales Orders*.
4. *Process Deliveries*
   This launches the *Deliveries* list view with the view *My Open Sales Deliveries*.
5. *Pay A/R Invoices*
   This launches the *A/R Invoices* list view with the view *My Open A/R Invoices*.

Related Information

Predefined Process Maps [page 895]
Procure to Pay [page 896]

1.21.3.2 Procure to Pay

The *Procure to Pay* process map's end-to-end business logic consists of the following business steps:

1. *Create Purchase Request*
   This launches the *Purchase Requests* detailed view in create mode.
   On adding a purchase request, all relevant KPIs in the respective steps are refreshed.
2. *Process Purchase Requests*
   This launches the *Purchase Requests* list view with the view *My Open Purchase Requests*. Here you can copy selected purchase requests into purchase quotations or perform other actions as required.
   On completion of a task, the value in the badge of the respective steps and apps is updated.
3. *Process Purchase Quotations*
   This launches the *Purchase Quotations* list view with the view *My Open Purchase Quotations*.
4. *Process Purchase Orders*
   This launches the *Purchase Orders* list view with the view *My Open Purchase Orders*.
5. *Process Goods Receipts POs*
   This launches the *Goods Receipts POs* list view with the view *My Open Goods Receipts POs*.
6. *Pay A/P Invoices*
   This launches the *A/P Invoices* list view with the view *My Open A/P Invoices*.

Related Information

Predefined Process Maps [page 895]
Quote to Cash [page 895]

1.22 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

1.23 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 later.

Prerequisites [page 897]

Installing the App [page 898]

Upgrading the App [page 900]

Uninstalling the App [page 901]

Using the App in Microsoft Teams [page 902]

Supported View Names [page 908]

1.23.1 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.

1.23.2 Installing the App

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.
    1. Navigate to the folder `Packages.x64\MS Teams Integration\` from the SAP Business One product package.
    2. Find the app package file `SAPBusinessOne.zip` and unzip it. You can find the `manifest.json` file and the following two image files in this package:
        - `color.png`
        - `outline.png`
2. Edit the `manifest` file.

    Assuming you already have a working Web client. Its domain name and port number are `abc.def.com[:port]`. Open `manifest.json` and find the field `<validDomains>`. Add the following information:

    Sample Code

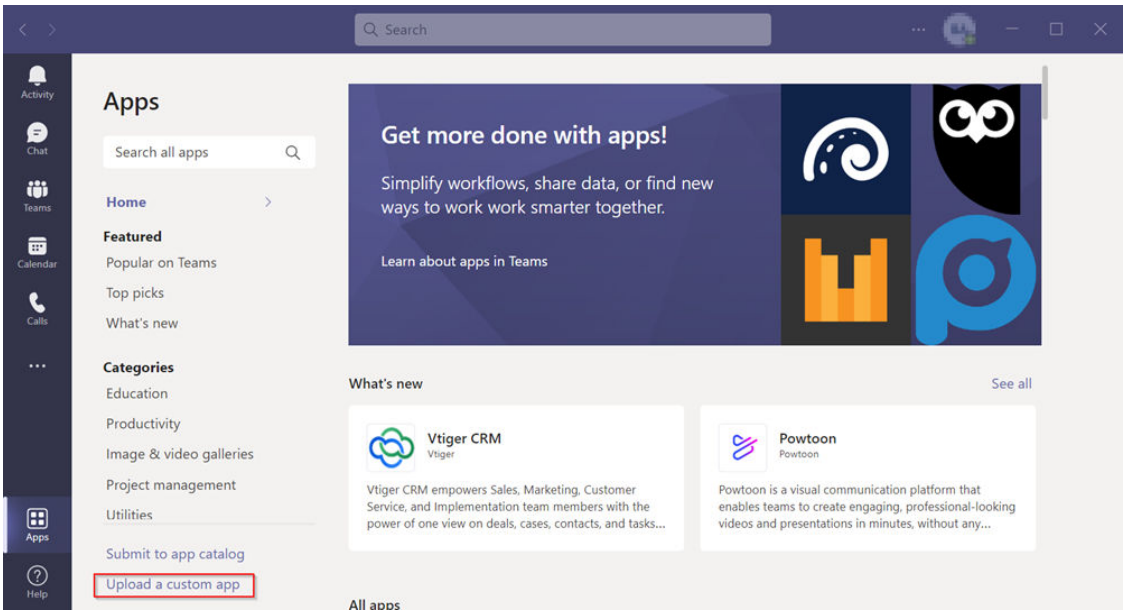
    ```
    "validDomains": [
        "b1teamsapp.cfapps.sap.hana.ondemand.com",
        "abc.def.com[:port]"
    ]
    ```

    Note

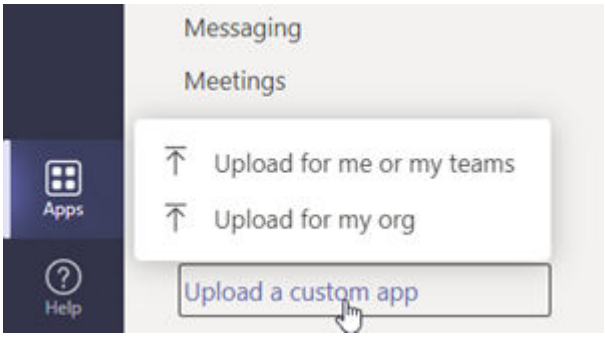
    - `b1teamsapp.cfapps.sap.hana.ondemand.com` is the domain name of the configuration service of the SAP Business One app for Microsoft Teams. Do not change it.
    - You can also use wildcards in your domain name, for example, `*.def.com`, which is a more generic representation of your organization domains. For more details about how to specify a valid domain name, see the guidance from Microsoft.

