

User Guide | PUBLIC
2026-08-14

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 FP 2608

Topic	Description	Links to Related Sections
Getting Started	• Added explanation for the *Ask AI* button in list views and detailed views. • Updated the description for *Send Multiple Emails with PDF Attachments Directly to Document Emails* in the *Header Tools* topic. • Updated the description for the *Preview* dropdown list in the *Table Toolbar* topic. • Updated the description for the *Share* menu in the *Header Area* topic.	• Header Tools • Table Toolbar • Header Area • Record Body • Editing Records • Apps for Creating Records

Topic	Description	Links to Related Sections
CRM	• Updated the *CRM* topic with new objects. • Moved the *Activities* topics from *Business Partners* group to the *CRM* group. • Added the description of Microsoft 365 integration in the *Working with Activities* topic. • Added the description of Microsoft 365 integration and updated the description for the *Attachments* tab in the *Creating Activities* topic. • Added new topics: *Campaigns*, *Managing Campaigns*, *Working with Campaigns*, and *Creating Campaigns*. • Added a new main page for the *Opportunities* topic. • Added a new topic for *Calendar*.	• CRM • Activities • Working with Activities • Creating Activities • Campaigns • Managing Campaigns • Working with Campaigns • Creating Campaigns • Opportunities • Managing Calendar
Sales	• Updated the description for the *Attachments* tab in relevant *Creating ...* topics. • Added description for *Reverse Charge* in relevant *Working with...* topics. • Added description for *Open Amount*, *Open Amount (SC)*, *Open Amount (FC)* in relevant *Managing...* topics. • Added description for *Packing Slip* in the *Working with Sales Orders* topic. • Updated the description for *Packing Slip* in the *Working with Deliveries* and *Working with A/R Invoices* topics. • Updated the description for *Selecting Views* in the *Managing Blanket Agreements* topic. • Added prerequisites to the *Creating Documents Using Document Generation Wizard* topic. • Added new topics for *Dunning Wizard*. • Added the description of draft preview and printing in the *Managing Drafts* topic. • Updated the description for *Details* in all relevant *Working with...* topics. • Updated the description for *Copy To* in all relevant *Managing...* and *Working with...* topics.	• Creating Sales Quotations • Working with Sales Orders • Working with Deliveries • Managing Sales Quotations • Working with Sales Quotations • Managing Sales Orders • Managing Blanket Agreements • Creating Documents Using Document Generation Wizard • Dunning Wizard • Creating Dunning Letters Using Dunning Wizard • Managing Drafts

Topic	Description	Links to Related Sections
Purchasing	• Updated the description for the *Attachments* tab in relevant *Creating ...* topics. • Updated the description for the *Copy From* function in the *Creating A/P Invoices* topic. • Added description for the *Copy To* option in the *Working with Landed Costs* topic. • Added the description of draft preview and printing in the *Managing Drafts* topic. • Added description for *Open Amount*, *Open Amount (SC)*, *Open Amount (FC)* in relevant *Managing...* topics. • Updated the description for *Details* in all relevant *Working with...* topics. • Added new topics for *Purchase Quotation Generation Wizard*.	• Creating Purchase Requests • Creating A/P Invoices • Working with Landed Costs • Managing Purchase Requests • Working with Purchase Requests • Managing Drafts • Purchase Quotation Generation Wizard
Business Partners	• Added new topics for Internal Reconciliations. • Updated the description for the *Attachments* tab in the *Creating Business Partners* topic.	• Internal Reconciliations • Managing Internal Reconciliations • Creating BP Internal Reconciliations • Managing Applied Transactions • Creating Business Partners
Payments	• Added the description of draft preview and printing in the *Managing Drafts* topic. • Updated the topics *Payment Runs* and *Managing Payment Runs*. • Added new topics *Working with Payment Runs* and *Creating Payments Using Payment Run*. • Added a new main page for the *Checks for Payment* topic.	• Managing Drafts • Payment Runs • Managing Payment Runs • Working with Payment Runs • Creating Payments Using Payment Run • Checks for Payment
Banking	Added a new *Banking* chapter.	Banking
Deposits	Added the description for the commission's *Primary Form Item* in the *Creating Deposits* topic.	Creating Deposits
Accounting	• Added the description of auto-filling balancing amounts in the *Creating Journal Vouchers* topic. • Added the descriptions of auto-creating instances and auto-filling balancing amounts in the *Creating Recurring Journal Entries* topic. • Added topics for Internal Reconciliations.	• Creating Journal Vouchers • Creating Recurring Journal Entries • Internal Reconciliations • Managing Internal Reconciliations • Creating G/L Account Internal Reconciliations • Managing Applied Transactions

Topic	Description	Links to Related Sections
Item Management	• Updated the description for the *Attachments* tab in the *Creating Items* topic. • Added information about the *Planning* tab in *Working with Items* and *Creating Items*. • Added new topics related to price lists, discount groups, special prices for business partners, price report, discount group report, and last price report.	• Creating Items • Working with Items • Price Lists • Discount Groups • Special Prices for Business Partners • Price Report • Discount Group Report • Last Price Report
Inventory Transactions	• Updated the description for the *Attachments* tab in relevant *Creating ...* topics. • Added the description for *Default Price List* in the *Working with Goods Issues* and *Working with Goods Receipts* topics. • Changed the button description *Add Items* to *Select Items* and added the description of the most recently selected selection criteria in the *Working with Inventory Counting* topic. • Added a new page for the *Inventory Revaluation* topic. • Added the description of draft preview and printing in the *Managing Drafts* topic. • Added topics for Pick and Pack.	• Creating Goods Issues • Working with Goods Issues • Working with Goods Receipts • Working with Inventory Counting • Inventory Revaluation • Managing Drafts • Pick and Pack • Managing Pick Pack and Production Manager • Managing Pick Lists • Working with Pick Lists •
MRP	Added a new page for the *MRP* topic.	MRP
Resource Management	Added description for *Total Standard Resource Cost* in *Working with Resources*.	Working with Resources
Production	Updated the description for the *Attachments* tab in the *Creating Production Orders* topic.	Creating Production Orders
Project Management	Added a new group *Project Management* with the following topics: • Managing Projects • Working with Projects • Creating Projects • Managing Stage Analysis • Managing Open Issues • Managing Project Management Resources • Creating Project Management Resources • Managing Project Management Time Sheets • Creating Project Management Time Sheets	• Project Management • Managing Projects • Working with Projects • Creating Projects • Managing Stage Analysis • Managing Open Issues • Managing Project Management Resources • Creating Project Management Resources • Managing Project Management Time Sheets • Creating Project Management Time Sheets
Service	Added a new topic for *Calendar*.	Managing Calendar

Topic	Description	Links to Related Sections
Human Resources	• Added a new main page for *Employees*. • Added a new topic for *Calendar*.	• Employees • Managing Calendar
Analytics	• Added a new section, *Ask AI*. • Added a new topic for User-Defined Queries (UDQs). • Updated three existing topics for UDQs. • Updated the *Export and Import Views* topic.	• Ask AI • Generating User-Defined Queries with AI • User-Defined Queries • Creating User-Defined Queries Without Parameters • Creating User-Defined Queries with Parameters • Export and Import Views

Reports	• Added the following new sections:
	  • *Working with General Ledger Report Views*
	  • *Working with Inventory Movement Report Views*
	  • *Working with Profit and Loss Statement Comparison Report Views*
	  • *Working with Purchase Analysis Report Views*
	• Updated the *Reports* topic.
	• Updated existing topics for the Profit and Loss Statement report.
		• Working with General Ledger Report Views
		• Working with Inventory Movement Report Views
		• Working with Profit and Loss Statement Comparison Report Views
		• Working with Purchase Analysis Report Views
		• Reports
		• Creating Profit and Loss Statement Report Views
		• Viewing and Adjusting Profit and Loss Statement Report

Topic	Description	Links to Related Sections
Administration	• Added a reference to the *Working with SAP Business One Service Layer* guide in the *Attachment Settings* topic. • Updated the field name from *Validate the Folder by Uploading a File: Upload* to *Test Folder Access: Upload a File* in *Attachment Settings*. • Updated the description for *Send Approval Process Notification via Email* in the *Approval Process Settings* topic. • Added the *Campaigns Definitions* page in the *CRM* menu. • 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 descriptions for various fields on the definition page *Cash Discounts* in the *Business Partners Definitions* topic. • Added the *Payment Document Settings* page in the *Payments and Banking* menu. • Added the *Payment Methods* definition page in the *Payments* topic. • Added descriptions for various fields on the *General Settings* tab in the *Inventory Settings* topic. • Added the description for *Open Serial/Batch Selection for Auto. Allocated Items Issued Primarily by Bin Location* in the *Inventory Document Settings* and in the *Sales Document Settings* topics. • Added the description for *Default Price List* in the *Inventory Document Settings* topic. • Added the description for the settings on the *Journal Entry Tab* in the *Accounting Settings* topic. • Added the *Cash Flow Settings* page in the *Accounting* menu. • Added the *Cash Flow Line Item* definition page in the *Accounting Definitions* topic. • Added a prerequisite for Job Service. • Added new topics: *Importing G/L Account Opening Balances from Microsoft Excel* and *Data Import from Microsoft Excel*. • Updated the field definitions for the *Import from Microsoft Excel* page. • Updated the procedures for importing data from Microsoft Excel. • Added description for the new *Generative AI* tab on the *General* > *Company Settings* page in the *Configuration* app. • Added description for the new *QR Codes Settings* page in the *General* menu.	• Attachment Settings • Approval Process Settings • Campaigns Definitions • Sales and Purchasing Settings • Business Partners Definitions • Payment Document Settings • Payments Definitions • Inventory Settings • Inventory Document Settings • Sales Document Settings • Cash Flow Settings • Accounting Settings • Accounting Definitions • Job Monitor • Importing G/L Account Opening Balances from Microsoft Excel • Data Import from Microsoft Excel • Working with Import from Microsoft Excel • Importing from Microsoft Excel • Company Settings • QR Codes Settings • Customizing Header Field with a Mathematical Formula • Customizing Table Field with a Mathematical Formula • Supported Business Objects and Customizable Fields

Topic	Description	Links to Related Sections

	• User-Defined Values (UDVs):
	  • Updated the automatic refresh options.
	  • Added more supported business objects.
	• Added description for the new *Inventory Revaluation Tab* on the *Inventory* > *Inventory Document Settings* page in the *Configuration* app.
	• Added topics for the new *MRP* group in the *Configuration* app.
	• Added topics for the new *Human Resources* group in the *Configuration* app.
	• Added description for the new *Calendar* topic in the *Configuration* > *General* page.	

Localization-Specific Information	• Updated DATEV Export related topics. • Added a new *Sachverhalte L+L Definition* topic. • Added a new *Performing Manual Bank Reconciliations* topic for the following localizations: Australia and New Zealand, Brazil, Canada, China, Cyprus, Greece, India, Japan, Singapore, South Africa, South Korea, UK International and Republic of Ireland, United Kingdom of Great Britain and Northern Ireland, USA and Puerto Rico.	• DATEV Export • Managing DATEV Export • Working with DATEV Export • Creating and Running DATEV Export • Sachverhalte L+L Definition • Performing Manual Bank Reconciliations
Process Maps	Updated information for external action type, additional business objects, and user-defined objects (UDOs).	Working with Process Maps

1.1.2 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

1.1.3 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

1.1.4 Change Log 10.0 SP 2511

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.5 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

1.1.6 Change Log 10.0 SP 2505

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.7 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

1.1.8 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

1.1.9 Change Log 10.0 SP 2408

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.10 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

1.1.11 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 8]

1.1.12 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

1.1.13 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

1.1.14 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

1.1.15 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

1.1.16 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 736] and Working with Service Calls [page 738].
		• **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.

1.1.17 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.

1.1.18 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.

1.1.19 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 (China), 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 909]

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), payments, issues for production, and receipts from production documents. 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 57].

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 47].

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 Calendar

To view the calendar, choose *Calendar* in the upper-right corner of the Web client pages.

You can view and manage activities, service calls, and employee absences in the following display options:

- *Day*
- *Week*
- *Work Week*
- *Month*

For more information, see Managing Calendar [page 776].

1.2.5.5 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 57].

1.2.5.6 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.

1.2.5.7 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 品 *(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.

1.2.5.8 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 51].
 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 51].
 App Finder	A convenient tool for searching for apps and adding them to your home page. For more information, see App Finder [page 51].
 Settings	A central area where you can view and maintain your personal preferences and settings. For more information, see Settings [page 53].
 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 57].

Feature	Description
 Contact Support	When you need to report an incident or search for an SAP Note, use this menu entry to quickly open the SAP Support Portal.
 About	Displays information about your version and feature package of SAP Business One or SAP Business One, version for SAP HANA.
 Sign Out	Use this option to end your session.

1.2.5.8.1 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.

1.2.5.8.2 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 57].

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 57].

1.2.5.8.3 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 54].
 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 55].
 User Activities	Specify whether to track recent activities and frequently used apps. For more information, see Recent Activities & Frequently Used [page 51].
 Language & Region	Change the display language and view the date and time format. For more information, see Language & Region [page 55].

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 56].
 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 56].
 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 57].

1.2.5.8.3.1 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.

1.2.5.8.3.2 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.

1.2.5.8.3.3 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 51].

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.

1.2.5.8.3.4 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.

1.2.5.8.3.5 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.

1.2.5.8.3.6 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*.

1.2.5.8.3.7 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 48].

1.2.5.8.4 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 51].

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 59]
- Apps for Managing Records [page 59]
- Apps for Creating Records [page 99]
- Analytic Apps [page 100]

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 60]

Working with Detailed Views [page 91]

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 61]
Views [page 61]
Filter Bar [page 61]
Header Tools [page 72]
Table Toolbar [page 75]

1.2.6.2.1.1 Header Area

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

- Views [page 61]
- Filter Bar [page 61]
- Header Tools [page 72]

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 72].

> **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 61].

- **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 64].
- **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 70].

  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 64]
Using the Filter Dialog to Enter Date Offset Formulas [page 70]

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 70]

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 64]

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 company's Microsoft 365 account, 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 for the Company 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 for the company 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 75]
- Table View [page 78]
- Chart View [page 79]
- Card View [page 81]

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*.

You can find the following functions when working with document preview and printing:

- Preview options for multiple documents:
  - *Single PDF for All Documents*: combines all selected documents into a single PDF.
  - *Single PDF for Each Business Partner*: creates one PDF for each business partner.
  - *Single PDF for Each Document*: creates a separate PDF for each document.

  > **Note**
  >
  > If you select *Single PDF for Each Business Partner* or *Single PDF for Each Document*, the Web client may open multiple browser tabs or windows depending on the number of business partners or documents.

- Watermark display:
  - When previewing documents, a *Preview* watermark appears on the document. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.
  - When previewing and printing canceled or cancellation documents, you can choose whether to display the *Canceled* or *Cancellation* watermark on the document.
    To enable this, select the checkbox *Print Canceled or Cancellation Watermark on Applicable Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.
- The *Print Sequence* option:
  When previewing and printing documents, you can use print sequences that contain **only** Crystal Reports layouts. Select a single document, and choose *Print Sequence* in the dropdown list.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

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 806].

Ask AI Asks natural language questions to an AI assistant about selected data from nearly any list view (including one created from a user-defined query).

You can save your questions and reuse them later as templates.

For more information, see Ask AI [page 816].

- **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 and sorting done in the *View Settings* form is also applied to the Microsoft Excel file.
  In addition, you can export your ad-hoc selection of data subsets in the chart view of all list view screens, the *General Overview* screen, and the analytical chart and overview screens (only available in the version for SAP HANA) to Microsoft Excel.
  To export to Microsoft Excel, proceed as follows:
  1. Select a subset of data by clicking data points, lassoing a range, or selecting a column or legend value.

2. Choose *Details (<The_Number_of_Selected_Data_Entries>)*.
3. Choose *Export to Microsoft Excel*.

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

- **View Switch**
  The list view in the 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 78]
Chart View [page 79]
Card View [page 81]

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 75].
- 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 84].
  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 60]
Header Tools [page 72]

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* >. 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 84].
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 85]
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 86]
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 60]
Chart View [page 79]
Card View [page 81]
Working with General Overview [page 804]

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.

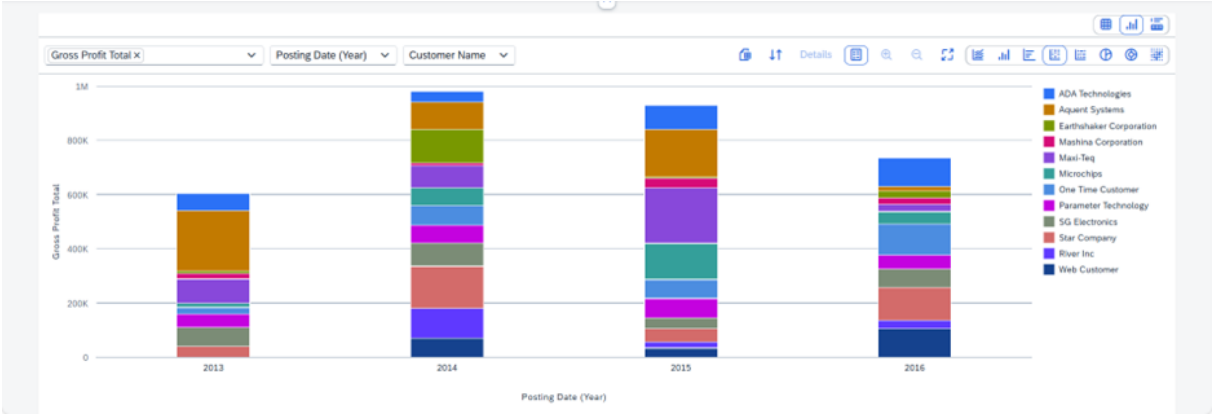
This applies to line charts, column charts, bar charts, stacked column charts, stacked bar charts, and heat map charts.

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

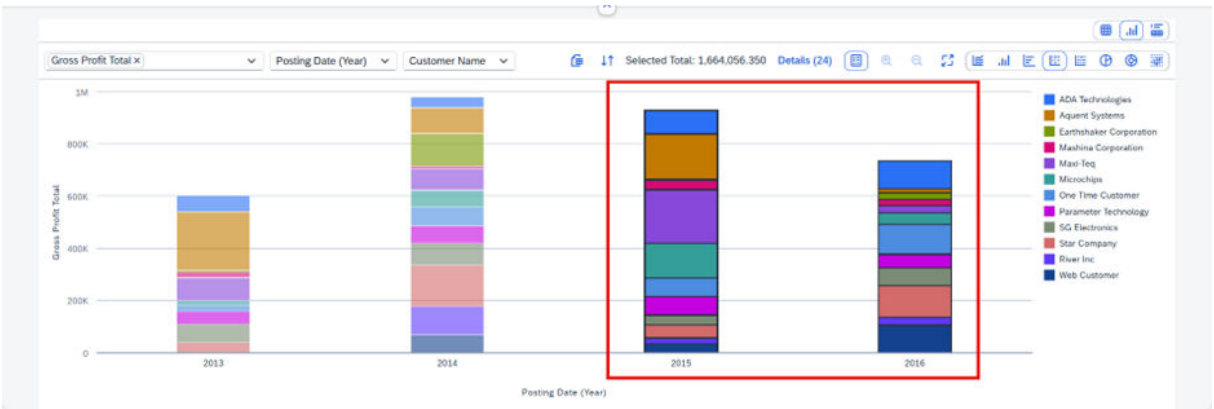
In the examples below, we will illustrate how to apply guideline 1: "All available values of one dimension have been selected for the values selected in the other dimension."

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.



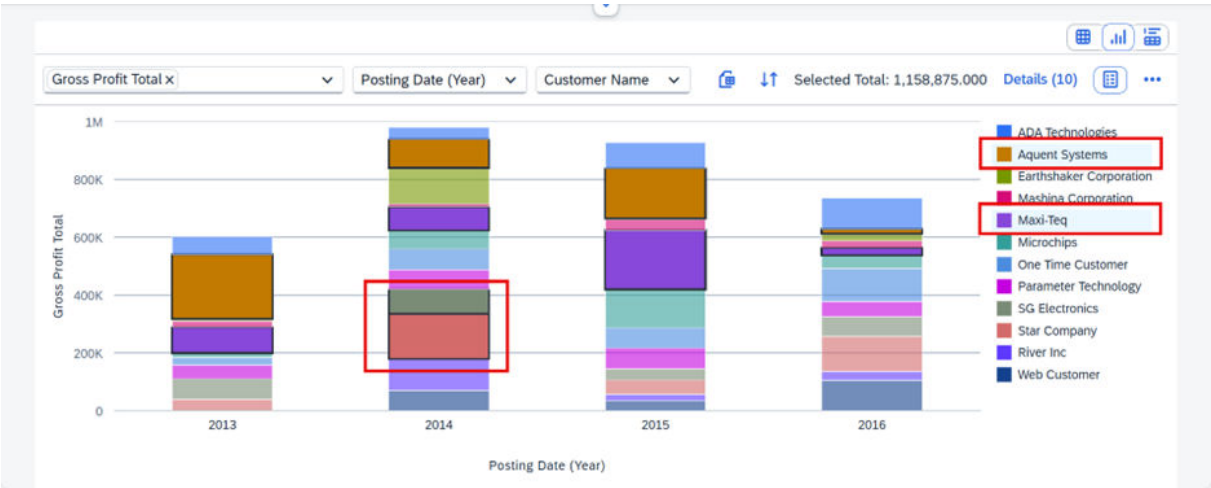
Example of Invalid Data Selection

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

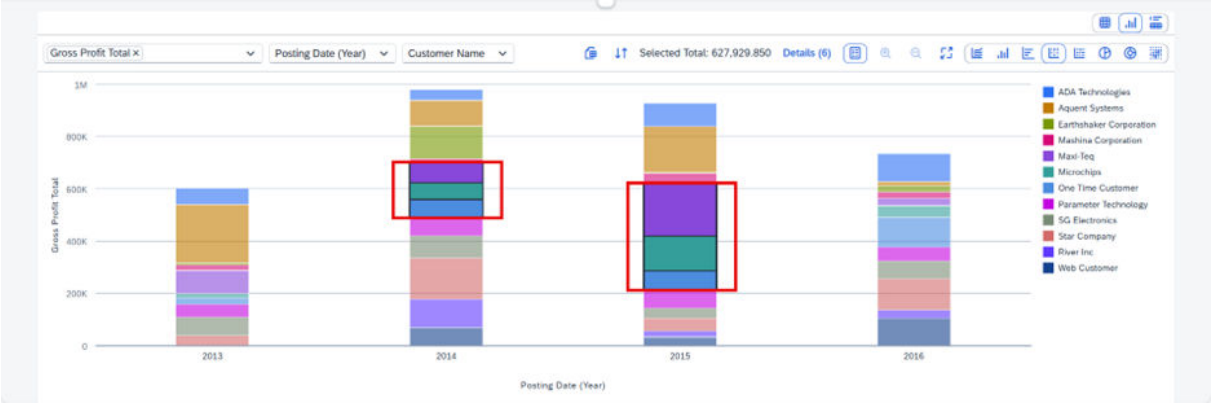
In the examples below, we will illustrate how to apply guideline 2: "All selected values in one dimension have been paired with all selected values in the other dimension."

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.

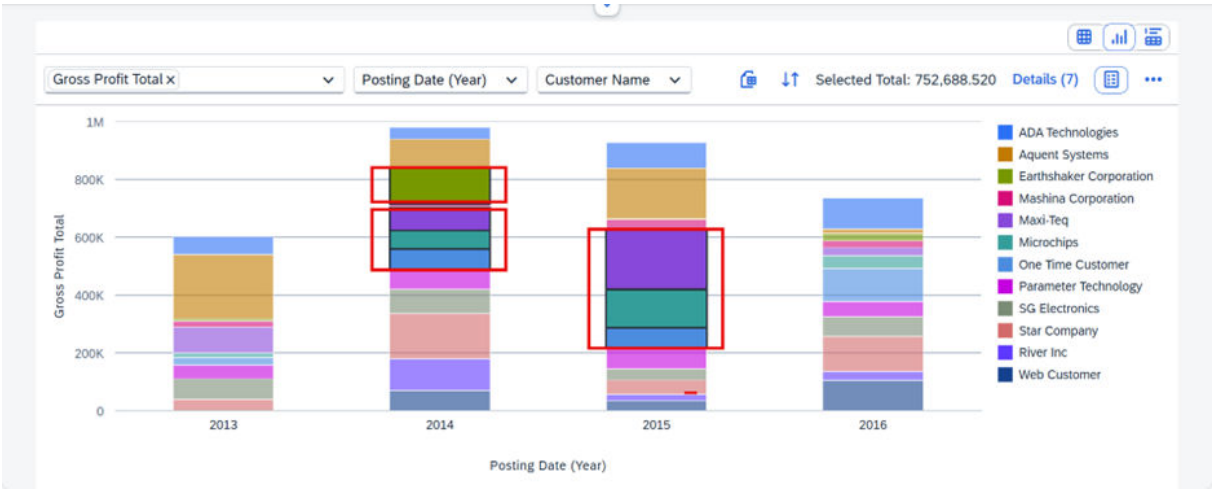
As highlighted in the screenshot below, your selection is valid if you select two groups of three data points each, where each data point in one group matches in color with the other data point in the other group. This means all values selected in the *Customer Name* dimension are paired with all the 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 60]
Chart View [page 79]
Card View [page 81]
Working with General Overview [page 804]

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 91]
Record Body [page 96]

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 97].

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 101].

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 1084].

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 806].

Ask AI Asks natural language questions to an AI assistant about selected header data from nearly any detailed view.

You can save your questions and reuse them later as templates.

For more information, see Ask AI [page 816].

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*.

You can find the following functions when working with document preview and printing:

- Watermark display:
  - When previewing a document, a *Preview* watermark appears on the document. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.
  - When previewing and printing a canceled or cancellation document, you can choose whether to display the *Canceled* or *Cancellation* watermark on the document. To enable this, select the checkbox *Print Canceled or Cancellation Watermark on Applicable Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.
- The *Print Sequence* option:
  When previewing and printing a document, you can use print sequences that contain **only** Crystal Reports layouts.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

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.

These options only appear for users who have authorizations for *MS-Word* or *MS-Word* respectively under *General* in the *Authorizations* window in the SAP Business One client (*Administration* > *System Initialization* > *Authorizations* > *General Authorizations*).

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 setup 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 setup of Microsoft 365 integration is required.
- For *Email* type activities: send or draft an email to all specified recipients using the defined subject and content. If Microsoft 365 integration is set up, the email is sent with your bound Microsoft 365 account; otherwise, it is drafted using 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 setup 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 setup 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 96]

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. Choosing a tab name 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.

Performing Business Actions

The toolbar on the right side of a table within a tab allows you to perform the following generic actions:

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

Views Shows links from the contents 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, 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 806].

Ask AI Asks natural language questions to an AI assistant about selected data from the contents table.

You can save your questions and reuse them later as templates.

For more information, see Ask AI [page 816].

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*.

Enter or exit full screen mode Maximizes the table data display in a pop-up dialog box.

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.

Views Shows links from the contents 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 806].

Ask AI Asks natural language questions to an AI assistant about selected data from the contents table.

You can save your questions and reuse them later as templates.

For more information, see Ask AI [page 816].

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 99]

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:

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

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 1084].

The toolbars on the right side of both the header and a table within a navigation tab allow you to perform the following actions:

Views Shows links from the header area or contents 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 806].

Ask AI Asks natural language questions to an AI assistant about selected data from the header area or contents table area of a detailed view.

You can save your questions and reuse them later as templates.

For more information, see Ask AI [page 816].

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 778] 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.

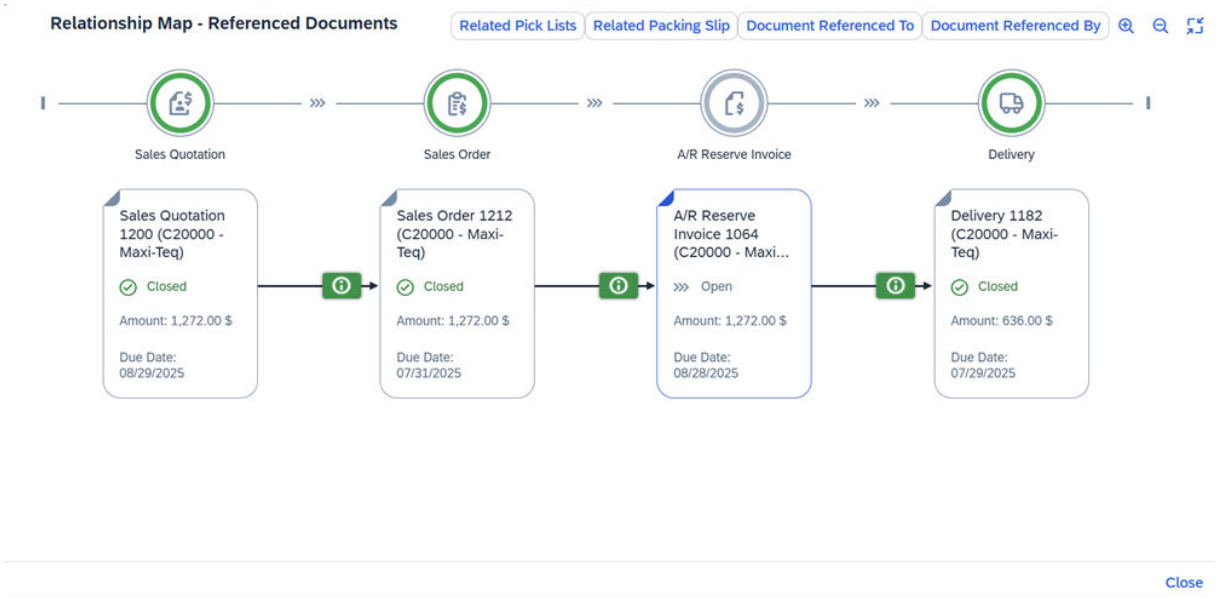
- Choose *Relationship Map* from the actions bar of a business object to open the dialog with the relationship map in process flow view.
- All base, target, and reference documents are presented, with their status and other relevant information.
- To see the base documents of a specific business object 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 934]

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

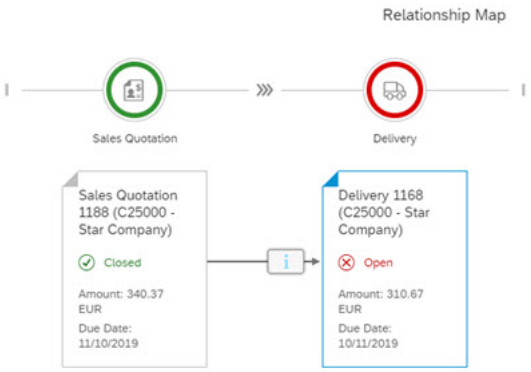
Flow map Lies beneath the header. The elements belonging to a certain step are vertically aligned beneath one another. Arrows point to the next (follow-up) element or multiple elements.

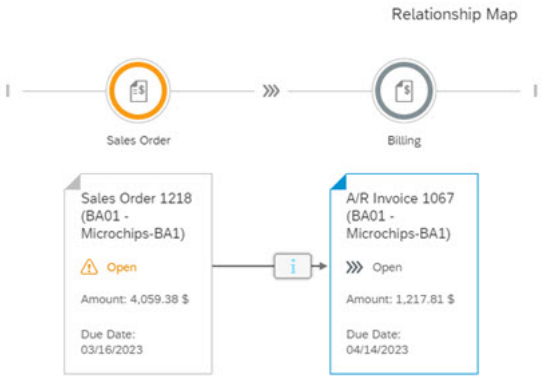
Element Each element represents a different section:

- 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 934].

  - **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.

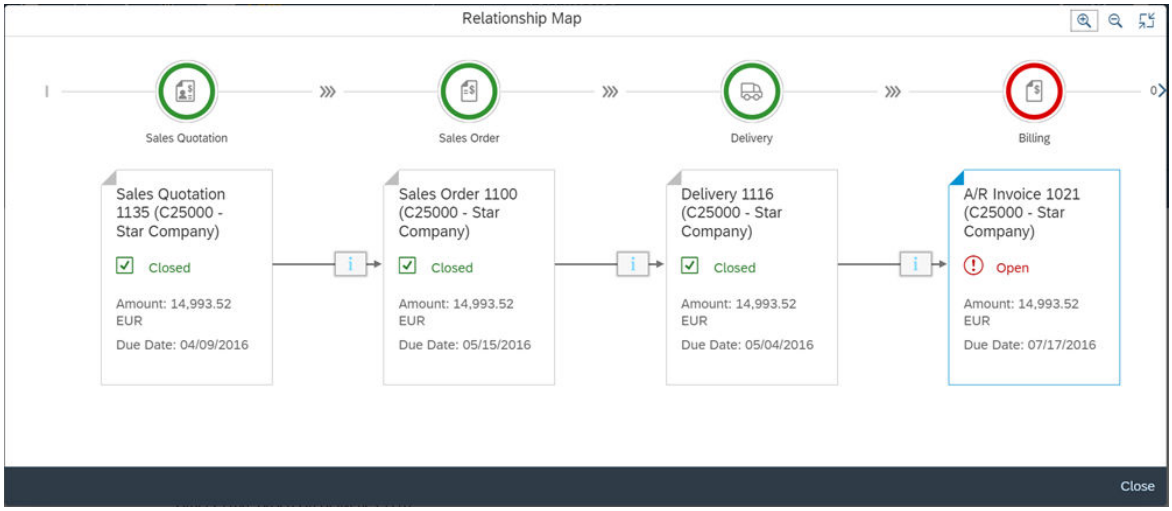
> **Example**
>
> If you have authorization for the Sales Order object but not for the Delivery object, when you choose *Relationship Map*, you can see only the sales order details but not the details of the delivery document based on that sales order.
>
> - A message on the object states, "`You are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

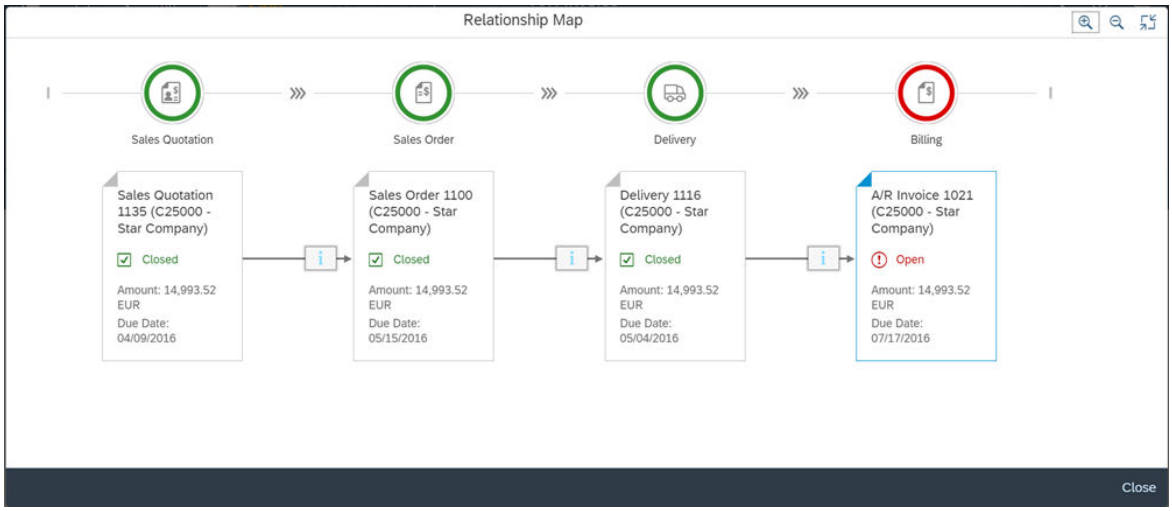
The process flow reacts to the size of the container into which it is put; detailed information is added or removed depending on the zoom level. Using the mouse wheel or choosing *Zoom In* or *Zoom Out* from the toolbar, you can zoom in or out to affect the amount of information displayed in the container.

Zoom levels:

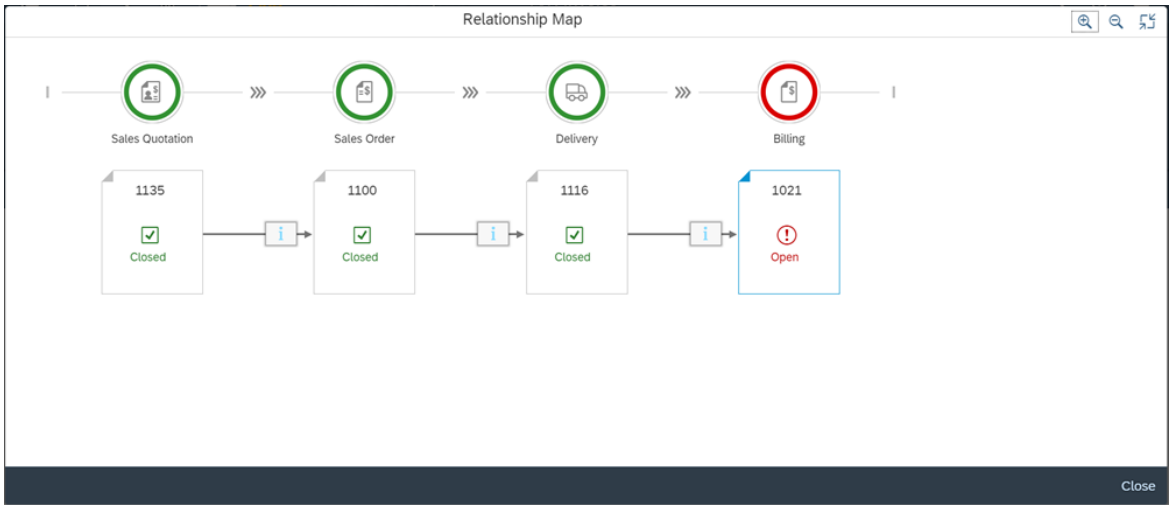
- Level 1: (largest) Larger elements provide the most space for textual information, however, fewer elements fit on the screen.



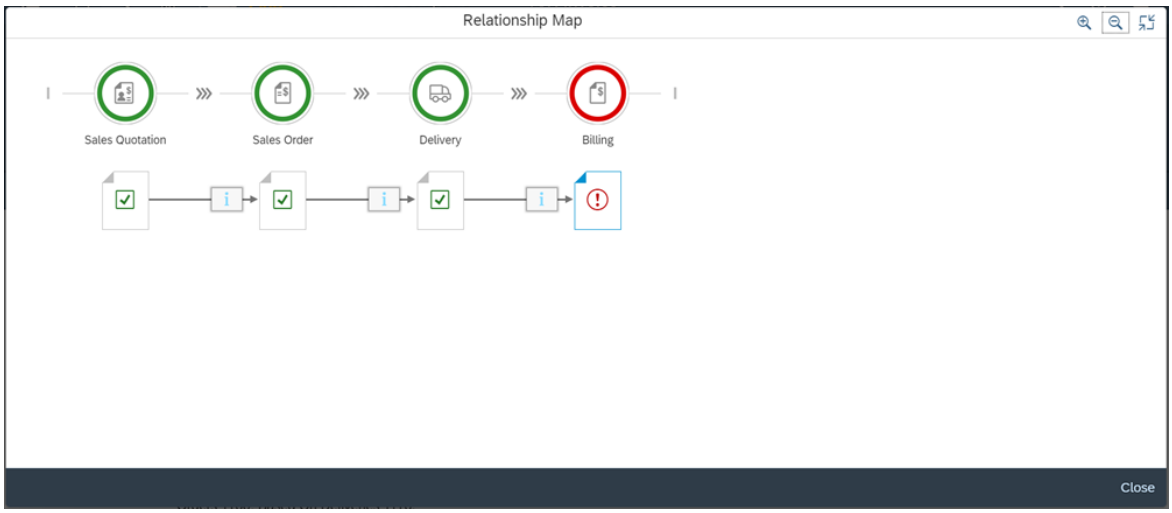
- Level 2: Standard size; provides the best combination of content information and overview.



- 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*
- *Calendar*
- *Campaigns*
- *Create Campaign*
- *Opportunities*
- *Create Opportunity*
- *Sales Quotations*
- *Create Sales Quotation*
- *Sales Orders*
- *Create Sales Order*

Tasks

This chapter only explains how to use the *Activities*, *Create Activity*, *Campaign*, *Create Campaign*, *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.

Related Information

Business Partners [page 421]
Activities [page 106]
Managing Calendar [page 776]
Campaigns [page 113]
Opportunities [page 119]
Sales Quotations [page 129]
Sales Orders [page 138]

1.3.1 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 107]
Working with Activities [page 108]
Creating Activities [page 111]

1.3.1.1 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 108].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Activities [page 106]
Working with Activities [page 108]
Creating Activities [page 111]
Working with List Views [page 60]

1.3.1.2 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 91].

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 send or draft an email to all specified recipients using the defined subject and content. If Microsoft 365 integration is set up, the email is sent with your bound Microsoft 365 account; otherwise, it is drafted using 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.

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 91].

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.

Priority Set the activity priority. For *Email* type activities, when Microsoft 365 integration is set up, the priority level appears in the importance setting of the email. If it is not set up, it does not appear.

Hide in Calendar Hides or shows this activity in the calendar.

> **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	Select this checkbox to include attachments in the meeting request or email: • For activities that are not of the *Email* type: attachments are included in the drafted meeting request when you choose *Send Meeting Request* from the *Share* menu. • For activities of the *Email* type: when Microsoft 365 integration is set up, attachments are included in the email when you choose *Send by Email* from the *Share* menu. If it is not set up, they are not included.

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 1062].

Related Information

Activities [page 106]
Managing Activities [page 107]
Creating Activities [page 111]
Working with Detailed Views [page 91]

1.3.1.2.1 Creating Activities

Procedure

1. To create a new activity, click the *Create Activity* tile. You can also create an activity in the *Calendar* app.
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 send or draft an email to all specified recipients using the defined subject and content. If Microsoft 365 integration is set up, the email is sent with your bound Microsoft 365 account; otherwise, it is drafted using 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.

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* or by dragging and dropping files or emails directly onto the tab.
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 99].

Related Information

Activities [page 106]
Managing Activities [page 107]
Working with Activities [page 108]

1.3.2 Campaigns

Apps

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

- *Campaigns*
- *Create Campaign*

Tasks

You can carry out the following tasks with these apps:

- Search and filter campaigns
- View and manage different views of campaign lists
- View, edit, create, close, and delete campaigns

Related Information

Managing Campaigns [page 113]
Working with Campaigns [page 115]
Creating Campaigns [page 117]

1.3.2.1 Managing Campaigns

To open the *Managing Campaigns* list view, click the *Campaigns* 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 Campaigns [page 115].

Selecting Views

The Web client list views provide you with multiple views of the dataset of campaign 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 Campaigns* displays all the open campaigns of the user who is currently logged in. This view is displayed by default.
- *All Campaigns* displays all the campaigns of the company.
- *All Open Campaigns* displays all the campaigns with the status of *Open*.
- *My Campaigns* displays only the campaigns of the user who is currently logged in.

By default, the campaigns in the table of each predefined view are displayed by *Campaign 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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Finish Select a single or multiple campaigns and choose this button to set their status to *Finished* when the campaigns are completed.

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

Cancel Select a single or multiple campaigns and choose this button to cancel the selected campaigns.

> **Note**
>
> The cancel action is irreversible. Canceled campaigns are disabled and cannot be updated or reopened.

> **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 75].

Related Information

Campaigns [page 113]
Working with Campaigns [page 115]
Creating Campaigns [page 117]
Working with List Views [page 60]

1.3.2.2 Working with Campaigns

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 campaign 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 91].

Target Group Type	*Customer* or *Vendor*.
Campaign Type	Shows the selected campaign type: *Email*, *Mail*, *Fax*, *Phone Call*, *Meeting*, *SMS*, *Web* or *Other*.
Status	Shows the status of the campaign: *Open*, *Finished* 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 91].

Delete Deletes the campaign.

> **Note**
>
> This action is irreversible. The campaign will be entirely deleted from the database.

Cancel Cancels the campaign.

> **Note**
>
> This action is irreversible. Canceled campaigns are disabled and cannot be updated or reopened.

New Activity Opens a form to create a new activity for the business partner that appears in the campaign, and to automatically link the campaign to the activity. You can find the campaign on the *Linked Document* tab in the *Activity* detailed view.

Working with the Record Content

General Tab

The fields on this tab provide general information about the campaign owner, the target group and the date the campaign ends.

Target BPs Tab

The fields on this tab provide information about the business partners or prospects you have manually added or imported from an external list.

When the business partner responds, you can select the checkbox in the *Response* column. In the *Response Type* column, you can select a type from the drop-down list or define a new type.

After you successfully execute a campaign, some of your prospects may show their interest in your products and company, and other business partners may want to conduct a business transaction. You can create documents from the campaign as a record of the campaign results. To do so, in the specific prospect/business partner row, from the dropdown list in the *Document Type* column, choose the relevant document, and in the *Document No.* column choose the browse icon. In the opened form you can select an existing document or create a new one.

Items Tab

The fields on this tab provide the information on the different items that are included in the campaign.

Partners Tab

The fields on this tab provide information about partner companies involved in the campaign.

Attachments Tab

This tab shows the attachments of the current campaign.

> ⓘ 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.

Related Information

Campaigns [page 113]
Managing Campaigns [page 113]
Creating Campaigns [page 117]
Working with Detailed Views [page 91]

1.3.2.2.1 Creating Campaigns

Context

You can create a campaign for a customer or a vendor.

Procedure

1. Enter the *Campaign* page in one of the following ways:
   - In the *Manage Campaigns* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *CRM* > *Create Campaign* or *Main Menu* > *Business Partners* > *Create Campaign*.
   - On the *Home* page, choose the *Create Campaign* tile in the *CRM* group or in the *Business Partners* group.
2. In the *Campaign Type* field select from the dropdown list the type of the campaign. The default type is *Email*.
3. In the *Campaign Name* field enter a descriptive name for the campaign.
4. In the *Target Group Type* field choose whether the campaign is for customers or for vendors. When selecting *Customer*, you can select customers and/or leads.
5. In the *Target Group* field open the *Target Groups* window and select one group of target prospects for the campaign as defined in the CRM configuration.
6. You can enter the end date of the campaign.
7. In the *Target BPs* tab, add the relevant business partners for the campaign.
   - You can enter a business partner code or name directly in the *BP Code* or *BP Name* fields. The Web client automatically suggests the best match. You can also add business partner that does not exist in the *Business Partner Master Data*. For those records the Internal column will be deselected.
   - You can add business partners using selection criteria by choosing the *Select Business Partners* button. In the dialog box that opens, select the relevant BP codes, names, groups, properties, or user-defined fields.
   - For internal business partners, you can select the *Create Activity*checkbox, and when adding the campaign, an activity with the campaign type will be automatically added for this business partner.
8. In the *Items* tab add the relevant items for the campaign. Choose the *Select Items* button to open a dialog box, where you can filter items you want to add to the campaign according to the selection criteria. Two tabs are available: *Items* and *User-Defined* Fields.
9. In the *Partners* tab add partner companies involved in the campaign.
10. In the *Attachments* tab, upload relevant files or emails to the campaign.
11. 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 99].

Related Information

Managing Campaigns [page 113]
Working with Campaigns [page 115]

1.3.3 Opportunities

Apps

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

- *Opportunities*
- *Create Opportunity*

Tasks

You can carry out the following tasks with these apps:

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

Related Information

Managing Opportunities [page 119]
Working with Opportunities [page 121]
Creating Opportunities [page 125]

1.3.3.1 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 121].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Working with Opportunities [page 121]
Creating Opportunities [page 125]

1.3.3.2 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 91].

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 91].

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 119]
Creating Opportunities [page 125]

1.3.3.2.1 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 119]
Working with Opportunities [page 121]

1.3.4 Managing Calendar

To open the *Calendar* app, choose the *Calendar* tile from the *CRM*, *Service*, or *Human Resources* groups on the home page. Alternatively, choose the *Calendar* icon on the home page.

The *Calendar* app enables you to view and manage activities, service calls, employee absences (including education-related absences), and holidays in a calendar-based layout.

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 default view in the *Calendar* list view is *Calendar*, which displays all the scheduled activities.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

Show	Displays specific activity types and service calls.
Business Partner	Displays entries related to selected business partners.
Project Code	Displays entries associated with selected projects.
User	Displays entries assigned to specific users.

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 72].

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 75].

Create Activity	Creates a new activity directly from the calendar. You can specify the activity type, assigned user, date and time, priority, and recurrence settings. To add more details such as business partner details, linked documents or attachments, choose *View More*. You can also select a cell to create an activity. The date and time are automatically set based on your selection.
Legend	Choose this button to view the color codes and indicators used for activities, service calls, holidays, and absence/education.

Features of Calendar

- You can drag and drop an activity or service call from one user or time slot to another to reassign the activity.
- There are four display options in the *Calendar* app:

Day	Displays the hourly view, highlighting the working hours of a selected day.
Week	Displays all days of the selected week.
Work Week	Displays the working days of the selected week. The working days displayed are based on the settings defined in *Administration* > *Configuration* > *General* > *Calendar* > *Calendar Settings*.
Month	Displays all days of the selected month.

For all options, you can use the > *Navigate forward* and < *Navigate backward* buttons to move between days, weeks, or months. Use the date picker to select a specific date or date range to display activities. Select *Today* to return to the current date.

> **Note**
>
> The week number is visible in the *Week*, *Work Week*, and *Month* display options.

Related Information

Calendar Settings [page 942]

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 dunning letters 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 129]
Sales Orders [page 138]
Deliveries [page 150]
Return Requests [page 161]
Returns [page 170]
A/R Invoices [page 181]
A/R Credit Memos [page 193]
A/R Reserve Invoices [page 204]
Dunning Wizard [page 257]

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 129]
Working with Sales Quotations [page 132]
Creating Sales Quotations [page 137]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 132].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To

Choose this button to copy one or more sales quotations to a sales order, delivery, A/R reserve invoice, A/R invoice, A/R down payment, purchase request, purchase order, or purchase quotation.

When copying to sales documents:

- 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).

When copying to purchasing documents:

- The item details are copied.
- The vendor details are updated based on your selection.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Sales Quotations [page 132]
Creating Sales Quotations [page 137]
Working with List Views [page 60]

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 91].

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 91].

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, A/R reserve invoice, A/R down payment, purchase request, purchase quotation, or purchase order.
Applied Transactions	Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge

Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 1062].

Related Information

Managing Sales Quotations [page 129]
Creating Sales Quotations [page 137]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

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 129]
Working with Sales Quotations [page 132]
Apps for Creating Records [page 99]

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 139]
Working with Sales Orders [page 141]
Creating Sales Orders [page 148]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 141].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To

Choose this button to copy one or more sales orders to a delivery, A/R reserve invoice, A/R invoice, A/R down payment, purchase request, purchase order, or purchase quotation.

When copying to sales documents:

- 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).

When copying to purchasing documents:

- The item details are copied.
- The vendor details are updated based on your selection.

Pick Lists

Choose this button to do one of the following:

- *Generate Pick Lists* to create pick lists for the selected documents and release items or components for picking.
- *View Pick Lists* to display pick lists associated with the selected documents and review pick list details and picking status.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Sales Orders [page 141]
Creating Sales Orders [page 148]
Working with List Views [page 60]

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 91].

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 91].

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, A/R down payment, purchase request, purchase quotation, or purchase order.

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 455].

Pick Lists Choose this button to do one of the following:

- *Generate Pick Lists* to create pick lists for the current document and release items or components for picking.
- *View Pick Lists* to display pick lists associated with the current document and review pick list details and picking status.

Applied Transactions Displays reconciliation records for the current record.

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 sales order, 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 add more than one package to each sales order, 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.

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

> **Note**
>
> When you copy documents with packing slips to a target document, the packing slips are not copied.

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

If you want to preview and print the packing slips when previewing the deliveries and A/R invoices, select the checkbox *Print Packing Slip with Document* of *Delivery* and *A/R Invoice* under *Administration* > *System Initialization* > *Print Preferences* > *Per Document* tab in the SAP Business One client.

> **Note**
>
> If your browser blocks pop-ups, you need to allow pop-ups for the Web client to enable automatic packing slip printing.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 264].

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 1062].

Related Information

Managing Sales Orders [page 139]
Creating Sales Orders [page 148]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 264]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 139]
Working with Sales Orders [page 141]

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 150]
Working with Deliveries [page 152]
Creating Deliveries [page 159]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 152].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To	Choose this button to copy one or more deliveries to an A/R invoice, A/R down payment, 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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Deliveries [page 152]
Creating Deliveries [page 159]
Working with List Views [page 60]

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 91].