> - Please always include the Web client port number, unless the default port 443 is used for the Web client.

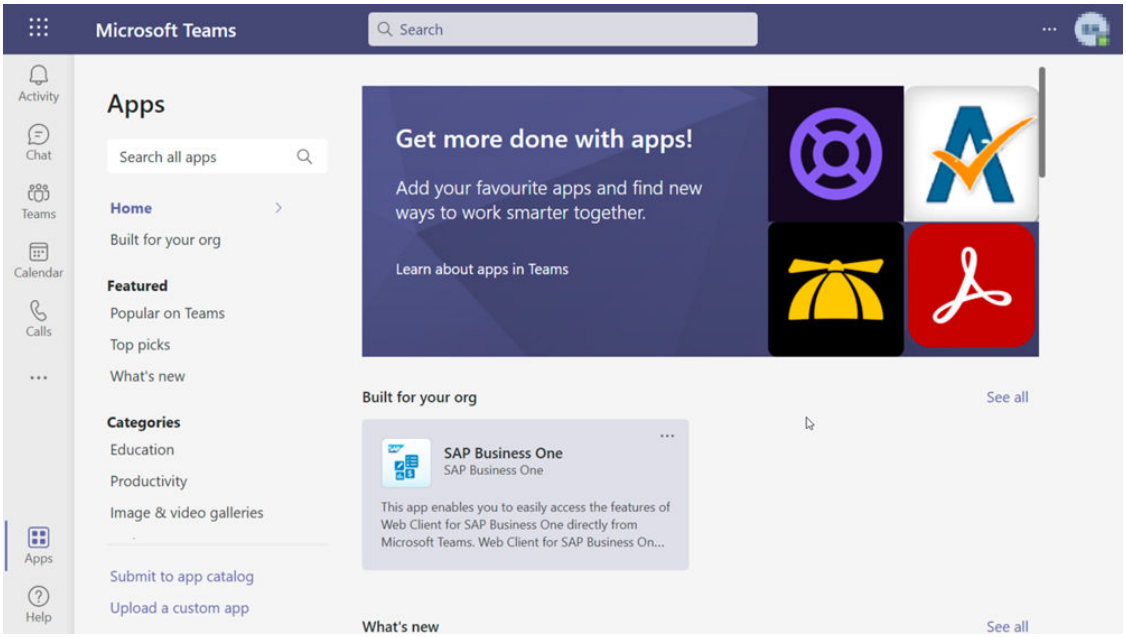
3. Upload the app package to Microsoft Teams.
    1. In the `SAPBusinessOne` folder, compress the above three files into a new zip file.
    2. Log in to Microsoft Teams as the organization admin.
    3. Navigate to *Apps* in the sidebar.
       In the lower left corner, find and choose the option *Upload a custom app*.



    4. A popover menu appears with two options: *Upload for me or my teams* and *Upload for my org*.



    5. Choose *Upload for my org* and upload the updated app package.
       If the upload is successful, the app is displayed as below with its name, logo and introduction. Now your organization members can use this app.