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 91].

Copy To

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

Applied Transactions

Displays reconciliation records for the current record.

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 sales order, 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 add more than one package to each sales order, 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.

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

> ⓘ Note
>
> When you copy documents with packing slips to a target document, the packing slips are not copied.

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

If you want to preview and print the packing slips when previewing the deliveries and A/R invoices, select the checkbox *Print Packing Slip with Document* of *Delivery* and *A/R Invoice* under *Administration* > *System Initialization* > *Print Preferences* > *Per Document* tab in the SAP Business One client.

> ⓘ Note
>
> If your browser blocks pop-ups, you need to allow pop-ups for the Web client to enable automatic packing slip printing.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 264].

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 264].

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 264].

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 1062].

Related Information

Managing Deliveries [page 150]

Creating Deliveries [page 159]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 264]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 150]
Working with Deliveries [page 152]
Apps for Creating Records [page 99]

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 161]
Working with Return Requests [page 163]
Creating Return Requests [page 168]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 163].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Return Requests [page 163]
Creating Return Requests [page 168]
Working with List Views [page 60]

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 91].

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 91].

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.
Applied Transactions	Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 1062].

Related Information

Managing Return Requests [page 161]
Creating Return Requests [page 168]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 161]
Working with Return Requests [page 163]
Apps for Creating Records [page 99]

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 171]

Working with Returns [page 173]
Creating Returns [page 179]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 173].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Returns [page 173]
Creating Returns [page 179]
Working with List Views [page 60]

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 91].

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 91].

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.
Applied Transactions	Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 268].

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 266].

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 266].

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 266].

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 1062].

Related Information

Managing Returns [page 171]
Creating Returns [page 179]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 264]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 171]
Working with Returns [page 173]

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 181]
Working with A/R Invoices [page 183]
Creating A/R Invoices [page 190]
Relationship Map [page 101]
Managing Documents in Approval Process [page 261]
Managing Drafts [page 259]
Approval Decisions [page 263]
Linking Paid Down Payment Requests/Invoices [page 204]

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 183].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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.
Applied Transactions	Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/R Invoices [page 183]
Creating A/R Invoices [page 190]
Working with List Views [page 60]

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 91].

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 91].

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 455].

Applied Transactions Displays reconciliation records for the current record.

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 sales order, 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 add more than one package to each sales order, 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.

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

> ⓘ Note
>
> When you copy documents with packing slips to a target document, the packing slips are not copied.

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

If you want to preview and print the packing slips when previewing the deliveries and A/R invoices, select the checkbox *Print Packing Slip with Document* of *Delivery* and *A/R Invoice* under *Administration* > *System Initialization* > *Print Preferences* > *Per Document* tab in the SAP Business One client.

> ⓘ Note
>
> If your browser blocks pop-ups, you need to allow pop-ups for the Web client to enable automatic packing slip printing.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is

equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 264].

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 264].

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 264].

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 1062].

Related Information

Managing A/R Invoices [page 181]
Creating A/R Invoices [page 190]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 264]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 181]
Working with A/R Invoices [page 183]

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 193]
Working with A/R Credit Memos [page 195]
Creating A/R Credit Memos [page 202]
Linking Paid Down Payment Requests/Invoices [page 204]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 195].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Applied Transactions	Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/R Credit Memos [page 195]
Creating A/R Credit Memos [page 202]
Working with List Views [page 60]

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 91].

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 91].

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 455].
Applied Transactions	Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 268].

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 266].

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 266].

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 266].

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 1062].

Related Information

Managing A/R Credit Memos [page 193]
Creating A/R Credit Memos [page 202]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 264]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 193]
Working with A/R Credit Memos [page 195]

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 205]
Working with A/R Reserve Invoices [page 207]
Creating A/R Reserve Invoices [page 212]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 207].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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).

Pick Lists	Choose this button to do one of the following: • *Generate Pick Lists* to create pick lists for the selected documents and release items or components for picking. • *View Pick Lists* to display pick lists associated with the selected documents and review pick list details and picking status.
Applied Transactions	Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/R Reserve Invoices [page 207]
Creating A/R Reserve Invoices [page 212]
Working with List Views [page 60]

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 91].

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 91].

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.

Pick Lists Choose this button to do one of the following:

- *Generate Pick Lists* to create pick lists for the current document and release items or components for picking.
- *View Pick Lists* to display pick lists associated with the current document and review pick list details and picking status.

Applied Transactions Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 1062].

Related Information

Managing A/R Reserve Invoices [page 205]
Creating A/R Reserve Invoices [page 212]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 205]
Working with A/R Reserve Invoices [page 207]

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 localization.
>
> 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 215]
Working with A/R Down Payments [page 217]
Creating A/R Down Payments [page 221]
Linking Paid Down Payment Requests/Invoices [page 192]
Relationship Map [page 101]
Managing Drafts [page 259]

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 217].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To Choose this button to copy the selected A/R down payment to an A/R credit memo.

You can copy an A/R down payment request to an A/R down payment invoice, if both documents are supported in your localization.

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.

Applied Transactions Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/R Down Payments [page 217]
Creating A/R Down Payments [page 221]
Working with List Views [page 60]

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 91].

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 91].

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.

You can copy an A/R down payment request to an A/R down payment invoice, if both documents are supported in your localization.

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 455].

Applied Transactions Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 1062].

Related Information

Managing A/R Down Payments [page 215]
Creating A/R Down Payments [page 221]
Working with Detailed Views [page 91]

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 215]
Working with A/R Down Payments [page 217]
Apps for Creating Records [page 99]

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 223]
Working with Blanket Agreements [page 225]
Creating Blanket Agreements [page 230]

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 225].

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.

- *All Approved Sales/Purchase Blanket Agreements* displays all approved blanket agreements of the company.
- *All Sales/Purchase Blanket Agreements* displays all blanket agreements of the company.
- *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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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, A/R invoices, and A/R down payments.

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

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 75].

Related Information

Working with Blanket Agreements [page 225]
Creating Blanket Agreements [page 230]
Working with List Views [page 60]

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 91].

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 91].

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, A/R invoices, and A/R down payments.

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

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 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.

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 251] and Managing Recurring Transactions [page 253].

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 223]
Creating Blanket Agreements [page 230]
Working with Detailed Views [page 91]

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 223]
Working with Blanket Agreements [page 225]
Apps for Creating Records [page 99]

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 232]
Working with A/R Correction Invoices [page 234]
Creating A/R Correction Invoices [page 239]
Relationship Map [page 101]
Managing Drafts [page 259]

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 234].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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 234]
Creating A/R Correction Invoices [page 239]
Working with List Views [page 60]

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 91].

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 91].

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 455].

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 264].

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 264].

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 264].

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 232]
Creating A/R Correction Invoices [page 239]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 234]
Managing A/R Correction Invoices [page 232]

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 242]
Working with A/R Correction Invoice Reversals [page 244]
Creating A/R Correction Invoice Reversals [page 249]

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 244].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

> **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 75].

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 244]
Creating A/R Correction Invoice Reversals [page 249]
Working with List Views [page 60]

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 91].

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 91].

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. When you select or deselect a row for any of the four options, the same row is automatically selected or deselected for the other options.

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.

Reverse Charge

Select the checkbox for reverse charge transactions.

When *Reverse Charge* is selected, the tax amount is reduced to zero although the tax rate remains as is. Under gross price mode, gross price is equal to unit price. In the automatically generated journal entry, the tax is posted with a zero amount.

For reverse charges, a *Federal Tax ID* on the *Accounting* tab is mandatory.

> **Note**
>
> The column is only available in localizations for European Union (EU) countries, United Kingdom of Great Britain and

Northern Ireland (UK), and UK International / Republic of Ireland (GB).

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 97].

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 264].

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 264].

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 264].

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 242]
Creating A/R Correction Invoice Reversals [page 249]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 242]
Working with A/R Correction Invoice Reversals [page 244]

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 251]
Managing Recurring Transactions [page 253]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 253].

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 253]
Working with List Views [page 60]

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

- *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 251]
Working with List Views [page 60]

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 255]

1.4.14.1 Creating Documents Using Document Generation Wizard

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

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. Choose *New Parameter Set* or *Existing Parameter Set*.
   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:
      - *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. If you choose to generate documents, you can choose *Execute Now* to run document generation, or *Schedule for Later* to schedule it. The job service generates the documents in the background.

Results

You can track progress of the wizard in the notifications. Once the process is complete, you can view a summary of the target documents and review any error and warning messages in *Summary Report*.

Related Information

Document Generation Wizard [page 255]
Job Monitor [page 1138]
Notifications [page 57]

1.4.15 Dunning Wizard

Apps

To open the wizard, choose *Sales* > *Dunning Wizard* in the *Main Menu*.

Tasks

With this app, you can create and send dunning letters to customers with overdue payments. You can also automatically create service invoices to charge customers interest or fees.

Related Information

Creating Dunning Letters Using Dunning Wizard [page 258]

1.4.15.1 Creating Dunning Letters Using Dunning Wizard

Context

To create dunning letters using the wizard, follow this procedure.

Procedure

1. In the *Dunning Options* step, create a new dunning run or load a saved one.

   You can select *Start a New Dunning Run* and specify relevant information such as dunning run name, dunning level, and dunning term. If applicable, select one or more branches.

   You can also select *Load a Saved Dunning Run* to create dunning letters based on previously saved parameters.
2. In the *Customer Selection and Document Parameters* step, select customers and define document-related parameters.
   a. Select the customers to include in the wizard.
      - To include customers whose balance is not negative, select *Include Customers with Credit or Zero Balance*.
      - To include the transactions and documents posted to the connected vendor, select *Consider Connected Vendors*.
   b. Under *Document Dates*, set filters such as posting date and due date to restrict the invoices included in the dunning run.
   c. Optionally, include incoming payments not based on invoices, credit memos not based on invoices, and manual journal entries.
   d. Under *Letter Parameters*, select whether to allow negative dunning letters and whether to display all open items.
3. In the *Recommendation Report* step, review and adjust the recommended data for dunning.
   a. Set the new due date and the date up to which payments are included.
   b. Review the filtered invoices and other documents, and select those you want to include in the dunning run.
   c. Modify relevant columns as needed.
   d. In the *Automatic Posting* column, select whether to create service documents for interest, fees, or both.
4. In the *Recommended Service Documents* step, review the recommended service documents.

   > **Note**
   >
   > This step is skipped if you select *No* in the *Automatic Posting* column in the previous step.

   1. Specify relevant details such as posting date, document date, series, project, distribution rules, tax codes, and remarks.

2. Review the recommended service documents and select the ones that you want to add.

5. In the *Save and Execute Options* step, choose how to proceed with the dunning run and saving options.

   Select one of the following options:

   - *Save Parameter Set and Exit* saves the parameters you defined without generating dunning letters.
   - *Save Recommendation Report and Exit* saves the recommendation report for future use.
   - *Execute* generates the dunning letters and service documents, if any, without saving the parameters and recommendation report.

6. In the *Summary Report* step, review the summary and any system messages.

   View a summary of the generated dunning letters and service documents per customer, and review any success, information, warning, or error messages.

1.4.16 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, checks for payment 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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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.

Draft Preview and Printing

You can find the following functions when previewing and printing drafts:

- Preview options for multiple drafts:
  When previewing multiple drafts in a list view, you have three options:
  - *Single PDF for All Documents*: combines all selected drafts into a single PDF.
  - *Single PDF for Each Business Partner*: creates one PDF for each business partner.
  - *Single PDF for Each Document*: creates a separate PDF for each draft.

  > **Note**
  >
  > If you select *Single PDF for Each Business Partner* or *Single PDF for Each Document*, the Web client may open multiple browser tabs or windows depending on the number of business partners or drafts.

- Watermark display:
  - When previewing drafts, a *Preview* watermark appears on the draft. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.
  - When previewing and printing drafts, you can choose whether to display the *Draft* watermark on the document. To enable this, select the checkbox *Print Draft Watermark on Draft Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.
- The *Print Sequence* option:
  When previewing and printing drafts, you can use print sequences that contain **only** Crystal Reports layouts. The *Print Sequence* option is available in the *Preview* dropdown list in the list view and in the *Share* menu in the detail view. To use print sequences in the list view, select a single document.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

1.4.17 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 263]

1.4.18 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 945]

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 261]

1.4.19 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 264].

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 266].

1.4.19.1 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 408]

1.4.19.2 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 268].

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 408]

1.4.19.2.1 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 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 270]
Purchase Quotations [page 279]
Purchase Orders [page 288]
A/P Reserve Invoices [page 297]
Goods Receipt POs [page 305]
Goods Return Requests [page 315]
Goods Returns [page 325]
A/P Invoices [page 335]
A/P Credit Memos [page 346]
Recurring Transactions [page 250]
Procurement Confirmation Wizard [page 414]
Purchase Quotation Generation Wizard [page 417]

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 271]
Working with Purchase Requests [page 273]
Creating Purchase Requests [page 277]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 273].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

Use the options in the table toolbar to perform various actions. For more information, see Table Toolbar [page 75].

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Purchase Requests [page 273]

Creating Purchase Requests [page 277]
Working with List Views [page 60]

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 91].

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 91].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 1062].

Related Information

Managing Purchase Requests [page 271]
Creating Purchase Requests [page 277]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 271]
Working with Purchase Requests [page 273]
Apps for Creating Records [page 99]

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 279]
Working with Purchase Quotations [page 282]
Creating Purchase Quotations [page 286]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 282].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Purchase Quotations [page 282]
Creating Purchase Quotations [page 286]
Working with List Views [page 60]

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 91].

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 91].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 1062].

Related Information

Managing Purchase Quotations [page 279]
Creating Purchase Quotations [page 286]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 279]
Working with Purchase Quotations [page 282]
Apps for Creating Records [page 99]

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 289]
Working with Purchase Orders [page 291]
Creating Purchase Orders [page 295]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 291].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To

Choose this button to copy one or more purchase orders to a goods receipt PO, A/P reserve invoice, A/P invoice, or A/P down payment.

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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Purchase Orders [page 291]
Creating Purchase Orders [page 295]
Working with List Views [page 60]

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 91].

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 91].

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.

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 455].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 1062].

Related Information

Managing Purchase Orders [page 289]
Creating Purchase Orders [page 295]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 289]
Working with Purchase Orders [page 291]
Apps for Creating Records [page 99]

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 297]
Working with A/P Reserve Invoices [page 300]
Creating A/P Reserve Invoices [page 303]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 300].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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).
Applied Transactions	Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/P Reserve Invoices [page 300]
Creating A/P Reserve Invoices [page 303]
Working with List Views [page 60]

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 91].

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 91].

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.
Applied Transactions	Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 1062].

Related Information

Managing A/P Reserve Invoices [page 297]
Creating A/P Reserve Invoices [page 303]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 297]
Working with A/P Reserve Invoices [page 300]
Apps for Creating Records [page 99]

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 306]
Working with Goods Receipt POs [page 308]
Creating Goods Receipt POs [page 313]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 308].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To

Choose this button to copy one or more goods receipt POs to a goods return request, goods return, A/P invoice, or A/P down payment.

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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Goods Receipt POs [page 308]
Creating Goods Receipt POs [page 313]
Working with List Views [page 60]

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 91].

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 91].

Copy To Copies the goods receipt PO, or the lines you selected in the goods receipt PO, to a goods return request, goods return, A/P invoice, or A/P down payment.

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 413].

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 411].

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 411].

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 411].

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 1062].

Related Information

Managing Goods Receipt POs [page 306]
Creating Goods Receipt POs [page 313]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 408]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 306]
Working with Goods Receipt POs [page 308]
Apps for Creating Records [page 99]

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 316]
Working with Goods Return Requests [page 318]
Creating Goods Return Requests [page 322]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 318].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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 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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Goods Return Requests [page 318]
Creating Goods Return Requests [page 322]
Working with List Views [page 60]

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 91].

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 91].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 1062].

Related Information

Managing Goods Return Requests [page 316]
Creating Goods Return Requests [page 322]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 316]
Working with Goods Return Requests [page 318]
Apps for Creating Records [page 99]

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 325]
Working with Goods Returns [page 327]
Creating Goods Returns [page 333]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 327].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with Goods Returns [page 327]
Creating Goods Returns [page 333]
Working with List Views [page 60]

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 91].

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 91].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 409].

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 409].

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 409].

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 1062].

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

Related Information

Managing Goods Returns [page 325]
Creating Goods Returns [page 333]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 408]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 325]
Working with Goods Returns [page 327]
Apps for Creating Records [page 99]

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 335]
Working with A/P Invoices [page 338]
Creating A/P Invoices [page 343]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]
Linking Paid Down Payment Requests/Invoices [page 345]

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 338].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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.

Applied Transactions Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC) Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/P Invoices [page 338]
Creating A/P Invoices [page 343]
Working with List Views [page 60]

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 91].

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 91].

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 455].

Applied Transactions Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 413].

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 411].

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 411].

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 411].

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 1062].

Related Information

Managing A/P Invoices [page 335]
Creating A/P Invoices [page 343]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 408]

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, goods receipt POs, and landed costs 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**
>
> The *Landed Costs* option is available only for companies with a perpetual inventory system. After you select *Landed Costs*, a service-type A/P invoice is created. Any existing item lines will be removed.

> **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* or by dragging and dropping files or emails directly onto the tab.
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 955].

> **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 335]
Working with A/P Invoices [page 338]
Apps for Creating Records [page 99]

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 346]
Working with A/P Credit Memos [page 348]
Creating A/P Credit Memos [page 354]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]
Linking Paid Down Payment Requests/Invoices [page 356]

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 348].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

Applied Transactions	Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Working with A/P Credit Memos [page 348]
Creating A/P Credit Memos [page 354]
Working with List Views [page 60]

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 91].

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 91].

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 455].

Applied Transactions Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 409].

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 409].

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 409].

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 1062].

Related Information

Managing A/P Credit Memos [page 346]
Creating A/P Credit Memos [page 354]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 408]

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* or by dragging and dropping files or emails directly onto the tab.
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 955].

    > **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 346]
Working with A/P Credit Memos [page 348]
Apps for Creating Records [page 99]

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 357]
Working with Landed Costs [page 359]
Creating Landed Costs [page 362]

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 359]
Creating Landed Costs [page 362]
Working with List Views [page 60]

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 91].

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 91].

Copy To Creates a target document based on the current landed costs document. You can select *A/P Invoice* to create a broker invoice that records the customs duties and other costs billed by your broker.

> **Note**
>
> The function is available for companies that use a perpetual inventory system and manage a single broker in the landed costs document. If the landed costs have multiple brokers, you can use the *Copy From* function in the detailed view of A/P invoices to create a broker invoice.

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 357]
Creating Landed Costs [page 362]
Working with List Views [page 60]

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* or by dragging and dropping files or emails directly onto the tab.
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 357]
Working with Landed Costs [page 359]

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 365]
Working with A/P Down Payments [page 368]
Creating A/P Down Payments [page 371]
Linking Paid Down Payment Requests/Invoices [page 345]
Managing Drafts [page 259]

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 368].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Copy To	Choose this button to copy the selected A/P down payments to an A/P credit memo. You can copy an A/P Down Payment Request to an A/P Down Payment Invoice, if both documents are supported in your localization.
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.
Applied Transactions	Displays reconciliation records for the selected records.

> **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 75].

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.

Open Amount, Open Amount (SC), Open Amount (FC)	Display the open amount in each document, including tax that is still not drawn into the target document, or not yet paid.

Related Information

Managing A/P Down Payments [page 365]
Creating A/P Down Payments [page 371]
Working with List Views [page 60]

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 91].

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 91].

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 455].
Applied Transactions	Displays reconciliation records for the current record.

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 1062].

Related Information

Managing A/P Down Payments [page 365]
Creating A/P Down Payments [page 371]
Working with Detailed Views [page 91]

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 365]
Working with A/P Down Payments [page 368]
Apps for Creating Records [page 99]

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 223]
Working with Blanket Agreements [page 225]
Creating Blanket Agreements [page 230]

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 225].

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.
- *All Approved Sales/Purchase Blanket Agreements* displays all approved blanket agreements of the company.
- *All Sales/Purchase Blanket Agreements* displays all blanket agreements of the company.
- *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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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, A/R invoices, and A/R down payments.

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

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 75].

Related Information

Working with Blanket Agreements [page 225]
Creating Blanket Agreements [page 230]
Working with List Views [page 60]

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 91].

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 91].

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, A/R invoices, and A/R down payments.

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

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 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.

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 251] and Managing Recurring Transactions [page 253].

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 223]
Creating Blanket Agreements [page 230]
Working with Detailed Views [page 91]

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 223]
Working with Blanket Agreements [page 225]
Apps for Creating Records [page 99]

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 382]
Working with A/P Correction Invoices [page 384]
Creating A/P Correction Invoices [page 388]
Relationship Map [page 101]
Managing Drafts [page 259]

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 384].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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 384]
Creating A/P Correction Invoices [page 388]

Working with List Views [page 60]

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 91].

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 91].

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 455].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 264].

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 264].

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 264].

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 382]
Creating A/P Correction Invoices [page 388]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 384]
Managing A/P Correction Invoices [page 382]

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 391]
Working with A/P Correction Invoice Reversals [page 393]
Creating A/P Correction Invoice Reversals [page 397]

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 244].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

> ### 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 75].

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 393]

Creating A/P Correction Invoice Reversals [page 397]
Working with List Views [page 60]

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 91].

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 91].

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. When you select or deselect a row for any of the three options, the same row is automatically selected or deselected for the other options.

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 97].

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 264].

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 264].

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 264].

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 391]
Creating A/P Correction Invoice Reversals [page 397]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 391]
Working with A/P Correction Invoice Reversals [page 393]

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 251]
Managing Recurring Transactions [page 253]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 253].

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 253]
Working with List Views [page 60]

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

- *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 251]
Working with List Views [page 60]

1.5.16 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, checks for payment 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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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.

Draft Preview and Printing

You can find the following functions when previewing and printing drafts:

- Preview options for multiple drafts:
  When previewing multiple drafts in a list view, you have three options:
  - *Single PDF for All Documents*: combines all selected drafts into a single PDF.
  - *Single PDF for Each Business Partner*: creates one PDF for each business partner.
  - *Single PDF for Each Document*: creates a separate PDF for each draft.

  > **Note**
  >
  > If you select *Single PDF for Each Business Partner* or *Single PDF for Each Document*, the Web client may open multiple browser tabs or windows depending on the number of business partners or drafts.
- Watermark display:
  - When previewing drafts, a *Preview* watermark appears on the draft. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.

- When previewing and printing drafts, you can choose whether to display the *Draft* watermark on the document. To enable this, select the checkbox *Print Draft Watermark on Draft Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.

- The *Print Sequence* option:
  When previewing and printing drafts, you can use print sequences that contain **only** Crystal Reports layouts. The *Print Sequence* option is available in the *Preview* dropdown list in the list view and in the *Share* menu in the detail view. To use print sequences in the list view, select a single document.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

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 263]

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 945]

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 261]

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 264].

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 266].

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 408]

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 268].

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 408]

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 415]
Creating Procurement Documents from Production Orders [page 416]

1.5.20.1 Creating Purchase Orders from Sales Orders

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

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

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

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 immediately, choose *Execute Now*. Choose *Schedule for Later* to schedule the document generation for a later date and time.
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 415]

1.5.21 Purchase Quotation Generation Wizard

Apps

To open the wizard, choose *Main Menu* > *Purchasing* > *Purchase Quotation Generation Wizard*.

Tasks

With this app, you can:

- Generate purchase quotations based on selected items or purchase requests.
- Define and save the parameters used to generate purchase quotations.
- Generate purchase quotations immediately or schedule for a later time.

Related Information

Creating Documents Using Purchase Quotation Generation Wizard [page 418]

1.5.21.1 Creating Documents Using Purchase Quotation Generation Wizard

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

Context

To create purchase quotations using the wizard, follow this procedure:

Procedure

1. In the *Document Generation Options* step, create a new parameter set or select an existing one.

   > **Note**
   >
   > When creating a new parameter set, you can continue without specifying a set name. If you later choose to save the parameters, the set name becomes mandatory.

2. In the *Base Line Selection Criteria* step, define the source data.
    - Choose *Based on Items* to generate purchase quotations based on items you select in the next step.
    - Choose *Based on Purchase Requests* to generate purchase quotations from purchase requests. Then define the source purchase requests as follows:
        1. Specify the criteria, such as dates, document numbers, projects, branches, users, employees, departments, and items, to filter purchase requests.
        2. Select the *Display Purchase Requests from MRP Only* checkbox if you want to display only purchase requests created by MRP.
3. In the *Select Items* step, specify the items for which you want vendors to provide quotations, as well as the required quantity, required date, and valid until date.
    a. Add items by choosing the icon, or choosing *Add Items* to filter items by item data, warehouse, and user-defined fields.

    If you selected *Based on Purchase Requests* in step 2, items from the filtered purchase requests are listed. By default, the item list is grouped by item. You can group it by purchase request through the dropdown list in the top left corner of the table.
    b. Specify item details such as required date, required quantity, and warehouse.
    c. You can delete or duplicate items in the table.
4. In the *Select Target Document Lines* step, select lines to generate target purchase quotations. By default, the list is grouped by business partner. You can group it by item instead.
    a. Define the numbering series for the purchase quotations to be generated.
    b. To create draft quotations, select *Create Draft Documents*.
    c. Review the vendor assignments for selected lines. If preferred vendors or vendors from source purchase requests are available, the system automatically fills the *Vendor* field and displays the corresponding *Vendor Type*, such as *Preferred Vendors* or *Vendor from Purchase Request*.
    d. To change the vendor, select another preferred vendor, or change vendor type to *All Vendors*, and then select a vendor from the business partner list.
    e. Modify other relevant fields, such as required quantity, warehouse, and required date, if needed.
    f. You can add, delete, or duplicate the quotation lines, if required.
5. In the *Results Preview* step, review the purchase quotations that the wizard will generate.
6. In the *Save and Execute Options* step, determine how the wizard processes and saves the current parameter set.
    a. Select one of the following options:
        - *Execute* generates one purchase quotation per vendor without saving the defined parameters.
        - *Save Parameter Set and Execute* saves the parameters and generates the documents.
        - *Save Parameter Set and Exit* saves the parameters without generating documents.
    b. To print the quotations that will be generated, select *Print Quotations* if a default Crystal Report or Print Layout Designer layout is defined for purchase quotations.
    c. If you choose an execution option:
        1. Specify how to handle errors during document generation:
            - *Stop Execution*: Stops the generation process when an error occurs.
            - *Skip to Next Vendor*: Skips the vendor that causes the error and continues the generation process.
        2. Choose when to generate the documents:
            - *Execute Now* generates the documents immediately.

- *Schedule for Later* schedules the document generation for a later date and time.

Results

If you chose *Save Parameter Set and Exit* in step 6, review the summary report directly.

Otherwise, you can monitor the progress in *Notifications*.

After the process completes, choose *Click to View Results* in the notification to review the summary of the generated documents and any error and warning messages in the *Summary Report*.

Related Information

Purchase Quotation Generation Wizard [page 417]

1.6 Business Partners

Apps

In the *Business Partners* group, you can find the following apps:

- *Business Partners*
- *Create Business Partner*
- *Activities*
- *Create Activity*
- *Campaigns*
- *Create Campaign*
- *Business Partner Catalog Numbers by BP*
- *Scan Business Card*
- *Internal Reconciliations*
- *Create BP Internal Reconciliations*
- *Applied Transactions*

Related Information

Business Partners [page 421]
Activities [page 106]
Campaigns [page 113]
Managing Business Partner Catalog Numbers by BP [page 443]
Scanning Business Cards [page 448]
Internal Reconciliations [page 444]

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 421]
Working with Business Partners [page 423]
Creating Business Partners [page 428]

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 423].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Business Partners [page 421]
Working with Business Partners [page 423]
Creating Business Partners [page 428]
Working with List Views [page 60]

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 91].

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 91].

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 1062].

Related Information

Business Partners [page 421]
Managing Business Partners [page 421]
Creating Business Partners [page 428]
Working with Detailed Views [page 91]

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* or by dragging and dropping files or emails directly onto the tab.
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 99].

Related Information

Business Partners [page 421]
Managing Business Partners [page 421]

Working with Business Partners [page 423]

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*).

  > **Note**
  >
  > This setting is also available in the Web client in the following location: *Administration* > *Configuration* > *Business Partners* > *Business Partners 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 1145].

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	Y (Default)/N
Inactive	`OCRD.frozenFor`	Checkbox	Y /N(Default)
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	Y/N
Backorder	`OCRD.BackOrder`	Checkbox	Y/N
No Discounts	`OCRD.NoDiscount`	Checkbox	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	Y/N
This BP Accepts Endorsed Checks	`OCRD.EdrsToBP`	Checkbox	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	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	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 1145]
Working with Import from Microsoft Excel [page 1140]

1.6.2 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*.

1.6.3 Internal Reconciliations

Apps

When working with internal reconciliations for business partners, you can find the following apps:

- *Internal Reconciliations*
- *Create BP Internal Reconciliations*
- *Applied Transactions*

Tasks

You can carry out the following tasks with these apps:

- Search and filter internal reconciliations and applied transactions
- View internal reconciliations and applied transactions for business partners
- Create internal reconciliations for business partners
- Cancel previously applied internal reconciliations

Related Information

Managing Internal Reconciliations [page 445]
Creating BP Internal Reconciliations [page 446]
Managing Applied Transactions [page 447]

1.6.3.1 Managing Internal Reconciliations

To open the *Internal Reconciliations* list view, choose the *Internal Reconciliations* 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

Web client list views provide a view of the dataset of reconciliation records. The views store filter settings and parameters to determine which records are displayed in the list view. In the views menu, the following predefined view is available:

- *All Reconciliations* displays all internal reconciliation records of the company.

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 61].

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 72].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Internal Reconciliations [page 444]
Creating BP Internal Reconciliations [page 446]
Creating G/L Account Internal Reconciliations [page 529]
Managing Applied Transactions [page 447]

1.6.3.2 Creating BP Internal Reconciliations

Context

Use the *Create BP Internal Reconciliations* app to internally reconcile transactions posted to business partners. You can reconcile open transactions manually or automatically, either fully or partially, for one business partner or for multiple business partners. You can also use filters to find relevant transactions, create adjustments, and view previously applied transactions.

Procedure

1. To create an internal reconciliation for business partners, choose the *Create BP Internal Reconciliations* tile .
2. On the filter bar, specify the mandatory fields *Reconciliation Date* and *Business Partners*. You can also choose whether to *Consider Connected BPs* and *Display LC/SC-Only Transactions*, and then choose *Go*.

   The matching records are displayed in the *BP Internal Reconciliations* list.

   > **Note**
   >
   > If a vendor is also defined as a customer, choose *Consider Connected BPs* to include open transactions of connected business partners in the reconciliation.

3. After reviewing the transactions in the list, you can perform the following actions:

   Auto Reconcile

   1. To reconcile transactions automatically, choose *Auto Reconcile*.
   2. In the *Matching Rules for Automatic Reconciliation* dialog box, specify up to three matching rules, the allowed *Reconciliation Difference*, and whether to *Ignore Ordered Transactions*.
   3. Choose *Reconcile*.

   Manually Reconcile To reconcile transactions manually, select the relevant records, specify an *Amount to Reconcile*, and choose *Manually Reconcile*.

Journal Entry Preview	Select the transactions to reconcile and choose *Journal Entry Preview* to preview the corresponding journal entry that will be generated with the reconciliation.
Create Adjustments	To add relevant transactions that are not yet posted in the system, select relevant transactions and choose *Create Adjustments*. In the dialog box, choose one of the following options: • *Create Journal Entry* • *Create Incoming Payment* • *Create Outgoing Payment*
Applied Transactions	Select one or more transactions and choose *Applied Transactions* to view previously applied reconciliation records.

Related Information

Internal Reconciliations [page 444]
Managing Internal Reconciliations [page 445]
Managing Applied Transactions [page 447]

1.6.3.3 Managing Applied Transactions

To open the *Applied Transactions* list view, click the *Applied Transactions* 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

Web client list views provide a view of the dataset of reconciliation records. The views store filter settings and parameters to determine which records are displayed in the list view. In the views menu, the following predefined view is available:

- *All Reconciliations* displays all internal reconciliation records of the company.

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 61].

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 72].

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 75].

Cancel	Cancels the selected reconciliation. A new reconciliation with the *Cancellation* reconciliation type appears.
Applied Transactions	Displays reconciliation records for the selected records.

> **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*). For more information, see Table Area [page 75].

Related Information

Internal Reconciliations [page 527]
Managing Internal Reconciliations [page 445]
Creating BP Internal Reconciliations [page 446]
Creating G/L Account Internal Reconciliations [page 529]

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 449]
Creating Contact Persons [page 450]

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 448]

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 448]

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*
- *Checks for Payment*
- *Create Check for Payment for Business Partner*
- *Create Check for Payment for Accounts*
- *Void Checks for Payment*
- *Checks for Payment Drafts Report*
- *Checks Number Confirmation*

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.
- Search and filter checks for payment.
- View and manage checks for payment.
- Create checks for payment for business partners and accounts.
- Print checks for payment.
- View and manage checks for payment drafts.
- Void or cancel checks for payment.
- Review and update print statuses for checks.

Related Information

Managing Payments [page 453]
Working with Payments [page 455]

Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]
Payment Runs [page 464]
Check Register [page 471]
Managing Checks for Payment [page 475]
Managing Checks for Payment Drafts Report [page 481]
Confirming Check Numbers [page 484]
Voiding Checks for Payment [page 480]

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 455].

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 example 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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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.

Applied Transactions Displays reconciliation records for the selected records.

> **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 75].

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 455]
Creating Payments [page 458]
Payments [page 451]
Working with List Views [page 60]

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 91].

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 91].

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.

Applied Transactions Displays reconciliation records for the current record.

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 453]
Creating Payments [page 458]
Payments [page 451]
Working with Detailed Views [page 91]

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 99].

> **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 453]
Working with Payments [page 455]
Payments [page 451]

1.7.3 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, checks for payment 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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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:

> ⓘ Note
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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.

Draft Preview and Printing

You can find the following functions when previewing and printing drafts:

- Preview options for multiple drafts:
  When previewing multiple drafts in a list view, you have three options:
  - *Single PDF for All Documents*: combines all selected drafts into a single PDF.
  - *Single PDF for Each Business Partner*: creates one PDF for each business partner.
  - *Single PDF for Each Document*: creates a separate PDF for each draft.

  > **Note**
  >
  > If you select *Single PDF for Each Business Partner* or *Single PDF for Each Document*, the Web client may open multiple browser tabs or windows depending on the number of business partners or drafts.

- Watermark display:
  - When previewing drafts, a *Preview* watermark appears on the draft. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.
  - When previewing and printing drafts, you can choose whether to display the *Draft* watermark on the document. To enable this, select the checkbox *Print Draft Watermark on Draft Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.
- The *Print Sequence* option:
  When previewing and printing drafts, you can use print sequences that contain **only** Crystal Reports layouts. The *Print Sequence* option is available in the *Preview* dropdown list in the list view and in the *Share* menu in the detail view. To use print sequences in the list view, select a single document.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

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 263]

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 945]

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 261]

1.7.6 Payment Runs

Apps

When working with payment runs, you can use the following apps:

- *Payment Runs*
- *New Payment Run*

Tasks

You can carry out the following tasks with these apps:

- Search, filter, and view payment runs and payment order runs for incoming and outgoing payments
- Create new payment runs and payment order runs
- Edit, cancel, and remove existing payment runs and payment order runs

Related Information

Managing Payment Runs [page 464]
Working with Payment Runs [page 466]
Creating Payments Using Payment Run [page 469]

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.

For more information on the detailed view for payment runs, see Working with Payment Runs [page 466].

Selecting Views

The Web client list views provide you with multiple views of the dataset of payment runs. 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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Cancel Payment Run	Cancels the selected payment runs or recommendations. The following list describes the result for each status.

- *Recommended Wizard*
  Deletes the selected saved recommendations.
- *Executed Wizard*
  Cancels and deletes the selected payment runs. Payments made by bank transfer or check are canceled, while the status of bills of exchange (BoE) payments is not changed.
- *Payment Order Run*
  Cancels and deletes the selected payment order runs. The generated payment instructions are removed, and the invoices included in the payment order remain open.
- *Scheduled Wizard*
  The documents included in the runs are removed and made available for the next payment run.

Reports Lists the available reports for the selected payment runs. You can choose one of the following:

- *Country/Region Summary*
  Generates a report that displays country code, country/region, payment totals, and related information.
- *Currency Summary*
  Generates a report that displays payment currency, payment totals, and related information.
- *Payment Method Summary*
  Generates a report that displays payment method code, payment method description, payment totals, and related information.
- *Bank Account Summary*
  Generates a report that displays bank code, bank name, house bank account number, payment totals, and related information.

Related Information

Payment Runs [page 464]
Working with Payment Runs [page 466]
Creating Payments Using Payment Run [page 469]
Working with List Views [page 60]

1.7.6.2 Working with Payment Runs

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 payment 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 91].

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 91].

Cancel Payment Run

Cancels the payment run or recommendation. The following list describes the result for each status.

- *Recommended Wizard*
  Deletes the saved recommendation.
- *Executed Wizard*
  Cancels and deletes the payment run. Payments made by bank transfer or check are canceled, while the status of bills of exchange (BoE) payments is not changed.
- *Payment Order Run*
  Cancels and deletes the payment order run. The generated payment instructions are removed, and the invoices included in the payment order remain open.
- *Scheduled Wizard*
  The documents included in the run are removed and made available for the next payment run.

Close Payment Order Rows

Closes and removes the rows that have a zero balance due from the payment order run . Remaining rows stay open.

Reports

Lists the available reports for the payment run. You can choose one of the following:

- *Country/Region Summary*

Generates a report that displays country code, country/region, payment totals, and related information.

- *Currency Summary*
  Generates a report that displays payment currency, payment totals, and related information.
- *Payment Method Summary*
  Generates a report that displays payment method code, payment method description, payment totals, and related information.
- *Bank Account Summary*
  Generates a report that displays bank code, bank name, house bank account number, payment totals, and related information.

Working with the Record Content

General Tab

This tab displays the payment run parameters used when the payment run was created.

Selections Tab

This tab displays the criteria used to select the transactions included in the payment run.

Recommendations Tab

This tab displays the payment recommendations generated by the system based on the payment run criteria.

From the *Payments* dropdown list in the left corner above the table, you can also select one of the following options:

- *Recommended Payments* displays all records recommended by the Web client for the payment run.
- *Unselected Payments* displays the records that you removed from the payment run.

Non-Included Transactions	Displays the transactions that the wizard excluded from the payment run, along with the error description for each transaction.

Related Information

Payment Runs [page 464]
Managing Payment Runs [page 464]
Creating Payments Using Payment Run [page 469]
Working with Detailed Views [page 91]

1.7.6.2.1 Creating Payments Using Payment Run

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

Context

To generate incoming or outgoing payments for selected business partners and transactions, follow this procedure.

Procedure

1. To create a new payment run, choose one of the following options:
   a. From the *Manage Payment Runs* list view, choose *New*.
   b. Choose the *New Payment Run* tile on the home page.
2. In the *General* step, define the basic settings for the payment run.
   a. Specify the following:
      - *Payment Run Date*: Specify the date of the payment run. This date becomes the posting date of incoming/outgoing payments to be created by the payment run. The default date is the current date.
      - *Payment Run Name*: Specify a name for the payment run. By default, a unique code is assigned automatically.
      - *Next Payment Run Date*: Optionally, specify the date of the next payment run. This is used as a filtering criterion for transactions to be paid. If you leave this field blank, all transactions that meet the selection criteria are listed.

        > **Note**
        >
        > Use this field to benefit from cash discounts. For a transaction, if you can get the same cash discount on both the payment run date and the next payment run date, this transaction is not included in the recommendation report of the current payment run.

   b. Select the payment type.
      - Select *Outgoing* to display all open A/P transactions matching your other selection criteria.

- Select *Incoming* to display all open A/R transactions matching your other selection criteria.

c. Under *Payment Due Date Based On*, select the date that is used to determine whether a transaction is due for payment.
   - *Payment Run Date*: Transactions are due based on the payment run date.
   - *Document Due Date*: Transactions are due based on the due date specified in the source document.

d. Select one or more payment means.
   - For the *Outgoing* payment type, you can select *Check* or *Bank Transfer*.
   - For the *Incoming* payment type, only *Bank Transfer* is available.

e. If necessary, specify the minimum amount for a single incoming/outgoing payment generated by the current payment run.

f. Select one or more payment methods to include in the payment run.

   If required, specify *Maximum Incoming Amount* and *Maximum Outgoing Amount* for payment methods whose payment type is *Incoming* and *Outgoing*, respectively. These values define the maximum amount to be recorded in the G/L account or for the corresponding payment method in the current payment run.

   By default, the maximum outgoing amount is the current debit balance of the selected house bank account, if available. This is the maximum amount that can be paid from the selected house bank account.

   > **Note**
   >
   > If the maximum amount for the G/L account is zero, all the payment methods under this G/L account are treated as having no amount restriction. Otherwise, all the payment methods under this G/L account are processed according to the value specified in the field.

3. In the *Selections* step, select the business partners and define the transactions to include in the payment run.

   a. Select how documents are sorted.

   b. Under *A/R Transaction* and *A/P Transaction*, specify the relevant selection criteria.

      Define filters such as posting date, due date, document date, balance due, document number, and blanket agreement.

   c. Optionally, select *Apply to Cash Discount Transactions* and specify a minimum cash discount percentage.

      When you select this option, the due date range that you define is applied to all A/P transactions. When you deselect the option, A/P transactions that are eligible for a cash discount on the payment run date can still be recommended, even when their due date falls outside the specified due date range.

   d. Specify the business partners to include in the payment run.

4. In the *Recommendations* step, you can perform the following actions:

   - Review the recommended business partners and transactions.
   - Select the transactions that you want to include in the payment run.
   - To review transactions that were excluded from the payment run, choose *Non-Included Transactions*.

- Optionally, you can add transactions manually to record adhoc payments using *Add Manual Row*. Choose *Add Manual Row for BP* or *Add Manual Row for Account*, select a *BP Code* or *G/L Account*, specify the payment amount, and add other optional information as needed.
- In the *Primary Form Item* field, select the appropriate payment category.
- Review and adjust payment amounts and discounts if necessary.

5. In the *Save Options* step, select how to process the payment run results.

   Select one of the following options:
   - *Save Parameters* saves the parameters without saving the recommendations.
   - *Save Recommendations* saves the parameters and recommendations without executing the payment run.
   - *Execute Payment Run* generates the payments and payment documents using the current parameters and recommendations.
   - *Execute Payment Order Run* generates payment orders without a linked journal entry, and enables the generation of electronic outbound bank files.
   - *Schedule Payment Run* schedules the payment run to be executed at a later time.
6. Choose one of the following:
   - *Finish and View* processes the selected option and opens the payment run in the detailed view.
   - *Finish and Back* processes the selected option and returns you to the *Manage Payment Runs* list view.

Related Information

Payment Runs [page 464]
Managing Payment Runs [page 464]
Working with Payment Runs [page 466]

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 472]
Canceling Checks [page 473]

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 471]
Canceling Checks [page 473]

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 471]
Endorsing Checks [page 472]

1.7.8 Checks for Payment

Apps

When working with checks for payment runs, you can use the following apps:

- *Checks for Payment*
- *Create Check for Payment for Business Partner*
- *Create Check for Payment for Account*
- *Void Checks for Payment*
- *Checks for Payment Drafts Report*
- *Check Number Confirmation*

Tasks

You can carry out the following tasks with these apps:

- Search and filter checks for payment.
- View and manage checks for payment.
- Create checks for payment for business partners and accounts.
- Create and manage drafts for checks for payment.
- Print checks created through the *Outgoing Payments* and *Checks for Payment* apps.
- Void or cancel checks for payment created in *Outgoing Payments* and *Checks for Payment* apps.
- Review and update print statuses for checks for payment.

Related Information

Managing Checks for Payment [page 475]
Working with Checks for Payment [page 476]
Creating Checks for Payment [page 479]
Voiding Checks for Payment [page 480]
Managing Checks for Payment Drafts Report [page 481]

Confirming Check Numbers [page 484]

1.7.8.1 Managing Checks for Payment

To open the *Manage Checks for Payment* list view, choose the *Checks for Payment* 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 checks for payment, see Working with Checks for Payment [page 476].

Selecting Views

The Web client list views provide you with multiple views of the dataset of checks for payment 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 Checks for Payment* displays the checks for payment created by the user who is currently logged in. This view is displayed by default.
- *All Checks for Payment* displays all the checks for payment of the company.
- *All Checks for Payment for Accounts* displays all the checks for payment created for G/L accounts.
- *All Checks for Payment for Business Partners* displays all the checks for payment created for business partners.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Create Choose the dropdown list to create a check for payment for either a business partner or G/L account.

Print Select one or more checks for payment and choose this button to print the selected checks. After printing, the *Check Number Confirmation* window appears.

You can also print specific checks from the respective detailed view.

> **Note**
>
> To print multiple checks, select checks with the same *BP/Account Code* and *Country/Region* .

> **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 75].

Related Information

Checks for Payment [page 474]
Working with Checks for Payment [page 476]
Creating Checks for Payment [page 479]
Working with List Views [page 60]

1.7.8.2 Working with Checks for Payment

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 check for payment 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 91].

Document Type	Displays the type of business object for which the check is created, such as *Business Partner* or *Account*.
Payment	Displays the payment amount of the check.

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 91].

New Activity	Creates a new activity related to the check for payment.
Cancel	Cancels the check for payment.

> **Note**
>
> Manually created checks can be canceled. You cannot cancel checks linked to outgoing payments or payment runs here. Use the *Void Checks for Payment* app for canceling such checks.

Working with the Record Content

General Tab

The fields on this tab provide general information about the check for payment.

To Order Of Displays the business partner or account to which the payment is issued.

Pay To Displays the payment address information for the check.

Credited G/L Account Displays the G/L account from which the payment is made.

Contents Tab

The fields on this tab provide document and payment information based on the method of check creation.

Details Displays the document details included in the payment and their corresponding payment amounts.

- *Remarks*: For checks created directly in the *Checks for Payment* app, this field displays the details specified by the user. For checks generated from an *Outgoing Payments* document, this field displays the numbers of the A/P invoices paid by the specific outgoing payment.
- *Amount*: For checks created directly in the *Checks for Payment* app, this field displays the amount entered by the user. For checks generated from an *Outgoing Payments* document, this field displays the amount from the outgoing payment.

Summary Displays summary information for the check for payment, including the total amount, tax amount, and amount due.

Payment Means - Check Tab

The fields on this tab provide information about the checks used for the payment.

Details Displays check details, such as the due date, an indicator of whether the check is endorsable, amount, bank details, manual check indicator, and check number.

Manual Check Indicates if the check number is entered manually.

Pay to Order Of Displays the business partner or account specified in the *To Order Of* field.

Reference and Summary Tab

The fields on this tab provide reference and summary information.

Document Preferences Displays links to related documents.

Attachments Tab

This tab shows the attachments of the current document.

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

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

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

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.

The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

Related Information

Checks for Payment [page 474]
Managing Checks for Payment [page 475]
Creating Checks for Payment [page 479]
Working with Detailed Views [page 91]

1.7.8.2.1 Creating Checks for Payment

Context

You can create checks for payment manually for a business partner or G/L account.

Procedure

1. To create a new check for payment, choose the *Create Check for Payment for Business Partner* or *Create Check for Payment for Account* tile.
2. On the *General* tab, specify the mandatory fields:
   - *To Order Of*: Select the business partner or G/L account to whom the payment is issued.
   - *Pay To*: This field updates automatically based on your *To Order Of* selection.
     - If you select a G/L account in *To Order Of*, enter the mailing address you want to print on the check.
     - If you select a business partner in *To Order Of*, the field fills automatically with the address from the *Business Partner* app. If needed, you can specify a different address.

     > **Note**
     >
     > In the *Create Check for Payment for Account* app, this field is empty by default. You can manually enter an address.

   - *Credited G/L Account*: Select the G/L account from which the payment is made.
   - *Posting Date*: The default value is the current date but can be modified.

- *Create Journal Entry*: Select the checkbox to create a journal entry for the transaction.

3. On the *Contents* tab, enter the payment details.
4. On the *Payment Means - Check* tab, specify the following details: the due date, whether the check is endorsable, the amount, and bank details.

   To manually enter a check number, select the *Manual Check* checkbox. This is useful if the check is not printed through SAP Business One, Web client, but written manually. Once this checkbox is selected, the *Check No.* field becomes editable. If this checkbox is not selected, the *Check No.* field is disabled and remains zero until the check is printed, when the check number is updated automatically.
5. On the *Reference and Summary* tab, enter reference information and journal remarks, if required.
6. On the *Attachments* tab, upload attachments, if required.
7. To add the new check for payment to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Checks for Payment [page 474]
Managing Checks for Payment [page 475]
Working with Checks for Payment [page 476]

1.7.8.3 Voiding Checks for Payment

Context

Use this procedure to void checks for payment that are no longer valid. You can void a single check or a number of checks in succession, as an alternative to using the *Checks for Payment* or *Outgoing Payments* apps. Use this app in the following situations:

- The printed check number does not match the number assigned to it by SAP Business One, Web client.
- A check was canceled before it was delivered or cashed to or by a business partner.

Procedure

1. To void a check, choose the *Void Checks for Payment* app in the *Payments* group.
2. Set the views to display the checks for payment that you want to void. Choose from one of the following options:
   - *My Void Checks for Payment* displays the checks for payment created by the user who is currently logged in.

This view is displayed by default.

- *All Void Checks for Payment* displays all the checks for payment of the company.
- *All Void Checks for Payment for Accounts* displays all the checks for payment created for G/L accounts.
- *All Void Checks for Payment for Business Partners* displays all the checks for payment created for business partners

3. Select the checks to be voided and choose *Void*.

> **Note**
>
> When selecting a check that is one of several checks created through the same outgoing payment document, all additional checks created through this outgoing payment document are automatically selected and will be voided.

4. In the warning message that pops up, choose *OK* to proceed with voiding the checks.
5. In the *Cancellation Options* window, specify the date to be considered as the check's cancellation date. Select from *Checks' Cancellation Date* or *Checks' Posting Date*.
6. Choose *OK*. The confirmation message appears.

Results

The selected checks are voided, and the appropriate journal entries are created. The *Canceled* field under the *Check for Payment* record number is set to *Yes*. The *Journal Remarks* field is updated with the word *Canceled*.

Related Information

Checks for Payment [page 474]

1.7.8.4 Managing Checks for Payment Drafts Report

You can create and process draft documents of sales documents, purchasing documents, payments documents, checks for payment 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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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.

Draft Preview and Printing

You can find the following functions when previewing and printing drafts:

- Preview options for multiple drafts:
  When previewing multiple drafts in a list view, you have three options:
  - *Single PDF for All Documents*: combines all selected drafts into a single PDF.
  - *Single PDF for Each Business Partner*: creates one PDF for each business partner.
  - *Single PDF for Each Document*: creates a separate PDF for each draft.

  > **Note**
  >
  > If you select *Single PDF for Each Business Partner* or *Single PDF for Each Document*, the Web client may open multiple browser tabs or windows depending on the number of business partners or drafts.

- Watermark display:
  - When previewing drafts, a *Preview* watermark appears on the draft. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.
  - When previewing and printing drafts, you can choose whether to display the *Draft* watermark on the document. To enable this, select the checkbox *Print Draft Watermark on Draft Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.
- The *Print Sequence* option:
  When previewing and printing drafts, you can use print sequences that contain **only** Crystal Reports layouts. The *Print Sequence* option is available in the *Preview* dropdown list in the list view and in the *Share* menu in the detail view. To use print sequences in the list view, select a single document.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

Related Information

Checks for Payment [page 474]

1.7.8.5 Confirming Check Numbers

Context

Use this procedure to verify that the checks were printed properly and that the numbers printed on the checks match the numbers assigned to these checks in SAP Business One, Web client.

Procedure

1. Choose the *Check Number Confirmation* app in the *Payments* group. This app displays all the checks for payment irrespective of their statuses.
2. Use the filters to view checks for business partners or accounts, or specific bank codes or transaction numbers.
3. Choose *Edit* to update the check status and check numbers of unconfirmed checks.
4. Select one or more unconfirmed checks and choose *Change Print Status To* in the top right corner of the table.. You can also change the status of unconfirmed checks by choosing an option from the dropdown list in the *Print Status* column. Choose from the following options:
   - *Confirmed*: Indicates that the check was printed correctly.
   - *Damaged*: Indicates that the check was damaged during printing.
   - *Unconfirmed*: Indicates that the check has neither been confirmed as printed correctly, nor verified as damaged.