1.23.3 Upgrading the App

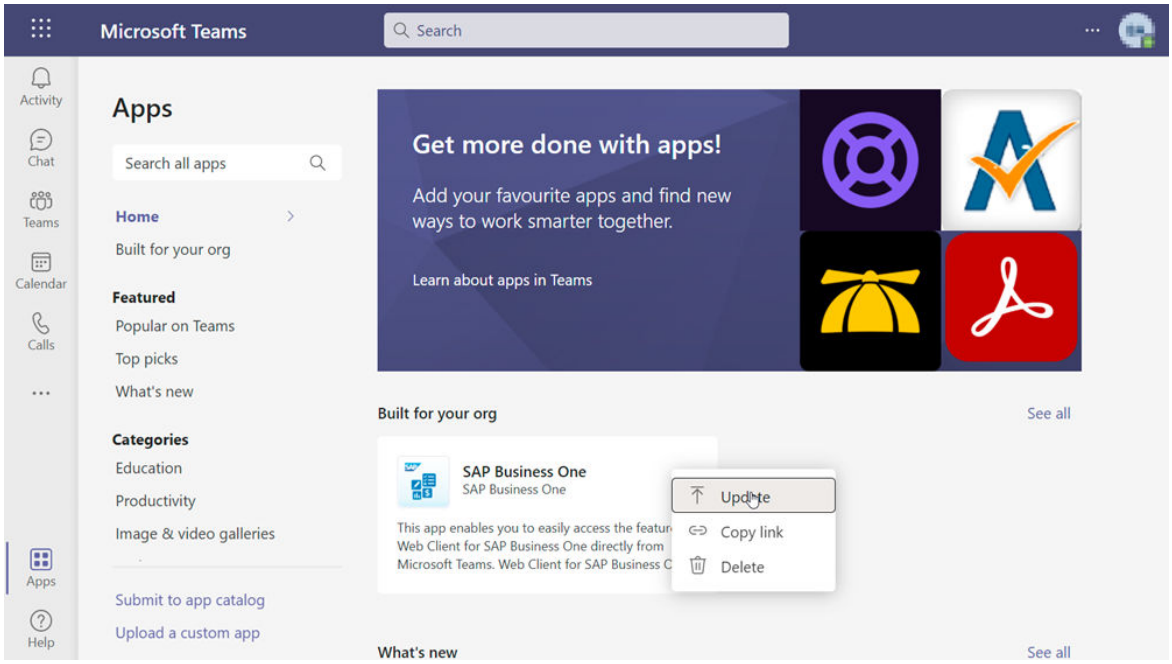
Context

Since the app package is delivered along with the SAP Business One product package, if your SAP Business One version is updated, you need to manually update this app in the Apps store as well.

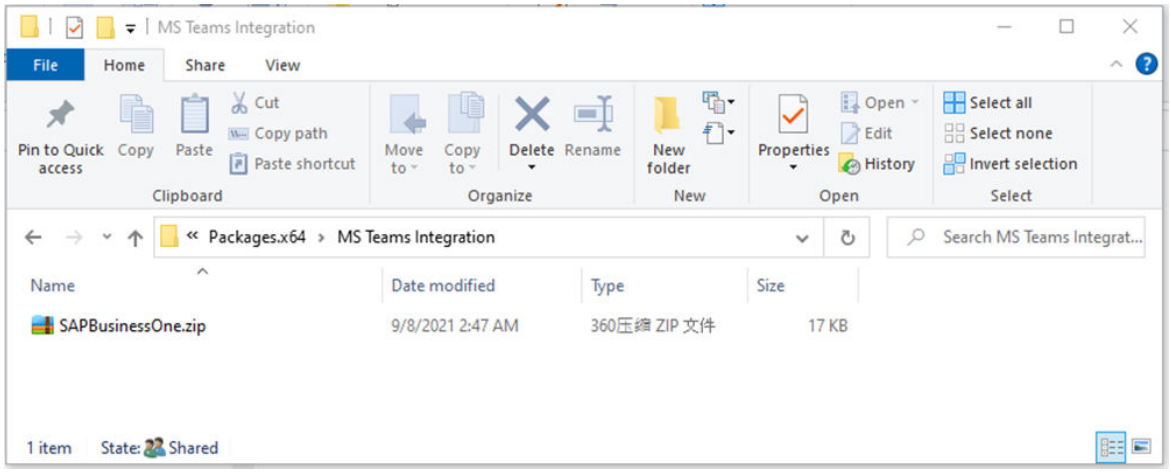
Procedure

To update this app, proceed as follows:

1. Search for the SAP Business One app in the Apps store. Find an ellipsis icon in the upper right corner within the app tile.
2. Choose the ellipsis icon and then choose *Update*.



3. A dialog is displayed as below. Choose your app package and finish the upgrade.



1.23.4 Uninstalling the App

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. Find an ellipsis icon in the upper right corner within the app tile.
2. Choose the ellipsis icon and then choose *Delete*.