     > **Note**
     >
     > The check number of an unconfirmed check can no longer be used unless you reset the print status to *Not Printed*.

   - *Not Printed*: Indicates that the check has not been printed. Changing the status of a check to *Not Printed* enables you to reuse the number assigned in the *Check No.* field.

   > **Note**
   >
   > Only checks with *Unconfirmed* status can be updated. After the print status is updated and saved, it cannot be changed again.

5. Choose *Save* to update the print status of the checks.

Results

Confirmed checks are marked as printed and confirmed. Unconfirmed checks are marked as printed but not confirmed.

Related Information

Checks for Payment [page 474]

1.8 Banking

Apps

In the *Banking* group, you can find the following apps:

- *External Statements*
- *Process External Statement*
- *External Reconciliation*
- *Manual Bank Reconciliation*

  > **Note**
  >
  > This app is only available in the following localizations: Australia and New Zealand, Brazil, Canada, China, Cyprus, Greece, India, Japan, Singapore, South Africa, South Korea, UK International and Republic of Ireland, United Kingdom of Great Britain and Northern Ireland, USA and Puerto Rico.

- *Previous External Reconciliations*
- *External Reconciliation Report*

Tasks

You can carry out the following tasks with these apps:

- *External Statements*: view previously recorded external statements for specific G/L accounts or business partners.
- *Process External Statement*: enter external statement transactions received from your banks or business partners.
- *External Reconciliation*: reconcile bank and business partner statements in three modes.

- *Manual Bank Reconciliation*: perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.
- *Previous External Reconciliations*: view the history of all external reconciliations, and cancel reconciliations.
- *External Reconciliation Report*: analyze reconciliation transaction history across multiple selection criteria.

Related Information

External Statements [page 486]
Performing External Reconciliations [page 491]
Performing Manual Bank Reconciliations [page 1175]
Working with Previous External Reconciliations [page 494]
Viewing External Reconciliation Report [page 495]

1.8.1 External Statements

Apps

When working with external statements, you can find the following apps:

- *External Statements*
- *Process External Statement*

Tasks

You can carry out the following tasks with these apps:

- *External Statements*: view previously recorded external statements for specific G/L accounts or business partners.
- *Process External Statement*: enter external statement transactions received from your banks or business partners.

Related Information

Managing External Statements [page 487]
Working with External Statements [page 488]
Processing External Statements [page 490]

1.8.1.1 Managing External Statements

To open the *External Statements* list view, choose the *External Statements* tile on the home page.

The list displays the G/L accounts or business partners for which you can record external statements.

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 external statements, see Working with External Statements [page 488].

Selecting Views

The Web client list views provide you with multiple views of the dataset of external statement 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.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Process External Statement

Choose this button to open the *Process External Statement* dialog. In the dialog, select the G/L account or business partner for which you want to record an external statement. You can also access this dialog by choosing the *Process External Statement* app in the *Banking* group. Then, in the opened statement, choose *Edit* to add statement transactions.

> **Note**
>
> You can also open a statement for a specific G/L account or business partner by selecting it directly from the *External Statements* list.

> **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 75].

Related Information

External Statements [page 486]
Working with External Statements [page 488]
Processing External Statements [page 490]
Working with List Views [page 60]

1.8.1.2 Working with External Statements

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 external statement 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 91].

Statement Source Indicates the source from where you receive the external statement: bank or business partner.

Page Currency Automatically displays the currency defined for the G/L account or business partner. This is the currency in which the amounts posted to this page are calculated.

> **Note**
>
> If *All Currencies* is defined for the G/L account or business partner, the currency displayed is the local currency; reconciliations and transactions of *All Currencies* are performed and calculated in the local currency.

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 91].

Edit Adds and manages the statement transactions.

Working with the Record Content

General Tab

The fields on this tab provide general information about the external statement.

Statement Items Tab

The fields on this tab provide information on each statement transaction.

Create Payment This column is only available for the *G/L Account* statement source. When selected, it enables the automatic creation of an incoming payment based on an existing A/R invoice. Before selecting this checkbox, enter the corresponding number in *Transaction No.* to match the invoice and the statement transaction. The type of number to be entered depends on the selected option in *Transaction Type*.

After you update the bank statement, an incoming payment is created using a bank transfer. Then SAP Business One, Web client creates two reconciliations:

- Internal reconciliation for the incoming payment with the matched invoice. The reconciliation type for this reconciliation is *Payment*.
- External reconciliation for the incoming payment with the transaction from the bank statement. The reconciliation type for this reconciliation is *Manual*.

Transaction Type

This column is only available for the *G/L Account* statement source. It determines how invoices and statement transactions are matched. Select the matching method to identify the corresponding invoice using the value in *Transaction No.* Invoices and statement transactions are matched using the payment reference number, the ISR (Inpayment Slip with Reference) reference number, or the invoice document number. When you select the *Create Payment* checkbox, SAP Business One, Web client automatically creates an incoming payment for the matched invoice.

Related Information

External Statements [page 486]
Managing External Statements [page 487]
Processing External Statements [page 490]
Working with Detailed Views [page 91]

1.8.1.2.1 Processing External Statements

Context

After recording transactions from external bank or business partner statements, to reconcile these transactions with the transactions recorded in the books, use the external reconciliation function.

Procedure

1. To record transactions from external statements, choose the *Process External Statement* tile. Alternatively, choose the *Process External Statement* button in the *External Statements* app.

   > **Note**
   >
   > You can also open a statement for a specific G/L account or business partner by selecting it directly from the *External Statements* list.

2. In the *Process External Statement* dialog, select the G/L account or business partner for which you want to record an external statement, and choose *OK*.
3. To add statement transactions, choose *Edit*.
4. On the *Statement Items* tab, specify the information as it appears in the statement you received from the bank or the business partner.
5. If you record transactions from your bank statements, to create an automatic incoming payment linked to an existing invoice, select the *Create Payment* checkbox and specify the customer code and relevant transaction number. For more information, see Working with External Statements [page 488].
6. To save the information, choose *Update*.

Results

SAP Business One, Web client updates the list of statement transactions and the expected current balance of the G/L account or business partner according to the statement. To reconcile these transactions with the transactions recorded in the books, use the external reconciliation function.

Related Information

External Statements [page 486]
Managing External Statements [page 487]
Working with External Statements [page 488]
Performing External Reconciliations [page 491]

1.8.2 Performing External Reconciliations

> **Note**
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

With the *External Reconciliations* app, you can reconcile bank and business partner statements in three modes:

- *Manual* is appropriate for a small number of transactions, cases where partial reconciliations are required.
- *Semi-Automatic* is appropriate when you want to process transactions manually based on ranked recommendations provided by the Web client.
- *Automatic* is appropriate for a large number of transactions, based on your defined parameters and priorities.

Related Information

Manually Performing External Reconciliations [page 492]
Semi-Automatically Performing External Reconciliations [page 493]
Automatically Performing External Reconciliations [page 494]

1.8.2.1 Manually Performing External Reconciliations

Procedure

1. Choose the *External Reconciliation* tile.
2. Select a G/L account or business partner for which you want to perform external reconciliations, and in the *Reconcile* dropdown list, choose *Manual*.
3. In the *Parameters for Manual Reconciliation* dialog, specify the due date range and choose *OK*.
   Transactions with due dates in this range appear.
4. Select matching pairs that you want to reconcile from the *Open Transactions in Books* and *Open Transactions in External Statement* tables. You can find the total summary below each table for you to compare the difference.
5. When you select all relevant transactions, choose *Reconcile*. If the reconciliation is not balanced, a message appears asking if you want to create a balancing transaction:
   - To create a balancing transaction, choose *OK*.
     A manual journal entry appears with a row representing the difference between the two sides. Complete the journal entry. To create the journal entry and perform the reconciliation, add the journal entry.
   - To go back to the two tables, choose *Cancel*.

Results

SAP Business One, Web client reconciles the selected transactions.

Related Information

Performing External Reconciliations [page 491]

1.8.2.2 Semi-Automatically Performing External Reconciliations

Procedure

1. Choose the *External Reconciliation* tile.
2. Select a G/L account or business partner for which you want to perform external reconciliations, and in the *Reconcile* dropdown list, choose *Semi-Automatic*.
3. In the *Parameters for Semi-Automatic Reconciliation* dialog, specify the parameters and priority weighting, and choose *OK*. Transactions with due dates in the specified range appear.
4. In either of the *Open Transactions in Books* and *Open Transactions in External Statement* tables, choose the *Open Recommended Transactions* icon to open the *Reconciliation Recommendations* dialog and view ranked matching recommendations. Ranking is calculated based on the parameters and priority weighting defined in *Parameters for Semi-Automatic Reconciliation*.
    - When opened from the *Open Transactions in Books* table, the dialog displays the selected transaction from your books and a ranked list of recommended matching transactions from external statements.
    - When opened from the *Open Transactions in External Statement* table, the dialog displays the selected external statement transaction and a ranked list of recommended matching transactions from your books.
5. To reconcile, select a recommendation row and choose *Reconcile*. If you decide not to reconcile the transaction, choose *Skip to Next* to skip the current transaction without reconciling and move to the next unreconciled transaction. Any selected recommendation for the current transaction is discarded. This way, you can work through your list without leaving the dialog.

Results

SAP Business One, Web client reconciles the selected transactions.

Related Information

Performing External Reconciliations [page 491]

1.8.2.3 Automatically Performing External Reconciliations

Prerequisites

To perform automatic reconciliations with reconciliation differences, you need to define an automatic reconciliation difference account on the *Administration* > *Setup* > *Financials* > *G/L Account Determination* > *General* tab in the SAP Business One client.

Procedure

1. Choose the *External Reconciliation* tile.
2. Select a G/L account or business partner for which you want to perform external reconciliations, and in the *Reconcile* dropdown list, choose *Automatic*.
3. In the *Parameters for Automatic Reconciliation* dialog, specify the parameters, and choose *OK*.

Results

SAP Business One, Web client reconciles the transactions.

Related Information

Performing External Reconciliations [page 491]

1.8.3 Working with Previous External Reconciliations

With the *Previous External Reconciliations* app, you can view the history of all external reconciliations, and cancel reconciliations.

> **Note**
>
> If bank statement processing is activated in SAP Business One, bank transactions recorded in bank statement processing are not displayed in this app. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

Viewing Previous External Reconciliations

1. Choose the *Previous External Reconciliations* tile.
   All the G/L accounts and business partners with external reconciliations appear in the list.
2. To view the external reconciliations for a specific G/L account or business partner, choose the *Details* icon or anywhere on that line.
3. To view a specific reconciliation, choose *View Details* in the *Action* column for that line.
   In the *External Reconciliation Details* dialog, you can find the transactions in books on the left and the statement transactions on the right.

Canceling Previous External Reconciliations

1. Choose the *Previous External Reconciliations* tile.
   All the G/L accounts and business partners with external reconciliations appear in the list.
2. To cancel the external reconciliations for a specific G/L account or business partner, choose the *Details* icon or anywhere on that line.
3. To cancel a specific reconciliation, select it and choose *Cancel Reconciliation*.
   You can also cancel it from the *External Reconciliation Details* dialog by choosing *View Details* in its *Action* column.

Results

When you cancel a reconciliation, the following occurs:

- Only the reconciliation link between the relevant transactions is removed.
- The status of any involved documents is not changed from *Closed* to *Open*.
- The *Balance Due* field is not updated.
- Balancing transactions and automatic exchange rate transactions created during reconciliation are not reversed.

1.8.4 Viewing External Reconciliation Report

Context

With the External Reconciliation report, you can analyze reconciliation transaction history across multiple selection criteria.

Procedure

1. Choose the *External Reconciliation Report* tile.
2. In the *Type* dropdown list, select a report type to filter and view transactions.
   Six report types are available for you to view transactions with different filtering criteria.
3. Enter the mandatory filter, specify any additional filters, and choose *Go*.

1.9 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 497]
Working with Deposits [page 498]
Creating Deposits [page 501]

1.9.1 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 498].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

> **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 75].

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 498]
Creating Deposits [page 501]
Working with List Views [page 60]

1.9.2 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 91].

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 91].

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 497]
Creating Deposits [page 501]
Working with Detailed Views [page 91]

1.9.2.1 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, including the primary form item for the commission amount when the G/L account is cash relevant.

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 497]
Working with Deposits [page 498]
Apps for Creating Records [page 99]

1.10 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*
- *Internal Reconciliations*
- *Create G/L Account Internal Reconciliations*
- *Applied Transactions*

Related Information

Chart of Accounts [page 503]
Creating G/L Accounts with Account Code Generator [page 507]
Journal Entries [page 508]
Journal Vouchers [page 519]
Recurring Journal Entries [page 523]
Working with Exchange Rates and Indexes [page 532]
Internal Reconciliations [page 527]

1.10.1 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 503]
Working with G/L Accounts [page 505]
Creating G/L Accounts [page 506]

1.10.1.1 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 505].

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 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Chart of Accounts [page 503]
Working with G/L Accounts [page 505]
Creating G/L Accounts [page 506]
Working with List Views [page 60]

1.10.1.2 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 503]
Managing G/L Accounts [page 503]
Creating G/L Accounts [page 506]
Working with Detailed Views [page 91]

1.10.1.2.1 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 99].

Related Information

Chart of Accounts [page 503]
Managing G/L Accounts [page 503]
Working with G/L Accounts [page 505]
Creating G/L Accounts with Account Code Generator [page 507]

1.10.2 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 506]

1.10.3 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 509]
Working with Journal Entries [page 510]
Creating Journal Entries [page 513]

1.10.3.1 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 510].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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.

Applied Transactions Displays reconciliation records for the selected records.

> **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 75].

Related Information

Journal Entries [page 508]
Working with Journal Entries [page 510]
Creating Journal Entries [page 513]
Working with List Views [page 60]

1.10.3.2 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 91].

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 91].

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.

Applied Transactions Displays reconciliation records for the current record.

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 checkbox *Use Automatic Tax* in *Administration* > *Configuration* > *Accounting* > *Accounting Settings* > *Journal Entry* > *Manual Postings* 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 508]
Managing Journal Entries [page 509]
Creating Journal Entries [page 513]
Working with Detailed Views [page 91]

1.10.3.2.1 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.

   > **Note**
   >
   > When you enter a journal entry line, pressing `Ctrl` + `B` will automatically fill the debit or credit amount for that line, using the same currency to balance the previous entries.

   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* or by dragging and dropping files or emails directly onto the tab.
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 99].

Related Information

Journal Entries [page 508]
Managing Journal Entries [page 509]
Working with Journal Entries [page 510]
Importing a Single Journal Entry from Microsoft Excel Files [page 514]

1.10.3.2.1.1 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 516]

1.10.3.2.1.1.1 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
Posting Date	`OJDT.RefDate`	8	Date	Use format: YYYY-MM-DD or YYYY/MM/DD
Remarks	`OJDT.Memo`	50	Alphanu-meric	
Reference 1	`OJDT.Ref1`	100	Alphanu-meric	
Reference 2	`OJDT.Ref2`	100	Alphanu-meric	
Transaction Code	`OJDT.TransCode`	4	Alphanu-meric	
Project Code	`OJDT.Project`	20	Alphanu-meric	
Document Date	`OJDT.TaxDate`	8	Date	Use format: YYYY-MM-DD or YYYY/MM/DD
Indicator Code	`OJDT.Indicator`	2	Alphanu-meric	
Reverse	`OJDT.AutoStorno`	1		Choose value: Y or N
Reverse Date	`OJDT.StornoDate`	8	Date	Use format: YYYY-MM-DD or YYYY/MM/DD
Series	`OJDT.Series`			

Field Name	Database Field Name	Max. Length	Data Type	Remark
Due Date	`OJDT.DueDate`	8	Date	Use format: YYYY-MM-DD or YYYY/MM/DD
Automatic Tax	`OJDT.AutoVAT`	1		Choose value: Y or N
Deferred Tax	`OJDT.DeferedTax`	1		Choose value: Y or N If *Deferred Tax* is selected, the account must have the Deferred Tax Account set.
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.

Field Name	Database Field Name	Max. Length	Data Type	Remark
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	Use format: YYYY-MM-DD or YYYY/MM/DD
Row Details	JDT1.LineMemo	50	Alphanumeric	
Posting Date (in Lines)	JDT1.RefDate	8	Date	Use format: YYYY-MM-DD or YYYY/MM/DD
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	Use format: YYYY-MM-DD or 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 514]

1.10.4 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 519]
Working with Journal Vouchers [page 521]
Creating Journal Vouchers [page 522]

1.10.4.1 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 521].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Journal Vouchers [page 519]
Working with Journal Vouchers [page 521]
Creating Journal Vouchers [page 522]
Working with List Views [page 60]

1.10.4.2 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 91].

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 519]
Managing Journal Vouchers [page 519]
Creating Journal Vouchers [page 522]
Working with Detailed Views [page 91]

1.10.4.2.1 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.

> **Note**
>
> When you enter a journal entry line, pressing Ctrl + B will automatically fill the debit or credit amount for that line, using the same currency to balance the previous entries.

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 99].

Related Information

Journal Vouchers [page 519]
Managing Journal Vouchers [page 519]
Working with Journal Vouchers [page 521]

1.10.5 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 524]
Working with Recurring Journal Entries [page 525]
Creating Recurring Journal Entries [page 526]

1.10.5.1 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 525].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Recurring Journal Entries [page 523]
Working with Recurring Journal Entries [page 525]
Creating Recurring Journal Entries [page 526]
Working with List Views [page 60]

1.10.5.2 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 91].

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 523]
Managing Recurring Journal Entries [page 524]
Creating Recurring Journal Entries [page 526]
Working with Detailed Views [page 91]

1.10.5.2.1 Creating Recurring Journal Entries

Prerequisites

Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].

To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

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.

   > **Note**
   >
   > When you enter a recurring journal entry line, pressing `Ctrl` + `B` will automatically fill the debit or credit amount for that line, using the same currency to balance the previous entries.

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 99].

Results

Recurring journal entry instances are created automatically when the next due date is reached. You can monitor the instance creation in the *Job Monitor* app. For more information, see Job Monitor [page 1138].

Related Information

Recurring Journal Entries [page 523]
Managing Recurring Journal Entries [page 524]
Working with Recurring Journal Entries [page 525]

1.10.6 Internal Reconciliations

Apps

When working with internal reconciliations for G/L accounts, you can find the following apps:

- *Internal Reconciliations*

- *Create G/L Account Internal Reconciliations*
- *Applied Transactions*

Tasks

You can carry out the following tasks with these apps:

- Search and filter internal reconciliations and applied transactions
- View internal reconciliations and applied transactions for G/L accounts
- Create internal reconciliations for G/L accounts
- Cancel previously applied internal reconciliations

Related Information

Managing Internal Reconciliations [page 445]
Creating G/L Account Internal Reconciliations [page 529]
Managing Applied Transactions [page 447]

1.10.6.1 Managing Internal Reconciliations

To open the *Internal Reconciliations* list view, choose the *Internal Reconciliations* 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

Web client list views provide a view of the dataset of reconciliation records. The views store filter settings and parameters to determine which records are displayed in the list view. In the views menu, the following predefined view is available:

- *All Reconciliations* displays all internal reconciliation records of the company.

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 61].

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 72].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Internal Reconciliations [page 444]
Creating BP Internal Reconciliations [page 446]
Creating G/L Account Internal Reconciliations [page 529]
Managing Applied Transactions [page 447]

1.10.6.2 Creating G/L Account Internal Reconciliations

Context

Use the *Create G/L Account Internal Reconciliations* app to internally reconcile transactions posted to G/L accounts. You can reconcile open transactions manually or automatically, either fully or partially, for one G/L account or for multiple G/L accounts. You can also use filters to find relevant transactions, create adjustments, and view previously applied transactions.

Procedure

1. To create an internal reconciliation for G/L Accounts, choose the *Create G/L Account Internal Reconciliations* tile .
2. On the filter bar, specify the mandatory fields *Reconciliation Date* and *G/L Account*. You can also choose whether to *Display LC/SC-Only Transactions*, and then choose *Go*.

   The matching records are displayed in the *G/L Account Internal Reconciliations* list.
3. After reviewing the transactions in the list, you can perform the following actions:

Auto Reconcile	1. To reconcile transactions automatically, choose *Auto Reconcile*. 2. In the *Matching Rules for Automatic Reconciliation* dialog box, specify up to three matching rules and the allowed *Reconciliation Difference*. 3. Choose *Reconcile*.
Manually Reconcile	To reconcile transactions manually, select the relevant records, specify an *Amount to Reconcile*, and choose *Manually Reconcile*.
Journal Entry Preview	Select the transactions to reconcile and choose *Journal Entry Preview* to preview the corresponding journal entry that will be generated by the reconciliation.
Create Adjustments	To add relevant journal entries that are not yet posted in the system, select the relevant transactions and choose *Create Adjustments*.
Applied Transactions	Select one or more transactions and choose *Applied Transactions* to view previously applied reconciliation records.

Related Information

Internal Reconciliations [page 527]
Managing Internal Reconciliations [page 445]
Managing Applied Transactions [page 447]

1.10.6.3 Managing Applied Transactions

To open the *Applied Transactions* list view, click the *Applied Transactions* 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

Web client list views provide a view of the dataset of reconciliation records. The views store filter settings and parameters to determine which records are displayed in the list view. In the views menu, the following predefined view is available:

- *All Reconciliations* displays all internal reconciliation records of the company.

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 61].

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 72].

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 75].

Cancel	Cancels the selected reconciliation. A new reconciliation with the *Cancellation* reconciliation type appears.
Applied Transactions	Displays reconciliation records for the selected records.

> **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*). For more information, see Table Area [page 75].

Related Information

Internal Reconciliations [page 527]

Managing Internal Reconciliations [page 445]
Creating BP Internal Reconciliations [page 446]
Creating G/L Account Internal Reconciliations [page 529]

1.10.7 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 1030].

Related Information

Importing Exchange Rates and Indexes from Microsoft Excel [page 534]

1.10.7.1 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 1038].

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 532]

1.11 Item Management

Apps

In the *Item Management* group, you can find the following apps:

- *Items*
- *Create Item*
- *Alternative Items*
- *Business Partners Catalog Numbers*
- *Price Lists*
- *Discount Groups*
- *Special Prices for Business Partners*
- *Price Report*
- *Discount Group Report*
- *Last Prices Report*

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.
- Define and view Item prices in existing and new price lists.
- Define and view discount groups on prices based on item groups, item properties, or manufacturers.
- Set up special prices based on business partners, items, dates, and quantities.
- View the different prices defined for a specific item and for a specific business partner.
- View the different discounts defined for a specific business partner, group of business partners, or for all business partners.
- View the last purchasing and sales prices of an item for a specific or all business partners.

Related Information

Managing Items [page 537]
Managing Alternative Items [page 554]
Managing Business Partner Catalog Numbers by BP [page 443]
Managing Price Lists [page 557]
Managing Discount Groups [page 561]
Price Report [page 568]
Last Price Report [page 569]

1.11.1 Items

Apps

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

- *Items*
- *Create Items*

Tasks

You can carry out the following tasks with these apps:

- Search and filter items.
- View and manage different views of item lists.
- View, edit, and create items.
- Check availability of items in warehouses and get additional information on uncommitted stock that can fulfill potential orders.
- Import from Microsoft Excel data related to items, item prices, and warehouses.
- Define alternatives for items that are out of stock in a certain warehouse.

1.11.1.1 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 539].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Working with Items [page 539]
Creating Items [page 542]
Item Management [page 535]
Working with List Views [page 60]

1.11.1.2 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 61].

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 91].

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.

Planning Tab

The fields on this tab help you to plan the purchasing and production of items.

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 537]
Creating Items [page 542]
Item Management [page 535]
Working with Detailed Views [page 91]

1.11.1.2.1 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 *Planning* tab, specify the MRP-related information. You can define the procurement method for order recommendations in MRP, specify the order intervals and order multiples, and set minimum order quantities for the items.

   > **Note**
   >
   > You can define a new order interval in *Administration* > *Configuration* > *MRP* > *Order Intervals*.
8. 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.
9. On the *Properties* tab, select the checkboxes of the item properties you need to include in the master data record.
10. On the *Attachments* tab, add new attachments by choosing *Upload* or by dragging and dropping files or emails directly onto the tab.
11. On the *User-Defined Fields* tab, you can enter relevant values for the listed UDFs.
12. 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 537]
Working with Items [page 539]
Apps for Creating Records [page 99]

1.11.1.2.2 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	

Field Name	Database Field Name	Length/Type in Database	Business Rules
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)
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	

Field Name	Database Field Name	Length/Type in Database	Business Rules
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.
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	

Field Name	Database Field Name	Length/Type in Database	Business Rules
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.
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 1145]
Working with Import from Microsoft Excel [page 1140]

1.11.2 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*.

1.11.2.1 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 554]

1.11.3 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*.

1.11.4 Price Lists

The *Price Lists* app is available in the *Item Management* group in the web client. This app helps you to create different price lists for items and allows you to customize the prices for customers. You can assign price lists to business partners.

With this app, you can perform the following functions:

- Add new price lists
- Update existing price lists.
- Cancel or delete price lists.
- Edit specific price lists

Related Information

Managing Price Lists [page 557]
Working with Price Lists [page 560]

1.11.4.1 Managing Price Lists

To open *Price Lists* in view mode, click the *Price Lists* tile on the home page. Alternatively, choose *Item Management* > *Price Lists* in the *Main Menu*.

You can create different price lists for items, helping you to manage and control the selling and purchasing prices. Each item can be assigned to one or more price lists.

To enter the edit mode, above the table area on the right, choose *Edit*. Here you can create, edit, and delete price lists.

Predefined Price Lists

SAP Business One provides eight predefined price lists. You can add, change, or delete price lists. Using all or a few of the defined price lists is optional. The following two price lists are automatically created and calculated and cannot be manually changed:

- *Last Purchase Price*: Automatically updated when an item enters the inventory with an original price.
- *Last Evaluated Price*: Last calculated cost for each item. Based on the last calculated cost for each item, determined only for the item's inventory unit of measure (UoM) and in the primary currency. This price is calculated automatically and cannot be edited manually.