1.23.5 Using the App in Microsoft Teams

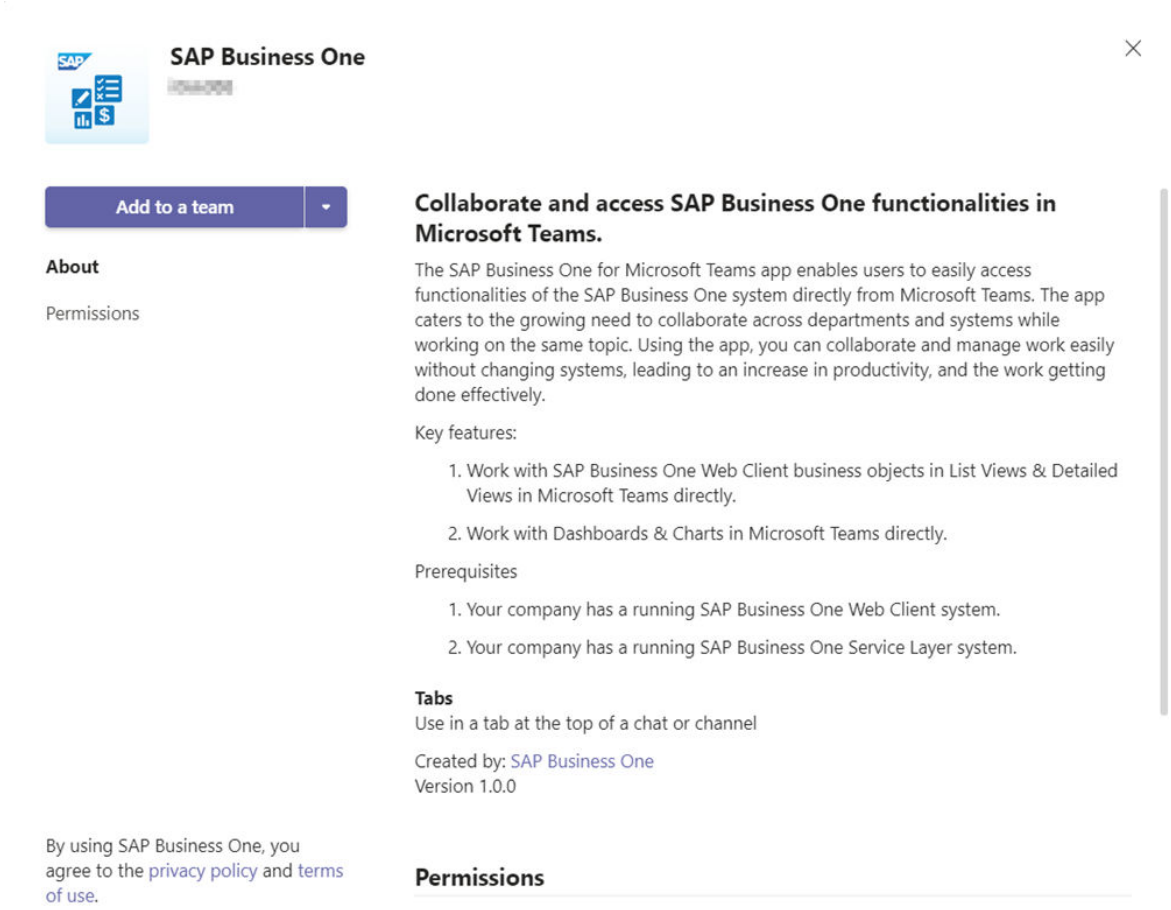
Context

The SAP Business One app for Microsoft Teams presents your Web client list views, detailed views, and analytical views in Microsoft 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.

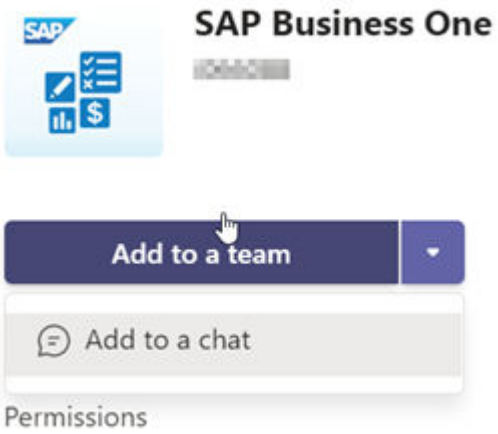
1.23.5.1 Setting Up a Tab

Procedure

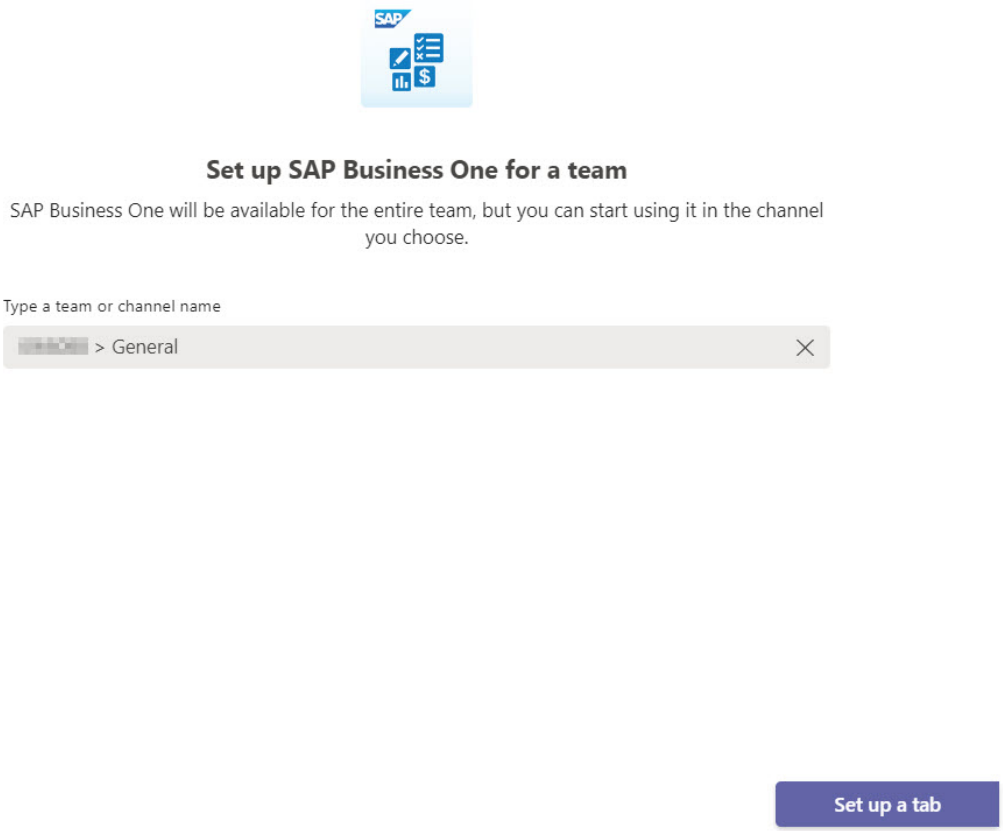
1. In the Apps store, choose the SAP Business One app to launch it. Here's a preview of the app details page:



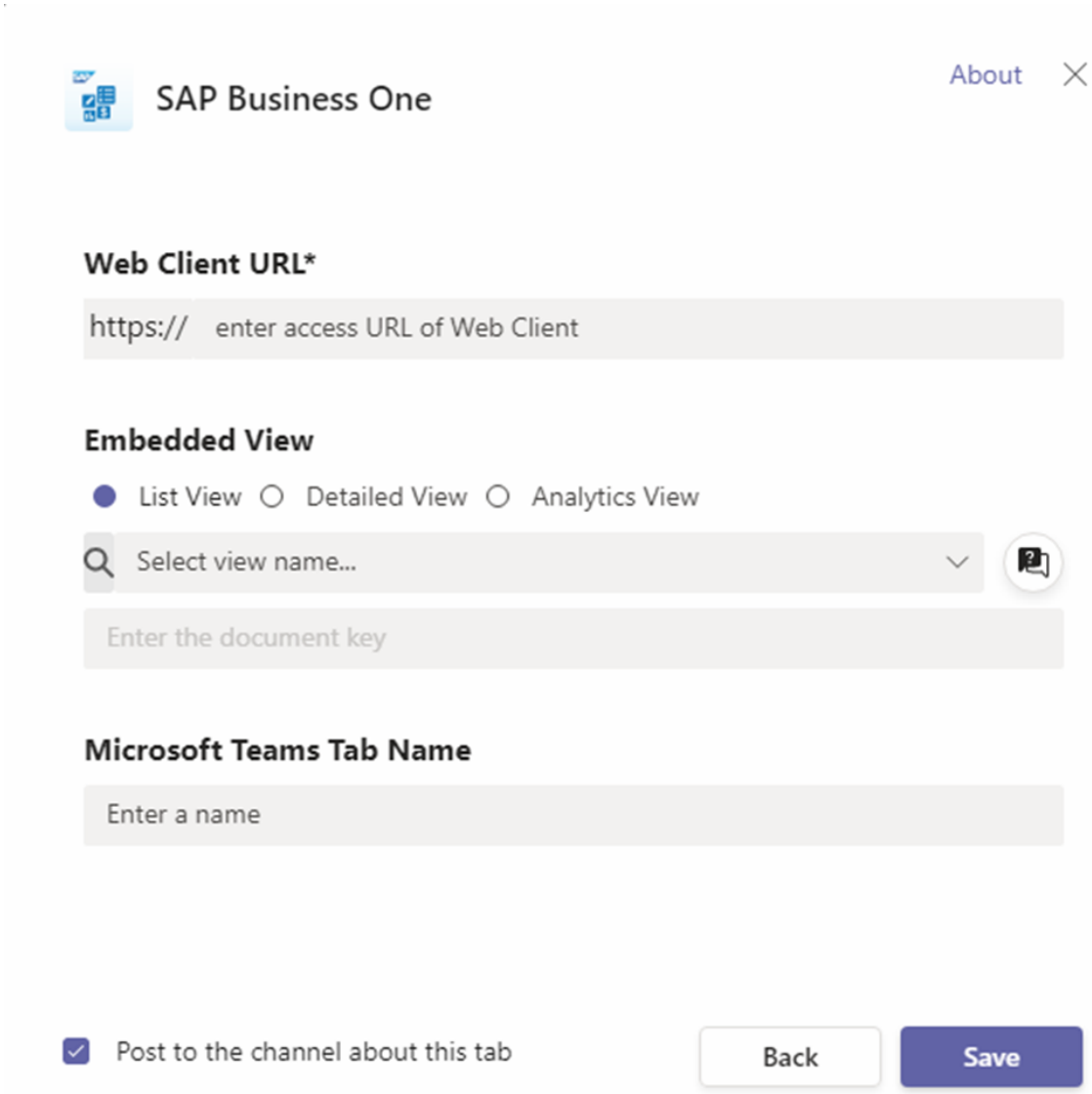
2. On the details page, find the dropdown button with two options: *Add to a team* and *Add to a chat*.
   - To add this app to an existing team, choose *Add to a team*.
   - To add this app to a group chat, choose *Add to a chat*.



3. Enter your team or channel name and then choose *Set up a tab* and go to the configuration page.



4. Configure settings for the Microsoft 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. 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 User-Defined Table (UDT) or User-Defined Object (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 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 business statistics. Simply select a view from the dropdown list.