Updating Price Lists

You can link price lists to one another by defining multiplication factors. Enter item prices in one price list and then link it to additional price lists using a specified factor. SAP Business One automatically calculates and updates item prices in the linked price lists. To link price lists:

Default Base Price List	Select the default base price list for the current price list. This setting applies only to newly added items in the price list; it does not affect existing items. The price list is updated for existing items if the user selects 'Yes' for the confirmation message during save.
Default Factor	Enter the multiplication factor.

> **Note**
>
> If more than one base price or factor applies to items included in the current price list, the factor you define is applied to newly added items when set as default. A change in the factor or default price list in the list view affects the existing item prices if the user chooses 'Yes' in the confirmation message.

Rounding Method	Select the preferred rounding method. • *No Rounding*: No changes are made to the price. • *Rounding to Full Decimal Amount*: Prices are rounded to the nearest tenth (.05 or above is rounded to the next tenth and below .05 is rounded to the previous tenth). • *Rounding to Full Amount*: Prices are rounded to the nearest whole number (.05 or above is rounded to the next whole number and below .05 is rounded to the previous whole number). • *Rounding to Full Tens Amount*: Prices are rounded to the nearest 10 (.05 or above is rounded to the next ten and below .05 is rounded to the previous ten).

To review your changes, select the price list row number.

Fixed Ending Rounds the price to a specific digit or decimal value that you define (if you set the fixed ending to .99, all prices are rounded to end in .99).

Fixed Interval Rounds the price to the nearest multiple of a defined interval value (if you set the interval to 0.50, prices are rounded to the nearest 0.50 increment).

Adding Price Lists

1. In the *Edit* mode, a new active row is added to the end of the list of price lists.
2. In the *Price List Name* column, enter a name for the new price list. Alternatively, you can edit an existing price list with a new name.

   > ⓘ Note
   >
   > You can enter any name for a price list but you cannot change the names of the last purchase price list and the last evaluated price list.

3. Select *Save* to add the new price list.
   Click the price list # in the list view to enter the detailed view of the new price list. If you selected an independent price list, select *Edit* in the detailed view to update the prices, and save the changes. Dependent price lists can also have their prices updated.

Deleting Price Lists

Select the row you want to delete and choose the *Delete* button to delete the price list.

> ⓘ Note
>
> Base price lists with dependent price lists cannot be deleted until you cancel the reference between the lists.

> ⓘ Note
>
> Price lists that are entered in the master record of a business partner cannot be deleted.

Related Information

Working with Price Lists [page 560]

1.11.4.2 Working with Price Lists

Price Lists Window

The specific *Price Lists* window provides status and configuration details for prices defined for items in the specific price list. To open a specific price list in a detailed view, choose the price list number in the *Price Lists* list view.

To enter the edit mode, above the table area on the right, choose *Edit*. Here you can edit and delete the price lists.

Base Price List	Defines the base price lists for the items. This field can be updated if the selected price list is not dependent on another price list.
Factor	Displays the factor by which a specific item's price in the base price list is multiplied to calculate the prices in the selected price list. The *Default Factor* value is 1.000 and can be edited.
Manual Update	If this checkbox is selected, prices are updated manually. This action applies the latest pricing data to the selected price list immediately. Use this if the price list is based on another price list.
Reduce by %	This field decreases the prices in the selected price list by a specified percentage. This field is available for both manual and non-manual UoM items.

Related Information

Managing Price Lists [page 557]

1.11.5 Discount Groups

This app helps you to define multiple discounts in any discount groups. You can carry out the following tasks with these apps:

- Search and filter discount groups.
- Edit and create discount groups.
- Define multiple discounts in any discount group.
- Copy discount groups from one business partner to another, and from one vendor group to others.

Related Information

Managing Discount Groups [page 561]
Working with Discount Groups [page 562]
Creating Discount Groups [page 564]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

1.11.5.1 Managing Discount Groups

To open the *Discount Groups* list view, choose the *Discount Groups* 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 discount groups, see Working with Discount Groups [page 562].

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 61].

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 72].

Performing Business Actions

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

Create Choose this option to create a new discount group.

Select the discount group type and define multiple discounts, such as item group discounts, manufacturer discounts, or item-specific discounts.

Delete Choose this option to delete a selected discount group.

> **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 75].

Related Information

Working with Discount Groups [page 562]
Creating Discount Groups [page 564]

1.11.5.2 Working with Discount Groups

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. 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 such as the discount group type and name. If you select *All Business Partners*, only the *Type* field is visible.

For more information, see Header Area [page 61].

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 91].

Copy To Copies an existing discount group to all business partners, specific business partner, customer group, or vendor group.

Edit You can update the discount percentage under different categories.

Working with the Record Content

General Tab

The fields on this tab provide general information about the discount group.

Type Choose the discount group type from one of the following options:

- *All Business Partners*
- *Vendor Group*
- *Customer Group*
- *Specific Business Partners*

Depending on the selection, additional fields are displayed. For example, customer groups and vendor groups have an additional field where you can choose the customer or vendor group name.

Active Indicates if the discount group is active and displays the active date range.

Item Groups Tab

The fields on this tab allow you to define discounts for item groups. Specify the item group and the discount percentage.

You can add or remove rows using the table toolbar options.

Item Properties Tab

Determines how multiple discounts are evaluated when item property–based discounts apply.

Select options such as *Lowest Discount*, *Highest Discount*, *Average*, *Total*, or *Discount Multiples*. Specify the item property group and the discount percentage.

Manufacturers Tab

Use this tab to maintain manufacturer-based discounts. Specify the item manufacturer and the discount percentage.

Items Tab

Use this tab to maintain discounts for individual items.

Item No. Specifies the item code.

Item Description	Displays the description of the selected item.
Discount %	Specifies the discount percentage applied to the item.
Paid Quantity	Specifies the quantity that must be paid for.
Free Quantity	Specifies the quantity provided free of charge.
Maximum Free Quantity	Specifies the maximum free quantity allowed for the item.

> **Note**
>
> You can select either *Discount %* or paid or free quantity.

Related Information

Managing Discount Groups [page 561]
Creating Discount Groups [page 564]
Working with Detailed Views [page 91]

1.11.5.2.1 Creating Discount Groups

Context

You can define discount groups for all or specific business partners, a specific customer group, or a specific vendor group. The discount is applied to the price list specified for the business partner in the master record.

Multiple discounts can be defined in any discount groups. For example, you can define items or manufacturer discounts in the same group.

Procedure

1. Select *Create* in the Discounts Group list view to create a new discount group.
2. In the new window, select the *Type* of discount group on the *General* tab. Choose from *All Business Partners*, *Specific Business Partner*, *Specific Customer Group* , or *Specific Vendor Group*. Depending upon the selection, the other fields are updated.
3. Enter the active from and active to dates.
4. Update one or more discount group options in the following tabs.
5. Choose the + button on the *Item Groups* tab to add an item group . Enter a discount percentage for each item group entry.

6. Choose the + button on the *Items Property* tab to add an item property. Enter a discount percentage for each item property entry.
7. Choose the + button on the *Manufacturers* tab and select a manufacturer. Enter a discount percentage for each manufacturer.
8. In the *Items* tab, choose the discount criteria for one or more items.
9. To add the new discount group to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Discount Groups [page 561]
Working with Discount Groups [page 562]
Apps for Creating Records [page 99]

1.11.6 Special Prices for Business Partners

This app enables you to define and maintain special prices and discounts for specific business partners and items. You can define special prices only in one currency, based on one of the item's prices. You can also maintain separate prices for different units of measure (UoM). Special prices can be defined for customers and vendors, and can be managed within a specified validity period.

With this app, you can perform the following functions:

- Maintain special prices for business partners.
- Define discounts and prices based on price lists.
- Set validity periods for special prices.
- Manage special prices for different units of measure (UoM).
- Copy special prices from one business partner to other business partners.
- Refresh special prices based on updated price list values.
- Delete special prices that are no longer required.

Related Information

Managing Special Prices for Business Partners [page 566]

1.11.6.1 Managing Special Prices for Business Partners

To open *Special Prices for Business Partners* in view mode, choose the *Special Prices for Business Partners* tile on the home page. Alternatively, choose *Item Management* > *Special Prices for Business Partners* in the *Main Menu*.

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

Web client list views provide you with multiple views of the dataset of special prices defined for business partners. The views store filter settings and parameters to determine which records are displayed in the list view.

The default view, *Special Prices for Business Partners*, displays special prices defined for business partners and their associated items.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Edit Choose this button to maintain special prices for business partners.

In edit mode, you can add business partners for which you want to define special prices, or items to specific business partners, to define special prices. Relevant fields are updated according to the data of the business partners and items.

You can also modify or delete existing special prices.

Copy To Select any business partner and choose *Copy To* to copy the special prices from the selected business partner to others. You can choose whether to replace the prices for all items, or only existing items, or not replace any items.

Refresh by Price List Choose this option to refresh the price list with the special prices for the specific business partner. The price in the price list is multiplied by the discount percentage set in *Special Prices for Business Partners* and the result changes the new special price.

> **Note**
>
> This function updates prices for items for which the *Automatic Update* checkbox is not selected.

Delete Choose this button to delete special prices for one or more business partners. The system deletes all related items by default. You can deselect specific items from the list if needed. If you deselect the business partner row, the system deselects all the related items.

> **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 75].

Features of Special Prices for Business Partners List View

Quantity To define quantity-based special prices, make sure that the validity period is specified and there is no overlap among different periods.

Price After Discount When you enter the required discount percentage in the *Discount* column, the *Price After Discount* is calculated and updated automatically.

> **Note**
>
> If you update the *Price After Discount* value, the *Discount* value is updated automatically.

If you update the *Price List*, the *Price After Discount* is updated based on the selected price list.

Related Information

Special Prices for Business Partners [page 565]

1.11.7 Price Report

To open the *Price Report* list view, choose *Item Management* > *Price Report* in the *Main Menu*. Here you can filter, sort, group, and access the relevant price report records.

The *Price Report* window displays all prices from the *Price Lists* window including their sources and details, based on the defined selection criteria:

Source of Price	This field lists the defined prices of the selected price resources, which can be one or both of the following options: • *Price Lists*: The price is taken from the *Price Lists* window. • *Special Prices for BP*: The price is taken from the *Special Prices for Business Partners* window. • *Period and Volume Discounts*: The price is taken from the *Period and Volume Discounts* window.
Business Partner Code	Specify the business partner code or leave the field empty to display all business partners in the report.

Related Information

Managing Price Lists [page 557]

1.11.8 Discount Group Report

To open the *Discount Group Report* list view, choose *Item Management* > *Discount Group Report* in the *Main Menu*. Here you can filter, sort, group, and access the relevant discount group records.

The list view displays item discounts from discount groups. The report helps you to understand how discounts are structured and applied to business partners and items. The report also helps you compare discounts across multiple groups.

Discount Type	Filters the report based on the scope of the discount group. You can select one or more of the following: • *All Business Partners* • *Customer Groups*

- *Vendor Groups*
- *Specific Business Partner*

Business Partner Code	This field filters the report by a specific business partner and is relevant when *Specific Business Partner* is selected as the discount type.
Discount Group Type	Filters the report based on the source of the discount definition. You can select one or more of the following: • *Item Groups* • *Properties* • *Manufacturers* • *Items*

After specifying the selection criteria, choose *Go* to generate the report.

> **Note**
>
> You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, refer to Filter Bar [page 61].

> **Example**
>
> To view only active item-level discounts defined for vendor groups, select *Vendor Groups* in the *Discount Type* field, select *Items* in the *Discount Group Type* field, set *Active* accordingly, and choose *Go*. The report displays only the matching discount records.

> **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 75].

Related Information

Discount Groups [page 560]

1.11.9 Last Price Report

To open the *Last Price Report* list view, choose *Item Management* > *Last Price Report* in the *Main Menu*. Here you can filter, sort, group, and access the relevant last price report records.

This report displays the last purchasing and sales prices of an item, either for a specific business partner or for all business partners.

Business Partner Type	Choose either customer or vendor last prices reports to be displayed.
Business Partner Code	Displays the last prices of an item for a specific business partner.

1.12 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 and processes: goods issues, goods receipts, inventory counting, inventory posting, inventory opening balances, available-to-promise reports, inventory transfer requests, inventory transfers, and pick pack and production processes.

Related Information

Goods Issues [page 570]
Goods Receipts [page 577]
Inventory Counting [page 583]
Inventory Transfer Requests [page 625]
Inventory Transfers [page 631]
Inventory Postings [page 603]
Inventory Opening Balances [page 609]
Available-to-Promise Report [page 658]
Pick and Pack [page 642]

1.12.1 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 571]
Working with Goods Issues [page 573]
Creating Goods Issues [page 576]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

1.12.1.1 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 573].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Working with Goods Issues [page 573]
Creating Goods Issues [page 576]
Working with List Views [page 60]

1.12.1.2 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 91].

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 91].

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. You can set the default price list in the inventory document settings.

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 649].

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 649].

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 649].

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 571]
Creating Goods Issues [page 576]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 648]

1.12.1.2.1 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* or by dragging and dropping files or emails directly onto the tab.
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 571]
Working with Goods Issues [page 573]
Apps for Creating Records [page 99]

1.12.2 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 577]
Working with Goods Receipts [page 579]
Creating Goods Receipts [page 582]
Relationship Map [page 101]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

1.12.2.1 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 579].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Working with Goods Receipts [page 579]
Creating Goods Receipts [page 582]
Working with List Views [page 60]

1.12.2.2 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 91].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 91].

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. You can set the default price list in the inventory document settings.

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 653].

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 651].

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 651].

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 651].

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 577]
Creating Goods Receipts [page 582]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 648]

1.12.2.2.1 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* or by dragging and dropping files or emails directly onto the tab.
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 577]
Working with Goods Receipts [page 579]
Apps for Creating Records [page 99]

1.12.3 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 583]
Working with Inventory Counting [page 585]
Creating Inventory Counting [page 593]
Counting Inventory by Units of Measure [page 594]

1.12.3.1 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 585].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

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 75].

Related Information

Working with Inventory Counting [page 585]
Creating Inventory Counting [page 593]
Working with List Views [page 60]

1.12.3.2 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 91].

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 91].

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 1007].

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 101] 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:

Select 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.

Your last selection criteria are saved for the next time you open the *Select Items* window, and you can change them.

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 653].
- 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 583]
Creating Inventory Counting [page 593]
Working with Detailed Views [page 91]
Managing Batches, Serial Numbers, and Bin Locations [page 648]

1.12.3.2.1 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 594].

   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* or by dragging and dropping files or emails directly onto the tab.
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 583]
Working with Inventory Counting [page 585]
Apps for Creating Records [page 99]

1.12.3.2.2 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* or by dragging and dropping files or emails directly onto the tab.
7. Choose *OK* to close the dialog box.

Related Information

Managing Inventory Counting [page 583]
Working with Inventory Counting [page 585]
Creating Inventory Counting [page 593]

1.12.3.3 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 1145]
Working with Import from Microsoft Excel [page 1140]
Fields for Import [page 597]
Preparing Import Data for Inventory Counting [page 600]
Merge of Lines with the Same Item [page 602]

1.12.3.3.1 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.

Fields	Description
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.

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.

Fields	Description

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.
	• Values:
	  • E: for employee
	  • U: for user
	• Requirements: If the same counter ID exists for an employee and a user, you must specify this field.

Counter ID	• Mandatory
	• 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.

Fields	Description

Individual / Team Counter	• Optional
	• 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 1145]
Working with Import from Microsoft Excel [page 1140]
Importing Counting Results from Microsoft Excel [page 595]
Preparing Import Data for Inventory Counting [page 600]
Merge of Lines with the Same Item [page 602]

1.12.3.3.2 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

	A	B	C	D	E	F	G	H	I	J	K
3	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	20	1234	BOX	B60001	U	user2	I
4	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	20	1234	BOX	B60000	U	user3	I
5	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	18	1234	BOX	B60001	U	user3	I
6	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	19	1234	BOX	B60000	U	user4	I
7	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	20	1234	BOX	B60001	U	user4	I
8	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	21	1234	BOX	B60000	U	user5	I
9	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	20	1234	BOX	B60001	U	user5	I
10	I006	I006	03	03-SYS-TEM-BIN-LO-CATION	15	1234	BOX	B60000	U	man-ager	T
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

	A	B	C	D	E	F	G	H	I	J	K
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 595].

Related Information

Importing from Microsoft Excel [page 1145]
Working with Import from Microsoft Excel [page 1140]
Fields for Import [page 597]
Merge of Lines with the Same Item [page 602]

1.12.3.3.3 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 1145]
Working with Import from Microsoft Excel [page 1140]
Importing Counting Results from Microsoft Excel [page 595]
Fields for Import [page 597]
Preparing Import Data for Inventory Counting [page 600]

1.12.4 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 604]
Working with Inventory Postings [page 605]
Creating Inventory Postings [page 608]

1.12.4.1 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 605].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Working with Inventory Postings [page 605]
Creating Inventory Postings [page 608]
Working with List Views [page 60]

1.12.4.2 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 91].

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 91].

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 101] 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 268]. • 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 604]
Creating Inventory Postings [page 608]
Working with Detailed Views [page 91]

1.12.4.2.1 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* or by dragging and dropping files or emails directly onto the tab.
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 604]
Working with Inventory Postings [page 605]

1.12.5 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 610]
Working with Inventory Opening Balances [page 611]
Creating Inventory Opening Balances [page 614]

1.12.5.1 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 611].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Working with Inventory Opening Balances [page 611]
Creating Inventory Opening Balances [page 614]
Working with List Views [page 60]

1.12.5.2 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 91].

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 268].

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 610]

Creating Inventory Opening Balances [page 614]
Working with Detailed Views [page 91]

1.12.5.2.1 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* or by dragging and dropping files or emails directly onto the tab.
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 610]
Working with Inventory Opening Balances [page 611]
Apps for Creating Records [page 99]

1.12.6 Inventory Revaluations

Apps

When working with inventory revaluations, you can find the following apps:

- *Inventory Revaluations*
- *Create Inventory Revaluation*

Tasks

You can carry out the following tasks with these apps:

- Search and filter inventory revaluations.
- View and manage different views of inventory revaluation lists.
- Create and edit inventory revaluations.
- Perform inventory revaluation based on price change or inventory debit/credit.
- View journal entry preview and related accounting information.

Related Information

Managing Inventory Revaluations [page 615]
Working with Inventory Revaluations [page 617]
Creating Inventory Revaluations [page 620]

1.12.6.1 Managing Inventory Revaluations

To open the *Manage Inventory Revaluations* list view, choose the *Inventory Revaluations* tile on the home page. Here you can filter, sort, group, and access the relevant inventory revaluation 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 Revaluations [page 617].

Selecting Views

Web client list views provide you with multiple views of the dataset of inventory revaluation 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:

- *My Inventory Revaluations by Document* displays inventory revaluation documents created by the current user and groups the records by document number.
  This view is displayed by default.
- *All Inventory Revaluations* displays all the company's inventory revaluation documents.
- *My Inventory Revaluations by Item* displays inventory revaluation documents created by the current user and groups the records by item.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Inventory Revaluations [page 615]
Working with Inventory Revaluations [page 617]
Creating Inventory Revaluations [page 620]

1.12.6.2 Working with Inventory Revaluations

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 revaluation 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 91].

Revaluation Type Indicates the method used for the inventory revaluation, for example, *Price Change* or *Inventory Debit/Credit*.

Performing Business Actions

You can perform various 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 91].

Working with the Record Content

General Tab

The fields on the *General* tab provide overall information about the inventory revaluation.

Revaluation Type	Determines the inventory revaluation method that is applied to the document: *Price Change* or *Inventory Debit/Credit*. The selected value determines the revaluation behavior and is mandatory before posting.
Inflation-Based Revaluation	Indicates whether the inventory revaluation is processed as an inflation-based revaluation.
Journal Remark	Displays the journal remark associated with the revaluation. The field provides a link to the related journal entry that is created.

Content Tab

The fields on this tab provide item-level details for the inventory revaluation. The table displays the list of items included in the inventory revaluation.

Current Cost

Displays the current cost of the item before the revaluation.

> ⓘ Note
>
> This column is available when the *Revaluation Type* is set to *Price Change*.

New Cost

Displays the new valuation cost that will be applied to the item. The difference between the current cost and the new cost determines the revaluation impact.

> ⓘ Note
>
> This column is available when the *Revaluation Type* is set to *Price Change*.

Quantity

Specifies the quantity to be revaluated for the selected item.

> ⓘ Note
>
> This column is available when the *Revaluation Type* is set to *Inventory Debit/Credit*.

Debit/Credit	Specifies the value adjustment for the selected quantity. Positive values increase the item cost, while negative values decrease the item cost. **Note** This column is available when the *Revaluation Type* is set to *Inventory Debit/Credit*.
G/L Increase Account	Specifies the account used when the item cost increases.
G/L Decrease Account	Specifies the account used when the item cost decreases.
Valuation Method	Displays the valuation method used for the item (for example, *Moving Average* or *FIFO*).

FIFO Tab

The fields on this tab provide FIFO layer-level details for inventory revaluation. The system also indicates the warehouse to which the FIFO item belongs.

Note

Use the search bar to search for specific FIFO items or any other field in the table. The table displays only the fields that match your search. You can also select a specific item to be displayed from the dropdown list.

Document Number	Displays the source document that created the FIFO layer, such as goods receipt or production receipt. The value supports navigation to the original document.
Entry Date	Displays the date when the FIFO layer was created. This value is derived from the source document and cannot be edited.
Open Quantity	Displays the remaining quantity available in the FIFO layer. This value is read-only and is validated during posting.

Serial/Batch Tab

The fields on this tab provide serial and batch-level details for inventory revaluation. The system also indicates the warehouse to which the serial or batch belongs.

Note

Use the search bar to search for specific serial or batch item numbers or any other field in the table. The table displays only the fields that match your search. You can also select a specific item from the dropdown list.

Serial/Batch No.	Displays the unique identifier of the serial or batch. The value is read-only and sourced from inventory records.
Admission Date	Displays the date when the serial or batch was first recorded in inventory. This value is read-only.
Expiration Date	Displays the expiry date of the serial or batch, if maintained. This value is read-only.

Related Information

Inventory Revaluations [page 615]
Managing Inventory Revaluations [page 615]
Creating Inventory Revaluations [page 620]

1.12.6.2.1 Creating Inventory Revaluations

Context

An inventory revaluation document is used to record valuation changes and generate the corresponding accounting impact in the company database.

Procedure

1. To create a new inventory revaluation document, choose the *Create Inventory Revaluation* tile on the home page or select *Create* in the *Inventory Revaluations* list view.
2. On the *General* tab, select the *Revaluation Type*.
   a. *Price Change*: Choose this option to allow manual update of item costs.
   b. *Inventory Debit/Credit*: Choose this option to adjust inventory value through debit or credit posting.
3. Specify the *Posting Date* and *Document Date*. The *Posting Date* determines the accounting impact and must fall within an open posting period.
4. Select the *Series No.* from the dropdown list.
5. Enter the values in the *Reference 2* and *Remarks* fields. These fields are used for tracking and internal documentation.
6. Select *Inflation-Based Revaluation* to apply inflation-based cost adjustments.
7. On the *Contents* tab, add one or more items for revaluation. Select the *Item No.* and enter a value in the *New Cost* field. The system calculates the cost difference, which determines the financial impact.

   > **Note**
   >
   > The system displays the current item cost and inventory information to help you review the impact of the revaluation before posting the document.

8. To add multiple items, select an existing line and choose *Duplicate* or *Copy*.
9. If the item uses the FIFO valuation method or is managed by serial/batch numbers, use the *FIFO* or *Serial/Batch* tabs to maintain the detailed valuation data.
   - On the *FIFO* tab, review the FIFO layers and enter the *New Cost* or *Debit/Credit* values for each layer.
   - On the *Serial/Batch* tab, review serial or batch records and enter the *New Cost* or *Debit/Credit* values for each entry.

The system calculates totals based on quantity and valuation changes.

10. To add the new inventory revaluation to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Results

Review the newly created journal entry in the *Journal Remark* field to verify the resulting inventory and G/L adjustments.

Related Information

Inventory Revaluations [page 615]
Managing Inventory Revaluations [page 615]
Working with Inventory Revaluations [page 617]

1.12.7 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, checks for payment 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:

> **Note**
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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:

> ⓘ Note
>
> Some of these actions are not available in the *Checks for Payment Drafts Report*.

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.

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.

Draft Preview and Printing

You can find the following functions when previewing and printing drafts:

- Preview options for multiple drafts:
  When previewing multiple drafts in a list view, you have three options:
  - *Single PDF for All Documents*: combines all selected drafts into a single PDF.
  - *Single PDF for Each Business Partner*: creates one PDF for each business partner.
  - *Single PDF for Each Document*: creates a separate PDF for each draft.

  > **Note**
  >
  > If you select *Single PDF for Each Business Partner* or *Single PDF for Each Document*, the Web client may open multiple browser tabs or windows depending on the number of business partners or drafts.
- Watermark display:
  - When previewing drafts, a *Preview* watermark appears on the draft. This prevents printing unmarked copies from the preview and sending them to customers, ensuring only the official printed version is used.
  - When previewing and printing drafts, you can choose whether to display the *Draft* watermark on the document. To enable this, select the checkbox *Print Draft Watermark on Draft Documents* on the *Administration* > *System Initialization* > *Print Preferences* > *General* tab in the SAP Business One client.
- The *Print Sequence* option:
  When previewing and printing drafts, you can use print sequences that contain **only** Crystal Reports layouts. The *Print Sequence* option is available in the *Preview* dropdown list in the list view and in the *Share* menu in the detail view. To use print sequences in the list view, select a single document.
  When a print sequence containing only Crystal Reports layouts is set as default in the SAP Business One client, it is applied automatically when using *Preview* or *Print*, and appears for selection when using *Choose Layout and Preview* or *Choose Layout and Print*.

1.12.8 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 263]

1.12.9 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 945]

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 261]

1.12.10 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 626]
Working with Inventory Transfer Requests [page 628]
Creating Inventory Transfer Requests [page 630]
Relationship Map [page 101]

1.12.10.1 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 628].

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 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

Pick Lists

Choose this button to do one of the following:

- *Generate Pick Lists* to create pick lists for the selected documents and release items or components for picking.
- *View Pick Lists* to display pick lists associated with the selected documents and review pick list details and picking status.

> **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 75].

Related Information

Working with Inventory Transfer Requests [page 628]
Creating Inventory Transfer Requests [page 630]
Working with List Views [page 60]

1.12.10.2 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 91].

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 91].