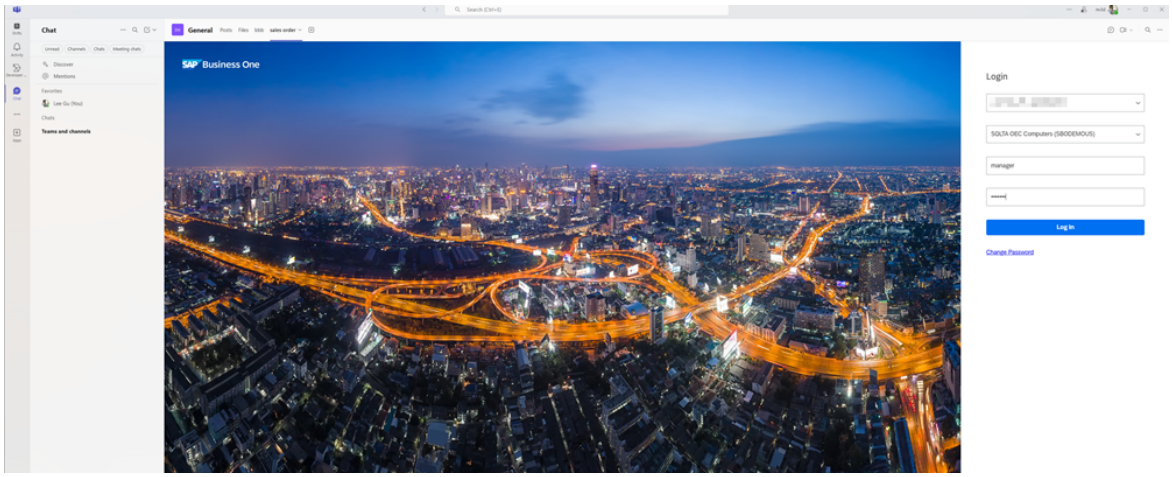
Microsoft Teams Tab Name	Enter a tab name for the selected view. If you leave it blank, the default name is `My Tab1`.

Assume in this step that *List View* is selected, the view name *Sales Orders* is selected, and the tab name for this view is specified as **`sales order`**.

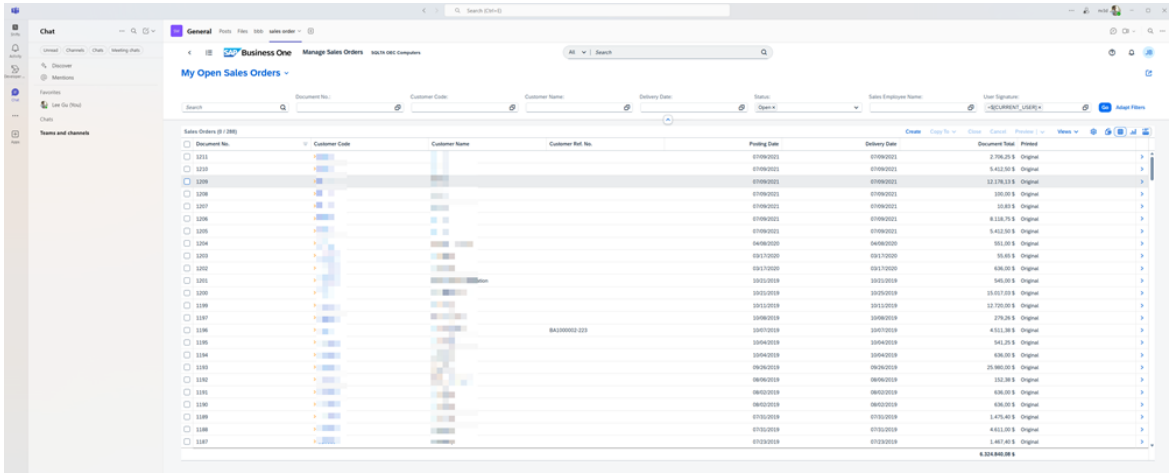
After the configuration is complete, choose *Save* to continue.

> **Note**
>
> For lists of all supported view names, see Supported View Names [page 908].
>
> 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.

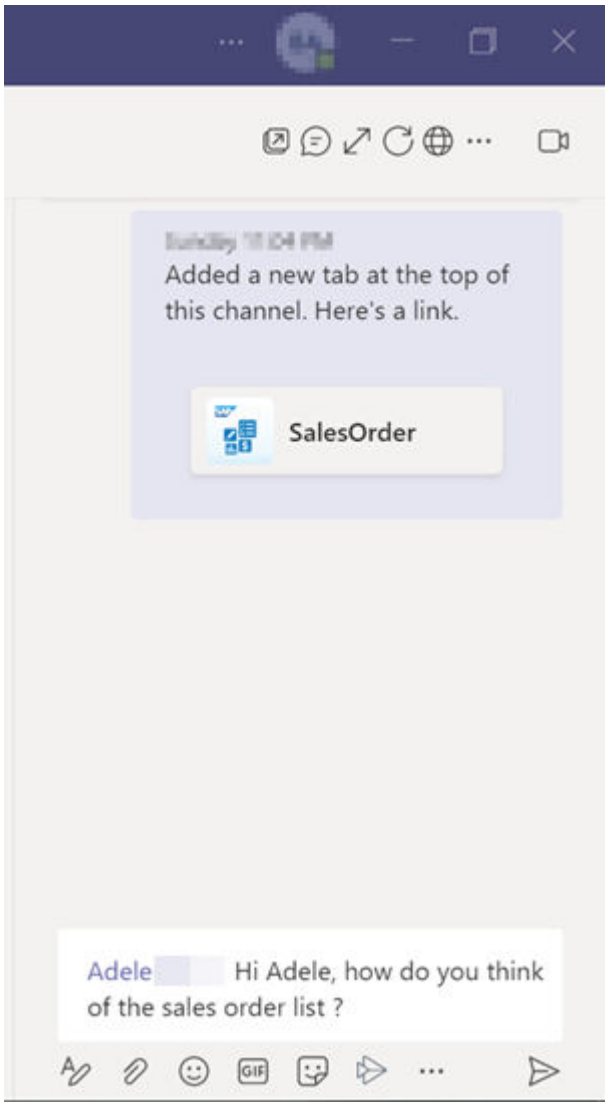
5. After the configuration, the **`sales order`** tab appears in your Microsoft Teams along with the Web client login page. Enter your credentials to log in.



6. The *Manage Sales Orders* list view appears.



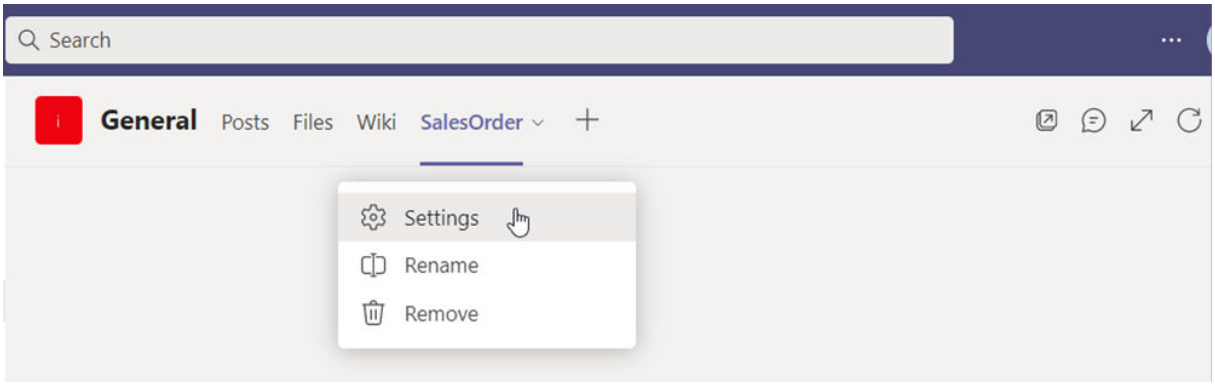
7. In the upper right corner in Microsoft Teams, choose the chat icon to open the chat box. You can see a message informing you that the **`sales order`** tab is added. You can mention (“@”) a member in your organization and collaborate on your business tasks.



1.23.5.2 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*.

1.23.6 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

1.24 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 912]

1.24.1 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

1.24.1.1 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.

1.24.1.1.1 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

1.24.1.1.2 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.

1.25 Localization-Specific Information

1.25.1 Localization for Argentina

Localization for Argentina only describes features and functions in SAP Business One, Web client that are specific to Argentina.

1.25.1.1 Fiscal ID

You can define a business partner's fiscal ID on the *General* tab of the business partner detailed view.

When you create sales or purchasing documents, the fiscal ID specified for the selected business partner is automatically added to the documents. You may change it if necessary.

1.25.2 Localization for Germany

Localization for Germany only describes features and functions in SAP Business One, Web client that are specific to Germany.

1.25.2.1 DATEV Export

Context

The DATEV export function can be used to transform financial data in SAP Business One into the DATEV format and create an export file for you to send to your tax advisor. Your tax advisor can import this file into the DATEV system and use the data to carry out period-end, quarter-end, or year-end closing.

> **Note**
>
> To use the function on Web client, you need to install and start the DATEV add-on on the SAP Business One client.

Apps

When working with DATEV export, you can find the following apps in the *Accounting* group:

- *DATEV Export*
- *Create DATEV Export*

Tasks

You can carry out the following tasks with these apps:

- Search and filter DATEV export runs with filters such as run number, description, or date.
- View and manage different views of DATEV export runs.
- Create, edit, run and schedule DATEV export runs to export journal entries in the DATEV format.

> **Note**
>
> You need full authorization for DATEV Export to access both apps and carry out the tasks described above. For more information about authorization settings, see *How to Define Authorizations in SAP Business One 10.0*.

Related Information

Managing DATEV Export [page 917]
Working with DATEV Export [page 918]
Creating and Running DATEV Export [page 920]

1.25.2.1.1 Managing DATEV Export

To open the *Manage DATEV Export* list view, choose the *DATEV Export* 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, choose the › *Details* icon on the row of the relevant record or choose anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for DATEV export, see Working with DATEV Export [page 918].