Copy To	Copy the current inventory transfer request to an inventory transfer.
Pick Lists	Choose this button to do one of the following: • *Generate Pick Lists* to create pick lists for the current document and release items or components for picking. • *View Pick Lists* to display pick lists associated with the current document and review pick list details and picking status.

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 626]
Creating Inventory Transfer Requests [page 630]
Working with Detailed Views [page 91]

1.12.10.2.1 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. On the *Attachments* tab, add new attachments by choosing *Upload* or by dragging and dropping files or emails directly onto the tab.
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 626]
Working with Inventory Transfer Requests [page 628]
Apps for Creating Records [page 99]

1.12.11 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 631]
Working with Inventory Transfers [page 633]
Creating Inventory Transfers [page 636]
Relationship Map [page 101]

1.12.11.1 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 633].

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 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 75].

> **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 75].

Related Information

Working with Inventory Transfer Requests [page 628]
Creating Inventory Transfer Requests [page 630]
Working with List Views [page 60]

1.12.11.2 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 91].

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 91].

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 264].

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 264].

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 264] or Incoming Batches, Serial Numbers, and Bin Locations [page 266].

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 266].

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 631]
Creating Inventory Transfers [page 636]
Working with Detailed Views [page 91]

1.12.11.2.1 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. On the *Attachments* tab, add new attachments by choosing *Upload* or by dragging and dropping files or emails directly onto the tab.
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 631]
Working with Inventory Transfers [page 633]
Apps for Creating Records [page 99]

1.12.12 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 251]
Managing Recurring Transactions [page 253]
Managing Drafts [page 259]
Managing Documents in Approval Process [page 261]
Approval Decisions [page 263]

1.12.12.1 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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 253].

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 253]
Working with List Views [page 60]

1.12.12.2 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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

- *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 251]
Working with List Views [page 60]

1.12.13 Pick and Pack

Apps

When working with the pick and pack process, you can find the following apps:

- *Pick Lists*
- *Pick Pack and Production Manager*

Tasks

You can carry out the following tasks with these apps:

- Generate and update pick lists.
- Create and view pick lists from sales orders, A/R reserve invoices, production orders, and inventory transfer requests.
- Create target documents, including deliveries, invoices, transfer requests, item/component transfers, inventory transfers, and issues for production.

Related Information

Managing Pick Pack and Production Manager [page 642]
Managing Pick Lists [page 645]
Working with Pick Lists [page 647]

1.12.13.1 Managing Pick Pack and Production Manager

To open the list view, click the *Pick Pack and Production Manager* 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

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*) 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:

In *Pick Pack and Production Manager*, the list view provides the *All Documents* view, which displays all relevant records in the table. You can use this view to review and process available documents.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Views Dropdown — Displays views for document lines and pick lists at different stages of processing:

- **Open Document Lines** — Displays open document lines from sales orders, A/R reserve invoices, production orders, and inventory transfer requests that are not yet released to a pick list.
- **Released Pick List Lines** — Displays document lines that have been released to pick lists but not yet picked.

Released Pick List Summary	Displays summary information for released pick lists, including totals such as the number of items and picks for each released pick list.
Picked Pick List Lines	Displays pick list lines that have been picked but not yet delivered.
Picked Pick List Summary	Displays summary information for picked pick lists, including totals such as the number of items and picks for each picked pick list.

Release to Pick List Opens the *Pick List Generation Wizard* for the selected document lines. The wizard enables you to review and update pick list information and then generate pick lists. This option is available only in the *Open Document Lines* view.

Create Creates the following target documents for selected document lines:

- *Manual Delivery* creates a delivery document for the selected lines that you can review and, if necessary, modify before adding.
- *Automatic Delivery* adds a delivery document directly for the selected lines without preview.
- *Manual Invoice* opens an A/R invoice for the selected lines that you can review and, if necessary, modify before adding it.
- *Transfer Request* opens an inventory transfer request for the selected lines.
- *Item/Component Transfers* opens an inventory transfer for the selected item or component lines.
- *Inventory Transfer* opens an inventory transfer for the selected lines.
- *Issue for Production* opens an issue for production document for the selected lines.

> **Note**
>
> The *Transfer Request*, *Item/Component Transfers* options are only available in the *Open Document Lines* view.

Settings Set the default behavior for the *Pick Pack and Production Manager*. The available settings include:

Set "To Release" Quantity To	*Open Quantity* automatically sets the *To Release* quantity to the full open quantity for all open document lines. *Zero* sets the *To Release* field to blank, allowing you to specify the quantity manually.
Allow Pick Lists with Empty Bin Location	For open document lines in bin location-enabled warehouses, this setting determines whether bin location allocation is required for pick lists. *Yes* enables the creation of pick lists without allocating bin locations. *No* requires bin location allocation for creating pick lists.
Display Quantities By	Defines how quantities are displayed in the table area. You can choose between *Document Row UoM* and *Inventory UoM*.

> **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 75].

Related Information

Pick and Pack [page 642]
Managing Pick Lists [page 645]
Working with Pick Lists [page 647]

1.12.13.2 Managing Pick Lists

To open the list view, click the *Pick Lists* 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, see Working with Pick Lists [page 647].

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, *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:

In *Pick Lists*, the list view provides the *Open Pick Lists* view, which displays pick lists that are currently open for picking activities.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Create For the selected pick lists with the status *Picked*, *Partially Picked*, or *Partially Delivered*, you can create the following target documents:

- *Manual Delivery* creates a delivery document for the selected lines that you can review and, if necessary, modify before adding.
- *Automatic Delivery* adds a delivery document directly for the selected lines without preview.
- *Manual Invoice* opens an A/R invoice for the selected lines that you can review and, if necessary, modify before adding it.
- *Inventory Transfer* opens an inventory transfer for the selected lines.
- *Issue for Production* opens an issue for production document for the selected lines.

Close Closes the selected pick list and prevents any further picking activities.

Settings

Display Quantities By	Defines how quantities are displayed in the table area. You can choose between *Document Row UoM* and *Inventory UoM*.

> **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 75].

Related Information

Pick and Pack [page 642]
Managing Pick Pack and Production Manager [page 642]
Working with Pick Lists [page 647]

1.12.13.3 Working with Pick Lists

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 pick list 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 91].

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 91].

Create For pick lists with the status *Picked*, *Partially Picked*, or *Partially Delivered*, you can create the following target documents:

- *Manual Delivery* creates a delivery document for the selected lines that you can review and, if necessary, modify before adding.
- *Automatic Delivery* adds a delivery document directly for the selected lines without preview.
- *Manual Invoice* opens an A/R invoice for the selected lines that you can review and, if necessary, modify before adding it.
- *Inventory Transfer* opens an inventory transfer for the selected lines.
- *Issue for Production* opens an issue for production document for the selected lines.

Working with the Record Content

General Tab

This tab provides a summary of the pick list.

Display Quantities By	Defines how quantities are displayed in the table area. You can choose between *Document Row UoM* and *Inventory UoM*.

Contents Tab

This tab displays the document lines included in the pick list.

Pick All	Moves the released quantity to the picked quantity for all eligible lines.
Clear All	Sets the picked quantity to zero for all eligible lines.

Related Information

Pick and Pack [page 642]
Managing Pick Pack and Production Manager [page 642]
Managing Pick Lists [page 645]

1.12.14 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 264].

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 266].

1.12.14.1 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 408]

1.12.14.2 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 268].

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 408]

1.12.14.2.1 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*.

1.12.14.2.2 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
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 1145]
Working with Import from Microsoft Excel [page 1140]
Preparing a Microsoft Excel Import File for Batches [page 656]

1.12.14.2.3 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
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 1145]
Working with Import from Microsoft Excel [page 1140]
Preparing a Microsoft Excel Import File for Serial Numbers [page 654]

1.12.15 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.

1.13 MRP

Apps

In the *MRP* (Material Requirements Planning) group, you can find the following apps:

- *MRP Scenarios*
- *Order Recommendations*
- *Forecasts*
- *Create Forecast*

Tasks

You can carry out the following tasks with these apps:

- Search and filter MRP scenarios, order recommendations, and forecasts.
- View and manage different views of MRP scenarios, recommendations, and forecast lists.
- View, create, edit, and delete MRP scenarios and forecasts.
- Execute MRP runs and analyze planning results.
- Generate and process order recommendations.
- Generate documents from the saved order recommendations.

Related Information

MRP Scenarios [page 659]
Order Recommendations [page 665]
Forecasts [page 668]

1.13.1 MRP Scenarios

App

To open this app, choose the *MRP Scenarios* app in the *MRP* group in the main menu.

Tasks

You can carry out the following tasks with this app:

- Run an MRP scenario or schedule a run for a later time.
- View, edit, and create MRP scenarios.
- Delete scenarios that are not required.
- Save and manage order recommendations for MRP scenarios.

Related Information

Managing MRP Scenarios [page 660]

Working with MRP Scenarios [page 661]
Creating and Running MRP Scenarios [page 663]

1.13.1.1 Managing MRP Scenarios

To open the *Manage MRP Scenarios* list view, choose the *MRP Scenarios* 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 MRP scenarios, see Working with MRP Scenarios [page 661].

Selecting Views

Web client list views provide you with multiple views of the dataset of MRP scenario 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.

The default view, *All MRP Scenarios*, displays all the MRP scenarios of the company.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Run Select one MRP scenario and choose this button to execute an MRP run.

The system executes the MRP run for the selected MRP scenario and opens the MRP results in a new page. The end date of the selected scenario must be in the future.

You can execute an MRP run only for one scenario at a time.

Delete Select one or more MRP scenarios and choose this button to delete them along with their associated order recommendations.

Related Information

Working with MRP Scenarios [page 661]
Creating and Running MRP Scenarios [page 663]

1.13.1.2 Working with MRP Scenarios

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 MRP scenario name, the header displays the description, planning horizon start and end dates, and the last execution date.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 91].

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 91].

Edit	Choose this button to modify the MRP scenario. You can add or update items, update the time range, inventory data source, and document data sources.
Order Recommendations	Choose this button to view order recommendations related to the current MRP scenario.

Working with the Record Content

General Tab

The fields on this tab provide general information about the MRP scenario.

Consider Holidays For	Defines whether holidays are considered during MRP calculation for production and purchase items. This selection affects the calculation of production or purchase recommendations.
Display Items with No Requirements	Defines whether the items without actual requirements of purchase orders or production orders after the MRP run are displayed.

Item Selection Tab

The fields on this tab provide information about items selected for the MRP run.

Item Selection Options	Defines whether all items or selected items are included in the MRP run.

Inventory Data Source Tab

The fields on this tab define how inventory, demand, and supply data are considered in the MRP run.

Run By	Defines whether MRP calculations are performed at the company level or the warehouse level. *Company*: Demands and supplies are calculated for all the selected warehouses. *Warehouse*: Requirements are calculated separately for each warehouse.
Data Source Selection	This table defines which data sources are included for each warehouse and location. The data sources include existing inventory, demand, and supply.

Documents Data Source Tab

The fields on this tab define which documents and data sources are included in the MRP calculation.

Inventory Level	Defines which inventory level defined in the item master data is considered as a demand in the MRP calculations.
Forecast	Defines the forecast data considered in the MRP calculation. Displays a list of forecasts with a quick view link. For multiple forecasts, the quick view link opens a table with the list of forecast documents with a link available for each forecast.
Recommendations	Defines how the system generates recommendations after the MRP calculation. Choose from purchase quotations, purchase orders, production orders, and inventory transfer requests.

Related Information

Managing MRP Scenarios [page 660]
Creating and Running MRP Scenarios [page 663]

1.13.1.2.1 Creating and Running MRP Scenarios

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

Context

You can create and run MRP scenarios to analyze demand and supply, and generate procurement and production recommendations for all or selected items within a defined planning horizon.

Procedure

1. To create an MRP scenario, choose *Create* in the *MRP Scenarios* list view.

2. On the *General* tab, enter the mandatory scenario name and description.
    a. In the *Planning Horizon* fields, specify the start date and end date.
    b. In the *View Data in Periods Of* field, define the time period for which MRP calculates demands and supplies.
    c. The *Planning Horizon Duration* field displays the calculated duration based on the start date, end date, and period length. You can manually adjust this value. If you change the duration, the system recalculates the end date.
    d. In the *Consider Holidays For* field, you can select whether holidays are considered for purchase items or production items.
    e. In the *Display Preferences* section, choose how you want to sort and display the items in the MRP results, and whether the scenario is a simulation scenario.
3. On the *Item Selection* tab, choose one of the following options:
    - *All Items*: Includes all items with a planning method of *MRP* in the MRP run.
    - *Selected Items*: Includes only manually selected items. If you choose this option, the *Details* table is displayed in which you can perform the following actions:
        - To add items, select items or choose *Add Items*.
        - To update the MRP parameters for selected items, select the lines and choose *Update Selected Items*. You can enter specific values or load values from the item master data.
4. On the *Inventory Data Source* tab, define how inventory data is considered.
    a. In the *Run By* section, select one of the following: *Company* which consolidates all data or *Warehouse* which processes data separately for each warehouse.
    b. In the *Data Source Selection* table, select the data sources for each location and warehouse. Make sure that at least one warehouse is selected.
5. On the *Documents Data Source* tab, define which documents are included in the MRP calculation.
    a. In the *Time Range* section, choose *Within Planning Horizon* or *Include Historical Data*.
    b. In the *Demand and Supply Sources for MRP Calculation* section, select the document types to include, such as purchase, sales, production, and inventory documents. You can also restrict specific documents by defining selection criteria.
    c. From the *Inventory Level* dropdown list, select how inventory levels are evaluated (for example, Required, Minimum, or Maximum).
    d. From the *Forecast* dropdown list, select the forecast to include in the calculation. If you want to include multiple forecasts, select *Multiple Forecasts* from the dropdown list and choose the forecasts you want to add in the dialog box that opens.
    e. In the *Recommendations* section, define whether to include purchase requests, purchase orders, production orders, or inventory transfer requests.
    f. If you are running the MRP scenario by warehouse, define for which warehouse you want the recommendations to be generated.
6. To save the MRP scenario, choose one of the following: *Add & View*, *Add & New*, or *Add & Back*.
7. To run the MRP scenario, choose *Run* to run the scenario immediately, or choose *Schedule for Later* to schedule the run for a later date and time.
8. You can check the status of your MRP run in notifications.
9. On successful completion of the run, choose *Click to View Results* in the notifications.

Results

The *MRP Results* page opens, displaying the inventory, sales, purchase, and production order data based on the selected planning horizon for your MRP run, as well as the work plan based on demand and lead times.

- The *Reports* tab displays the schedule for the MRP demands. To view the recommendation details for each item, choose the *letter* icon in each cell.
- The *Recommendations* tab displays a list of the recommended documents according to the MRP calculation.
- The *Saved Recommendations* tab displays the previous recommendations you saved for the MRP scenario.

You can also save the recommendations by choosing *Save Recommendations*. Once saved, choose *Order Recommendations* to open the *Manage Order Recommendations* page for the current MRP scenario.

Related Information

Managing MRP Scenarios [page 660]
Working with MRP Scenarios [page 661]

1.13.2 Order Recommendations

Apps

To open the app, choose *Order Recommendations* in the *MRP* group in the main menu.

Order recommendations are procurement or production proposals created during the MRP run based on supply and demand calculations.

Tasks

You can carry out the following tasks with this app:

- Search and filter order recommendations.
- View and manage different views of recommendation lists.
- Edit recommendation data before processing.
- Generate documents for selected recommendations based on your defined document settings.
- Delete one or more order recommendations.

Related Information

Managing Order Recommendations [page 666]

1.13.2.1 Managing Order Recommendations

To open the *Manage Order Recommendations* list view, choose the *Order Recommendations* 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

Web client list views provide you with multiple views of the dataset of order recommendations. 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 is *All Recommendations for Selected Scenario*.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

You can perform various actions using the options in the table toolbar.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

[Scenario Selection Dropdown] Select a scenario from the dropdown list to display the order recommendations saved for the scenario.

Document Settings Choose this button to define the numbering series and consolidation settings for documents to be generated.

Consolidate Recommendations Select this checkbox to group recommendations that share common attributes into one document.

- For purchasing documents, group recommendations with the same vendor, item, warehouse, and delivery date into one document.
- For production orders, group recommendations with the same due date into one production order.
- For inventory transfer requests, group recommendations with the same issuing warehouse and due date.

Generate Documents Select one or more lines and choose this button to create documents from the selected recommendations. The system creates documents based on the defined document settings. After successful processing, the corresponding recommendation lines are removed from the list view.

The following document types can be generated:

- *Purchase Request*
- *Purchase Order*
- *Purchase Quotation*
- *Production Order*
- *Inventory Transfer Request*

After processing, you can see the number of documents created for each document type in a message.

Features of Order Recommendations List View

This list view displays the saved order recommendations for specific MRP scenarios. Only one set of order recommendations is saved for a specific MRP scenario. When you save a new set of recommendations for the same scenario, previous unprocessed recommendations are overwritten.

Once recommendations for a scenario are fully processed, no recommendations for that scenario are available until a new set of recommendations is saved.

Related Information

Order Recommendations [page 665]

1.13.3 Forecasts

App

When working with *Forecasts*, you can find the following apps:

- *Forecasts*
- *Create Forecast*

Tasks

You can carry out the following tasks with this app:

- Search and filter forecasts.
- View and manage different views of forecast lists.
- Edit, create, and delete forecasts.
- Perform batch actions such as deleting multiple forecasts.
- Create and maintain forecast data for future demand planning.

Related Information

Managing Forecasts [page 668]
Working with Forecasts [page 670]
Creating Forecasts [page 671]

1.13.3.1 Managing Forecasts

To open the *Manage Forecasts* list view, choose the *Forecasts* tile on the home page. This app helps you generate forecasts based on historical sales records or manually entered forecast quantities. These forecasts can then be used as an additional data source for MRP calculation.

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 forecasts, see Working with Forecasts [page 670].

Selecting Views

Web client list views provide you with multiple views of the forecasts. 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.

All Forecasts displays all forecasts of the company.

This view is displayed by default.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

Performing Business Actions

Use the action buttons in the table toolbar to perform business operations.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

> ⓘ 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 75].

Related Information

Working with Forecasts [page 670]
Creating Forecasts [page 671]

1.13.3.2 Working with Forecasts

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 forecast code, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 91].

View Displays the time interval definition of the forecast: *Daily*, *Weekly*, or *Monthly*. The value is set on the *Forecasts* tab.

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 91].

Generate Forecast	Generates forecast values for selected items based on the sales history. After choosing the button, a dialog box opens for you to select items and warehouses. Items are filtered by *Item*, *Preferred Vendor*, or *Default Warehouse*. The *Advanced Settings* define the sales documents to be included in the calculation and the calculation method.

Working with Record Content

General Tab

The fields on this tab provide general information about the forecast such as the forecast code, name, and start and end dates.

Forecasts Tab

The fields on this tab allow you to define forecast items, warehouses, and quantities for each time period.

View	Time interval for the forecast. • If it is daily, the forecast period cannot exceed three years. • If it is weekly or monthly, the forecast period cannot exceed seven years.
Percentage Increase/ Decrease	In edit mode, adjust forecast values for selected rows by a defined percentage.

Related Information

Managing Forecasts [page 668]
Creating Forecasts [page 671]

1.13.3.2.1 Creating Forecasts

Context

You can create forecasts to define expected future demand for items over a specific period. Forecasts can be created for different items and warehouses using daily, weekly, or monthly intervals, and can be used as inputs for MRP calculations.

Procedure

1. To create a forecast, choose the *Create Forecast* app or choose *Create* from the *Forecasts* list view.
2. On the *General* tab, enter the information in the mandatory fields:
   - *Forecast Code*: Specify a forecast code.
   - *Forecast Name*: Specify a meaningful name.
   - *Start Date* and *End Date*: Specify the period to which the forecast is related. The date range is automatically adjusted according to the specified *View* on the *Forecasts* tab.
3. On the *Forecasts* tab, select the required *View*. Choose from the following options:
   - *Daily*: Select this option to divide the forecast into days. If you select this option, the table displays a column for each day in the selected date range.
   - *Weekly*: Select this option to divide the forecast into weeks. If you select this option, the table displays the week number as the column's name (for example, *Wk 12* or *Wk 13*). MRP considers the weekly requirement as falling on the first day of each week.

     > **Note**
     >
     > To update the weekly numbering definition and weekend definitions, go to *Administration* > *Configuration* > *General* > *Holiday Dates*.

   - *Monthly*: Select this option to divide the forecast into months. The table displays the name of the month as the column's name. MRP considers the monthly requirement as falling on the first day of the month.

   > **Note**
   >
   > If you modify the view before adding the forecast, the quantities you've entered will be erased.

4. Specify one or more items to include in the forecast. For each item, select the required warehouses.
5. Enter the forecast quantities for each period. The period columns are dynamically generated based on the selected *View*.

   > **Note**
   >
   > To adjust forecast values by a percentage, select one or more rows and choose *Percentage Increase/ Decrease*.
   >
   > Enter a positive or negative percentage value. The system updates the values for the selected rows accordingly.

6. (Optional) To generate forecast values automatically, choose *Generate Forecast* on the top right corner. In the pop-up dialog box:
   a. Use the selection criteria to filter items to be included in the forecast. You may filter items by *Item*, *Preferred Vendor*, or *Default Warehouse*.
   b. To generate forecasts based on sales history, select the *Base on Sales History* checkbox and a calculation method.
   c. Specify the *History Start Date*. The history end date is automatically calculated based on your forecast horizon.
   d. Choose *OK* to generate the forecast.

7. To add the new forecast to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Forecasts [page 668]
Working with Forecasts [page 670]

1.14 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 674]
Working with Resources [page 675]
Creating Resources [page 679]

1.14.1 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 675].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 680].

> **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 75].

Related Information

Working with Resources [page 675]
Creating Resources [page 679]
Working with List Views [page 60]

1.14.2 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 91].

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 91].

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 1020].

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
Total Standard Resource Cost	Displays the sum of all the standard resource costs available in the *Resource Standard Costs* table. In the Create/Edit mode, the values in this row are updated dynamically based on the standard resource cost values in the other rows.

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 674]
Creating Resources [page 679]
Working with Detailed Views [page 91]

1.14.2.1 Creating Resources

Context

You can create new resources such as machine and labor to be used for production and project management.

Procedure

1. Follow these instructions to create a resource or a project management resource:

   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.

   To create a new project management resource, choose one of the following options:
   - From the *Project Management Resources* list view, choose the *Create* button.
   - From an existing resource, choose the *New* button.
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*. The default option is *Backflush*.

     > ⓘ Note
     >
     > - Choose the *Backflush* method when resource consumption is predictable. Once the production order is completed, resource consumption is automatic and the issue for production is automatically issued.
     > - Choose the *Manual* method when resource consumption varies and receipt of finished items on a production order does not impact the resource capacity. The issue for production must be issued manually.

- *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. You can also select a default warehouse from the list of warehouses. After selecting *Add & View*, the default warehouse is saved.
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. If you select *Machine* as the resource type, select the assets assigned to the resource on the *Fixed Assets* tab. If you select *Labor* as the resource type, enter the employee details on the *Employees* tab.
6. In the *Properties* tab, select the relevant properties for the resource.
7. 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 674]
Working with Resources [page 675]
Apps for Creating Records [page 99]

1.14.3 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 61].

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 72].

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 75].

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 682]
Managing Resources [page 674]
Working with Resources [page 675]
Creating Resources [page 679]
Resource Management [page 673]

1.14.3.1 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 680]
Managing Resources [page 674]
Working with Resources [page 675]
Creating Resources [page 679]
Resource Management [page 673]

1.15 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 684]
Production Orders [page 690]

Receipts from Production [page 698]
Issues for Production [page 705]

1.15.1 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 684]
Working with Bills of Materials [page 686]
Creating Bills of Materials [page 688]

1.15.1.1 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 686].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

> **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 75].

Related Information

Working with Bills of Materials [page 686]
Creating Bills of Materials [page 688]

1.15.1.2 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 91].

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 91].

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 1062].

Related Information

Managing Service Calls [page 736]
Creating Opportunities [page 125]

1.15.1.2.1 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 684]
Working with Bills of Materials [page 686]

1.15.2 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 690]
Working with Production Orders [page 692]
Creating Production Orders [page 697]
Relationship Map [page 101]

1.15.2.1 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 example view to create a custom view. For more information, see Views [page 61].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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*.
Pick Lists	Choose this button to do one of the following: • *Generate Pick Lists* to create pick lists for the selected documents and release items or components for picking. • *View Pick Lists* to display pick lists associated with the selected documents and review pick list details and picking status.

> **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 75].

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 692]
Creating Production Orders [page 697]
Working with List Views [page 60]

1.15.2.2 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 91].

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 91].

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.

Pick Lists Choose this button to do one of the following:

- *Generate Pick Lists* to create pick lists for the current document and release items or components for picking.
- *View Pick Lists* to display pick lists associated with the current document and review pick list details and picking status.

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 715].

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 713].

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 1062].

Related Information

Managing Production Orders [page 690]
Creating Production Orders [page 697]

Working with Detailed Views [page 91]

1.15.2.2.1 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. On the *Attachments* tab, add new attachments by choosing *Upload* or by dragging and dropping files or emails directly onto the tab.

5. 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 690]
Working with Production Orders [page 692]

1.15.3 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 699]
Working with Receipts from Production [page 700]
Creating Receipts from Production [page 703]

1.15.3.1 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 700].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

> **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 75].

Related Information

Working with Receipts from Production [page 700]
Creating Receipts from Production [page 703]

1.15.3.2 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 91].

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 91].

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 715]. 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 713].

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 713].

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 713].

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 1062].

Related Information

Managing Receipts from Production [page 699]
Creating Receipts from Production [page 703]
Working with Journal Entries [page 510]

1.15.3.2.1 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 699]
Working with Receipts from Production [page 700]

1.15.4 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 705]
Working with Issues for Production [page 707]
Creating Issues for Production [page 709]

1.15.4.1 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 707].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

> **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 75].

Related Information

Working with Issues for Production [page 707]

Creating Issues for Production [page 709]

1.15.4.2 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 91].

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 91].

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 711].

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 711].

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 711].

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 1062].

Related Information

Managing Issues for Production [page 705]
Creating Issues for Production [page 709]
Working with Journal Entries [page 510]

1.15.4.2.1 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 684]
Working with Bills of Materials [page 686]

1.15.5 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 264].

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 266].