Selecting Views

Web client list views provide you with multiple views of the dataset of DATEV export records. The views store filter settings and parameters according to a relevant category (for example, *All*, *Finished*, *Scheduled*) 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 DATEV Export Runs* displays all DATEV export of the company.
  This view is displayed by default.
- *Finished DATEV Export Runs* displays all DATEV export runs with the status of *Finished*.
- *DATEV Export Runs in Preparation* displays all DATEV export runs with the status of *In Preparation*.
- *Scheduled DATEV Export Runs* displays all DATEV export runs with the status of *Scheduled*.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 54].

Setting Filters

You can use the filter bar to search or set filters such as *Run No.*, *Start Date*, and *End Date* to narrow down the list of export runs. By specifying these criteria, you can quickly find and manage specific export runs based on your needs.

For more information about the filter bar functions, see Filter Bar [page 54].

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 68].

Duplicate Select an existing DATEV export run and choose the button to duplicate its parameters to create a new export run.

> Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to export records (*Export to Microsoft Excel*). For more information, see Table Area [page 68].

Related Information

Working with DATEV Export [page 918]
Creating and Running DATEV Export [page 920]
Working with List Views [page 53]

1.25.2.1.2 Working with DATEV Export

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 with 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 export run, the header displays key information about the business record.

> Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 83].

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 83].

Run Choose this button to open the *Preview* window to see the expected run results. You can choose to run now or schedule it to run later.

This button exists for DATEV export with the status *In Preparation*.

Download Choose to download the files that have been generated from the DATEV export run.

This button exists for DATEV export with the status *Finished*.

Working with the Record Content

General Parameters Tab

The fields on this tab provide general parameters about the DATEV export run.

General Data Specify the general data about the current export run, such as the description and the export path.

DATEV Master Data Specify master data related to DATEV, such as the name and number of the tax advisor, client number, and account-related information.

Journal Entry Selection Define the selection criteria for journal entries to be exported.

Summary Tab

The tab provides an overview of the export run results.

General Displays summary information and key data related to the export run.

Exported Data Displays the journal entries that have been included in the export run.

Error and Warning Messages Displays the error or warning messages that have occurred during the export run.

Files Lists the files generated from the export run.

Related Information

Managing DATEV Export [page 917]
Creating and Running DATEV Export [page 920]
Working with Detailed Views [page 83]

1.25.2.1.2.1 Creating and Running DATEV Export

Prerequisites

- The DATEV add-on has been installed and started on the SAP Business One client.
- The alert service is enabled for the current company in System Landscape Directory, and the alert and scheduling service is started on Job Service. For more information, see the *Administrator's Guide* provided with SAP Business One or SAP Business One, version for SAP HANA.
- The option for *Split Journal Entry Posting by Document Lines* under *Administration* > *Configuration* > *Accounting* > *Accounting Settings* has been set to *Split*.
- The default folder for attachments, which is defined under *Administration* > *Configuration* > *General* > *Attachment Settings*, can be accessed by Service Layer.
- You have full authorization for DATEV Export.

Procedure

1. To create a new DATEV export, choose the *Create DATEV Export* tile.
2. In the *General Data* section, enter a description for the export run.

   > ⓘ Note
   >
   > *Export Path* displays the location where export files are saved. The path uses the default attachments folder, which is defined under *Administration* > *Configuration* > *General* > *Attachment Settings*.
   >
   > For DATEV export runs with the status of *In Preparation*, the export path updates if the default attachments folder is changed. For all other statuses, the export path remains unchanged.

3. In the *DATEV Master Data* section, provide the following details about the DATEV export.

Advisor Number and Advisor Name	Specify the number and name of the tax advisor. You can ask your tax advisor for the information.
Client Number	Specify the client number. You can ask your tax advisor for the information.

DFV Code Enter a code that DATEV uses to differentiate users. You can customize the code, for example, by entering your initials.

Account Number Length Specify the number of digits in the account number. For general ledger accounts, enter a value between 4 and 8. For subledger accounts, enter a value between 4 and 9.

DATEV Interim Account Specify the interim account to be used for balancing an m:n relationship. The account number must contain between 4 and 8 digits.

> Example
>
> 9999

DATEV Format Version Specify the version of the DATEV format. The default value is 700.

4. In the *Journal Entry Selection* section, define the selection criteria for journal entries to be exported. You can select to export all journal entries or selected journal entries, such as those generated from A/R and A/P invoices and credit memos, or manual journal entries.
5. To add the new DATEV export to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.
6. Choose *Run* on the right side of the header. Then the *Preview* window opens.
7. When there's data to be exported, choose *Run Now* to run the export, or choose *Schedule for Later* to schedule the export run.

Results

You can track the progress in the message strip below the tab title or in notifications. Once the run is complete, you can view results and related data in the *Summary* tab, and download the exported files.

> Note
>
> To get notifications for the DATEV export run, you need to enable the notification for *Wizard Tasks*. For more information, see Notifications [page 50].

Related Information

Managing DATEV Export [page 917]
Working with DATEV Export [page 918]

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