1.15.5.1 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 408]

1.15.5.2 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 268].

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 408]

1.15.5.2.1 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*.

1.15.6 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 415]
Creating Procurement Documents from Production Orders [page 416]

1.15.6.1 Creating Purchase Orders from Sales Orders

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

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.

1.15.6.2 Creating Procurement Documents from Production Orders

Prerequisites

- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- To receive status updates, enable notifications for *Wizard Tasks*. If you have selected *Show Only High-Priority Notification Alerts* in notification settings, you also need to select the *High Priority* checkbox for *Wizard Tasks*. For more information, see Notifications [page 57].

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 immediately, choose *Execute Now*. Choose *Schedule for Later* to schedule the document generation for a later date and time.
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 415]

1.16 Project Management

Apps

When working with project management, you can find the following apps:

- *Project Management*
- *Create Project*
- *Stage Analysis*
- *Open Issues*
- *Project Management Resources*
- *Project Management Time Sheets*

Tasks

You can carry out the following tasks with these apps:

- Search and filter projects, project stages, open issues, resources, and time sheet records
- View projects and related project management data
- Create projects
- Analyze project stages
- View and monitor open issues
- Manage project resources and time sheets

Related Information

Managing Projects [page 721]
Working with Projects [page 722]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
Managing Open Issues [page 728]
Managing Project Management Resources [page 729]
Creating Project Management Resources [page 730]
Managing Project Management Time Sheets [page 732]
Creating Project Management Time Sheets [page 733]

1.16.1 Managing Projects

To open the *Project Management* list view, click the *Project Management* 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 project 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 Projects* displays the projects assigned to the user who is currently logged in.
  This view is displayed by default.
- *All Projects & Subprojects* displays all projects and subprojects of the company.
- *All Projects* displays all projects of the company.
- *My Projects & Subprojects* displays the projects and subprojects assigned to the user who is currently logged in.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Create Choose this button to create a new project.

Set as Choose this button to change the status of the selected project. You can set the status to *Start*, *Pause*, *Stop*, *Finish*, or *Cancel*.

> **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 75].

Related Information

Project Management [page 720]
Working with Projects [page 722]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
Managing Open Issues [page 728]
Managing Project Management Resources [page 729]
Creating Project Management Resources [page 730]
Managing Project Management Time Sheets [page 732]
Creating Project Management Time Sheets [page 733]

1.16.2 Working with Projects

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 project number, the header displays key information about the project.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 91].

Project Type Indicates the classification of the project, such as *Internal* or *External*.

BP Code Displays the associated business partner code for external projects.

BP Name Displays the associated business partner name for external projects.

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 91].

Time Sheet Report Opens Project Management Time Sheets and displays time sheets for the current project.

Working with the Record Content

General Tab

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

Project with Subprojects Indicates whether the project contains subprojects.

Due Date Shows the planned completion date.

Financial Project Displays the associated financial project.

Overview Tab

This tab provides a summary of the project and its progress.

Risk Level Displays the project risk classification.

Details The table lists subprojects and their relevant fields.

Stages Tab

Stages let you organize a project into logical stages.

Details The table lists stages, tasks, planned costs, and other relevant fields.

You can select a stage to view the following related information:

Open Issues Displays open issues associated with the selected stage. Use this tab to review and track unresolved project issues.

Attachments Displays files attached to the selected stage.

Documents Displays documents such as A/R invoices or A/P invoices related to the selected stage.

Work Orders Displays work orders associated with the selected stage and lets you review work-order-related information.

Activities Displays activities linked to the selected stage. Use this tab to review project activities that support the completion of the stage.

Summary Tab

This tab provides a financial and operational overview of the project. Use this tab to monitor project costs, revenue, budgets, profitability, and project dates.

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

Project Management [page 720]
Managing Projects [page 721]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
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Managing Project Management Resources [page 729]
Creating Project Management Resources [page 730]
Managing Project Management Time Sheets [page 732]
Creating Project Management Time Sheets [page 733]

1.16.2.1 Creating Projects

Context

When you create a project, you define the basic project information, assign the relevant business partner, specify project dates, and optionally structure the project using subprojects and stages.

Procedure

1. To create a project, click the *Create Project* tile.
2. On the *General* tab, specify the mandatory fields: *Project Type* and *Project Name*. The header is updated accordingly.

   Optionally, you can specify the following information:
   - For external projects, select a business partner.
   - To structure the project into multiple subprojects, select *Project with Subprojects*.
3. On the *Overview* tab, you can specify the risk level and add comments.
4. On the *Stages* tab, add stages, tasks, planned costs, and other details.

   Optionally, you can select a stage to add stage-specific documents and records such as open issues, attachments, documents, work orders, and activities associated with that stage.

   To add resources to a stage, follow these steps:

> **Note**
>
> As a prerequisite, assign a financial project to the project in the SAP Business One client before adding a resource.
>
> From the SAP Business One client *Main Menu*, choose *Project Management* > *Project*. In the *Project* window, specify a Financial Project.

1. Select a stage.
2. On the *Work Orders* tab, choose *Document No.*, the *Production Orders* window opens.
3. Create a production order that contains the resources you want to add to the stage.
   For more information, see Creating Production Orders [page 697].

5. On the *Remarks* tab, enter any additional notes or information related to the project.
6. On the *Attachments* tab, add new attachments by choosing *Upload* or by dragging and dropping files or emails directly onto the tab.
7. To add the project to the company database, choose one of the following options: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Project Management [page 720]
Managing Projects [page 721]
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1.16.3 Managing Stage Analysis

Stage Analysis helps you review and analyze project and subproject stages. Use this app to view stage and task details, monitor dates and progress, evaluate budget and financial information, track stage dependencies, and review related activities for specific projects or subprojects.

To open the *Stage Analysis* list view, click the *Stage Analysis* 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.

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 61].

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 72].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

> **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*). For more information, see Table Area [page 75].

Related Information

Project Management [page 720]
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1.16.4 Managing Open Issues

Open Issues helps you review and monitor unresolved issues for projects and subprojects. Use this app to view issue details, including the area, priority, due date, effort, and status.

To open the *Open Issues* list view, click the *Open Issues* 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.

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 61].

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 72].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 75].

> **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*). For more information, see Table Area [page 75].

Related Information

Project Management [page 720]
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Working with Projects [page 722]
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Managing Stage Analysis [page 726]
Managing Project Management Resources [page 729]
Creating Project Management Resources [page 730]
Managing Project Management Time Sheets [page 732]
Creating Project Management Time Sheets [page 733]

1.16.5 Managing Project Management Resources

Project Management Resources helps you review and monitor resources assigned to projects and subprojects. Use this app to view resource and stage details and to track resource allocation and utilization across projects.

To open the *Project Management Resources* list view, click the *Project Management 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.

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 61].

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 72].

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 75].

Create	Choose this button to create a new resource for a project.

> **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*). For more information, see Table Area [page 75].

Related Information

Project Management [page 720]
Managing Projects [page 721]
Working with Projects [page 722]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
Managing Open Issues [page 728]
Creating Project Management Resources [page 730]
Managing Project Management Time Sheets [page 732]
Creating Project Management Time Sheets [page 733]

1.16.5.1 Creating Project Management Resources

Context

You can create new resources such as machine and labor to be used for project management.

Procedure

1. Follow these instructions to create a resource or a project management resource:

   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.

   To create a new project management resource, choose one of the following options:
   - From the *Project Management Resources* list view, choose the *Create* button.
   - From an existing resource, choose the *New* button.
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*. The default option is *Backflush*.

  > **Note**
  >
  > - Choose the *Backflush* method when resource consumption is predictable. Once the production order is completed, resource consumption is automatic and the issue for production is automatically issued.
  > - Choose the *Manual* method when resource consumption varies and receipt of finished items on a production order does not impact the resource capacity. The issue for production must be issued manually.

- *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. You can also select a default warehouse from the list of warehouses. After selecting *Add & View*, the default warehouse is saved.
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. If you select *Machine* as the resource type, select the assets assigned to the resource on the *Fixed Assets* tab. If you select *Labor* as the resource type, enter the employee details on the *Employees* tab.
6. In the *Properties* tab, select the relevant properties for the resource.
7. To add the new resource master data to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Project Management [page 720]
Managing Projects [page 721]
Working with Projects [page 722]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
Managing Open Issues [page 728]
Managing Project Management Resources [page 729]
Managing Project Management Time Sheets [page 732]
Creating Project Management Time Sheets [page 733]

1.16.6 Managing Project Management Time Sheets

Project Management Time Sheets helps you review and manage time sheet entries for projects and subprojects. Use this app to view time recorded against stages and tasks, including employee details, work times, activity information, financial project codes, and billable or non-billable time.

To open the *Project Management Time Sheets* list view, click the *Project Management Time Sheets* 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.

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 61].

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 72].

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 75].

Create	Choose this button to create a new time sheet.

> **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*). For more information, see Table Area [page 75].

Related Information

Project Management [page 720]
Managing Projects [page 721]
Working with Projects [page 722]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
Managing Open Issues [page 728]
Managing Project Management Resources [page 729]
Creating Project Management Resources [page 730]
Creating Project Management Time Sheets [page 733]

1.16.6.1 Creating Project Management Time Sheets

Context

You can create a time sheet to record the amount of a worker's time spent on the job.

Procedure

1. Follow these instructions to create a time sheet or a project management time sheet:

   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.

   To create a new project management time sheet, choose one of the following options:

   - From the *Project Management Time Sheets* list view, choose *Create* in the table toolbar.
   - From an existing time sheet, choose *New* in the header of the record.
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 dates 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 in the header area.

   > **Note**
   >
   > To add time sheets to a project or stage, you must first assign a financial project to the project in the SAP Business One client.
   >
   > From the SAP Business One client *Main Menu*, choose *Project Management* > *Project*. In the *Project* window, specify a Financial Project.

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 the Web client, please add it from the SAP Business One client.

Related Information

Project Management [page 720]
Managing Projects [page 721]
Working with Projects [page 722]
Creating Projects [page 725]
Managing Stage Analysis [page 726]
Managing Open Issues [page 728]
Managing Project Management Resources [page 729]
Creating Project Management Resources [page 730]
Managing Project Management Time Sheets [page 732]

1.17 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*
- *Calendar*
- *Equipment Cards*
- *Create Equipment Card*
- *Solutions Knowledge Base*
- *Create Solution*
- *Service Contracts*
- *Create Service Contract*

Related Information

Service Calls [page 735]
Managing Calendar [page 776]
Equipment Cards [page 745]
Solutions Knowledge Base [page 752]
Service Contracts [page 756]

1.17.1 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 736]
Working with Service Calls [page 738]
Creating Service Calls [page 743]

1.17.1.1 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 738].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Working with Service Calls [page 738]
Creating Service Calls [page 743]

1.17.1.2 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 91].

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 91].

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

Call ID — An automatically-generated sequential number of the service call. The call ID is allocated only after a business partner is selected.

Number — Field on the left: Name of the numbering series.

Field on the right: The document number assigned within that series.

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 736]
Creating Opportunities [page 125]
Service Definitions [page 1054]

1.17.1.2.1 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, including the call ID.
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. Depending on the selected business partner and the selected item or serial number, there can be multiple valid service contracts. If there are at least two valid contracts, 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 736]
Working with Service Calls [page 738]

1.17.2 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 745]
Working with Equipment Cards [page 747]
Creating Equipment Cards [page 750]

1.17.2.1 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 747].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Managing Equipment Cards [page 745]
Creating Equipment Cards [page 750]

1.17.2.2 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 91].

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 91].

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 745]
Creating Equipment Cards [page 750]

1.17.2.2.1 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.
   - From the *Items* tab of the *Service Contract* detail view, open the *Mfr. Serial No.* or *Serial Number* choose from list and choose *Create*.
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 745]
Working with Equipment Cards [page 747]

1.17.3 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 752]
Working with Solutions [page 754]
Creating Solutions [page 755]

1.17.3.1 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 754].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Working with Solutions [page 754]
Creating Solutions [page 755]

1.17.3.2 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 91].

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 91].

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 752]
Creating Solutions [page 755]

1.17.3.2.1 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 752]
Working with Solutions [page 754]

1.17.4 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 757]
Working with Service Contracts [page 759]
Automatically Creating Service Contracts [page 761]

1.17.4.1 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 759].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

Related Information

Working with Service Contracts [page 759]
Automatically Creating Service Contracts [page 761]

1.17.4.2 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 91].

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 91].

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 539].

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 1062].

Related Information

Managing Service Contracts [page 757]
Automatically Creating Service Contracts [page 761]

1.17.4.2.1 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 757]
Working with Service Contracts [page 759]

1.17.5 Managing Calendar

To open the *Calendar* app, choose the *Calendar* tile from the *CRM*, *Service*, or *Human Resources* groups on the home page. Alternatively, choose the *Calendar* icon on the home page.

The *Calendar* app enables you to view and manage activities, service calls, employee absences (including education-related absences), and holidays in a calendar-based layout.

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 default view in the *Calendar* list view is *Calendar*, which displays all the scheduled activities.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

Show	Displays specific activity types and service calls.
Business Partner	Displays entries related to selected business partners.
Project Code	Displays entries associated with selected projects.
User	Displays entries assigned to specific users.

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 72].

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 75].

Create Activity	Creates a new activity directly from the calendar. You can specify the activity type, assigned user, date and time, priority, and recurrence settings. To add more details such as business partner details, linked documents or attachments, choose *View More*. You can also select a cell to create an activity. The date and time are automatically set based on your selection.

Legend	Choose this button to view the color codes and indicators used for activities, service calls, holidays, and absence/education.

Features of Calendar

- You can drag and drop an activity or service call from one user or time slot to another to reassign the activity.
- There are four display options in the *Calendar* app:

Day	Displays the hourly view, highlighting the working hours of a selected day.
Week	Displays all days of the selected week.
Work Week	Displays the working days of the selected week. The working days displayed are based on the settings defined in *Administration* > *Configuration* > *General* > *Calendar* > *Calendar Settings*.
Month	Displays all days of the selected month.

For all options, you can use the > *Navigate forward* and < *Navigate backward* buttons to move between days, weeks, or months. Use the date picker to select a specific date or date range to display activities. Select *Today* to return to the current date.

> **Note**
>
> The week number is visible in the *Week*, *Work Week*, and *Month* display options.

Related Information

Calendar Settings [page 942]

1.18 Human Resources

Apps

In the *Human Resources* group, you can find the following apps:

- *Time Sheets*
- *Create Time Sheet*

- *Calendar*
- *Employees*
- *Create Employee*

Related Information

Time Sheets [page 765]
Employees [page 771]
Managing Calendar [page 776]

1.18.1 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 766]
Working with Time Sheets [page 768]
Creating New Time Sheets [page 769]

1.18.1.1 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 768].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

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 75].

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 768]
Creating New Time Sheets [page 769]
Working with List Views [page 60]

1.18.1.2 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 91].

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 91].

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 766]
Creating New Time Sheets [page 769]
Working with Detailed Views [page 91]

1.18.1.2.1 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. Follow these instructions to create a time sheet or a project management time sheet:

   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.

   To create a new project management time sheet, choose one of the following options:

   - From the *Project Management Time Sheets* list view, choose *Create* in the table toolbar.
   - From an existing time sheet, choose *New* in the header of the record.

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 dates 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 in the header area.

     > ### Note
     >
     > To add time sheets to a project or stage, you must first assign a financial project to the project in the SAP Business One client.
     >
     > From the SAP Business One client *Main Menu*, choose *Project Management* > *Project*. In the *Project* window, specify a Financial Project.

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 the Web client, please add it from the SAP Business One client.

Related Information

Managing Time Sheets [page 766]
Working with Time Sheets [page 768]

1.18.2 Employees

Apps

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

- *Employees*
- *Create Employee*

Tasks

You can carry out the following tasks with these apps:

- Search and filter employees.
- View and manage different views of employee lists.
- View, edit, create, and delete employees.
- Create time sheets for employees.
- View employee relationship maps.
- Assign employees to roles and teams.
- Upload and manage employee attachments.

Related Information

Managing Employees [page 772]
Working with Employees [page 773]
Creating Employees [page 775]

1.18.2.1 Managing Employees

To open the *Manage Employees* list view, choose the *Employees* tile on the home page. Alternatively, choose *Human Resources* > *Employees* in the *Main Menu*. Here you can filter, sort, group, and access the relevant employee 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 employees, see Working with Employees [page 773].

Selecting Views

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

- *All Employees* displays all employees in the company.
  This view is displayed by default.
- *Absence Report* displays employee absence records, including absence periods, reasons, and approval information.
- *Phone Book* displays employee contact information, including department, office phone, extension, mobile phone, email, pager, and fax details.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

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 72].

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 75].

Create Choose this button to create a new employee.

Delete Select one or more employees and choose this button to delete the selected employees.

> **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 75].

Related Information

Working with Employees [page 773]
Creating Employees [page 775]

1.18.2.2 Working with Employees

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 employee name, the header displays key information about the employee and the image uploaded onto the *General* tab, if available.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 91].

Status	Displays the current status of the employee record, for example, *Active*.

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 91].

View/Create Time Sheet	View or create a time sheet for the employee.
Relationship Map	Opens the *Relationship Map* for the employee. The relationship map provides the following display options: • *Hierarchy*: Displays a linear reporting chain, showing the current employee, their direct manager, and their direct reports. • *Organizational Chart*: Displays a hierarchical tree structure showing the current employee, their managers, and all employees who report to the same managers, including multi-level reporting relationships. • *Teams & Roles*: Displays the teams and roles assigned to the employee.

Working with the Record Content

General Tab

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

Employee Code	Displays the unique identifier that is automatically assigned to the employee.
User Code	Specifies the SAP Business One user associated with the employee.

Address Tab

The fields on this tab provide information about the employee's work and home addresses.

Membership Tab

The fields on this tab provide information about the employee's roles and teams. You can set a default role for the employee.

Administration Tab

The fields on this tab maintain the employee's employment history and administrative information.

General	This subtab provides information about the employee's start date, termination date and reason, status, and how the employee's name is displayed.
Absence	This subtab provides information about the employee's absence details such as absence dates, type, reason, and who approved the absence.
Education	This subtab provides the employee's education details.
Review	This subtab provides details about the employee's performance reviews.
Previous Employment	This subtab provides information about the employee's previous employment.

Personal Tab

The fields on this tab maintain the employee's personal information such as gender, date of birth, marital status, citizenship, identification information, tax-related data, and passport information.

Finance Tab

The fields on this tab maintain the employee' salary and banking information.

Attachments Tab

This tab shows the attachments related to the employee.

Related Information

Managing Employees [page 772]
Creating Employees [page 775]

1.18.2.2.1 Creating Employees

Context

You can create employees to maintain employee information, such as organizational assignments, contact details, personal information, financial data, and employment history.

Procedure

1. To create a new employee, choose one of the following options:
   - From the *Employees* list view, choose *Create* in the table toolbar.

- From an existing employee, choose *New* in the header of the record.
- From the home page, click the *Create Employee* tile in the *Human Resources* group.

2. On the *General* tab, enter general information about the employee.
   a. Enter the employee's first name and last name.
   b. Select the organizational information for the employee, such as position, department, and branch. If the required value does not exist, select *Define New* to create one.
   c. Select the employee's manager.
   d. Optionally, specify additional information such as *User Code*, *Sales Employee*, *Cost Center*, *External Employee No.*, and *Linked Vendor*.
   e. Enter the employee's contact information.
   f. Upload an image if needed.
3. On the *Address* tab, enter the employee's work and home address.
4. On the *Membership* tab, assign roles and teams to the employee.
   a. Under *Roles*, assign one or more roles and, if required, designate a default role.
   b. Under *Teams*, assign the employee to one or more teams and specify the team role.
5. On the *Administration* tab, maintain employee administration information.
   a. On the *General* subtab, specify the dates when the employee began or stopped working for the company, the employee's current status, as well as how the employee's name is displayed.
   b. On the *Absence* subtab, maintain employee absence records.
   c. On the *Education* subtab, maintain employee education information.
   d. On the *Review* subtab, maintain employee performance review information.
   e. On the *Previous Employment* subtab, maintain the employee's employment history.
6. On the *Personal* tab, enter personal information for the employee.
7. On the *Finance* tab, maintain employee financial information including the salary and bank details.
8. On the *Attachments* tab, upload employee-related files.
9. To add the new employee to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Employees [page 772]
Working with Employees [page 773]

1.18.3 Managing Calendar

To open the *Calendar* app, choose the *Calendar* tile from the *CRM*, *Service*, or *Human Resources* groups on the home page. Alternatively, choose the *Calendar* icon on the home page.

The *Calendar* app enables you to view and manage activities, service calls, employee absences (including education-related absences), and holidays in a calendar-based layout.

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 default view in the *Calendar* list view is *Calendar*, which displays all the scheduled activities.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

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 61].

Show	Displays specific activity types and service calls.
Business Partner	Displays entries related to selected business partners.
Project Code	Displays entries associated with selected projects.
User	Displays entries assigned to specific users.

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 72].

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 75].

Create Activity	Creates a new activity directly from the calendar. You can specify the activity type, assigned user, date and time, priority, and recurrence settings.

To add more details such as business partner details, linked documents or attachments, choose *View More*.

You can also select a cell to create an activity. The date and time are automatically set based on your selection.

Legend Choose this button to view the color codes and indicators used for activities, service calls, holidays, and absence/education.

Features of Calendar

- You can drag and drop an activity or service call from one user or time slot to another to reassign the activity.
- There are four display options in the *Calendar* app:

  Day Displays the hourly view, highlighting the working hours of a selected day.

  Week Displays all days of the selected week.

  Work Week Displays the working days of the selected week.

  The working days displayed are based on the settings defined in *Administration* > *Configuration* > *General* > *Calendar* > *Calendar Settings*.

  Month Displays all days of the selected month.

  For all options, you can use the > *Navigate forward* and < *Navigate backward* buttons to move between days, weeks, or months. Use the date picker to select a specific date or date range to display activities. Select *Today* to return to the current date.

> ### Note
>
> The week number is visible in the *Week*, *Work Week*, and *Month* display options.

Related Information

Calendar Settings [page 942]

1.19 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 1071] and Creating a User-Defined Object [page 1063].

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 780]
User-Defined Queries [page 787]
Export and Import Views [page 801]
General Overview [page 803]
Linked List Views [page 806]

1.19.1 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.

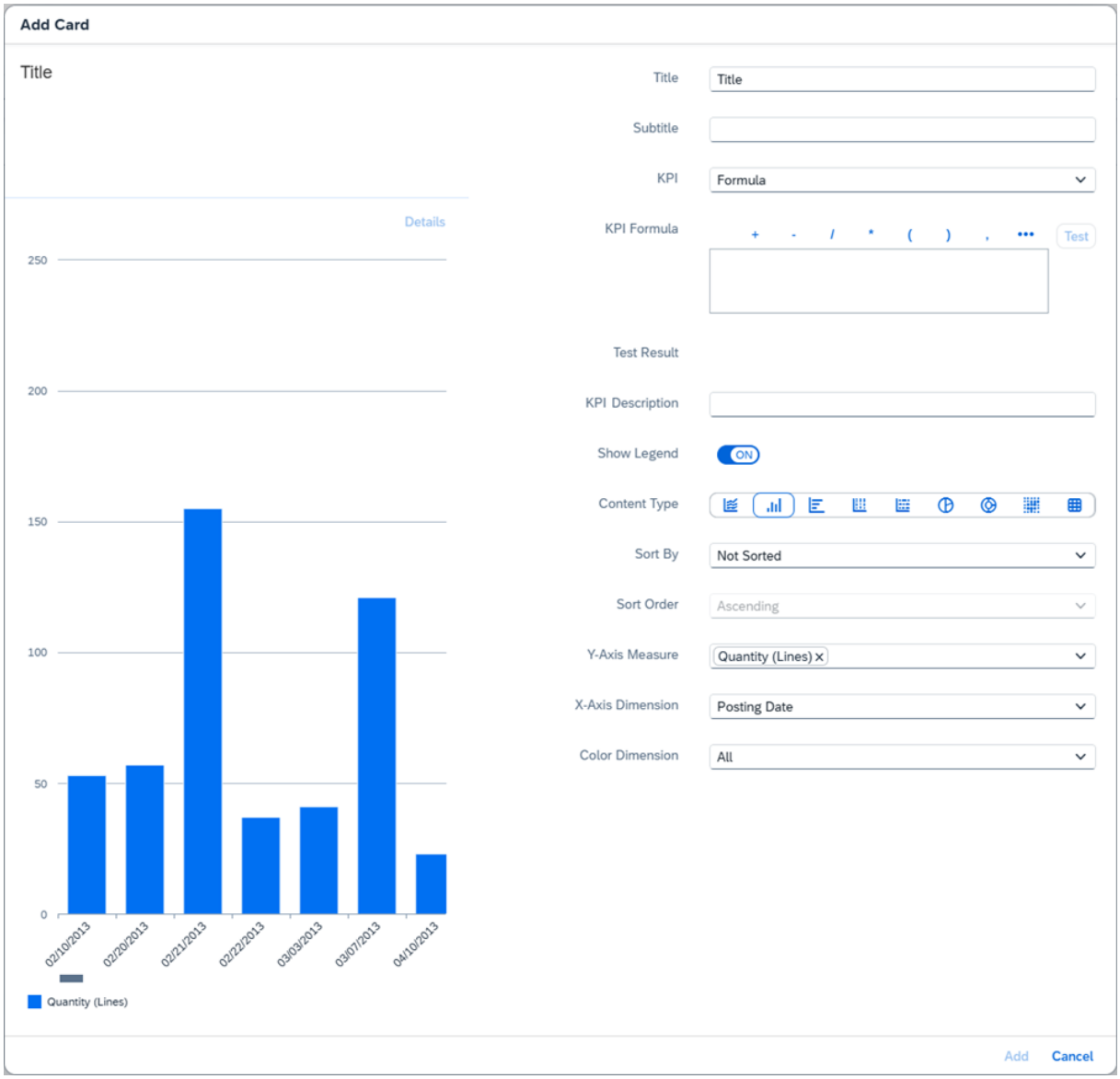
- Save the changed filters as views and link to home page tiles to enable those views to be opened directly from the home page.

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 61]
Table Toolbar [page 75]
Adapting Filters [page 785]
Example: Sales Analysis by Rows Overview Page [page 785]

1.19.1.1 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 61]
Table Toolbar [page 75]
Example: Sales Analysis by Rows Overview Page [page 785]

1.19.1.2 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.

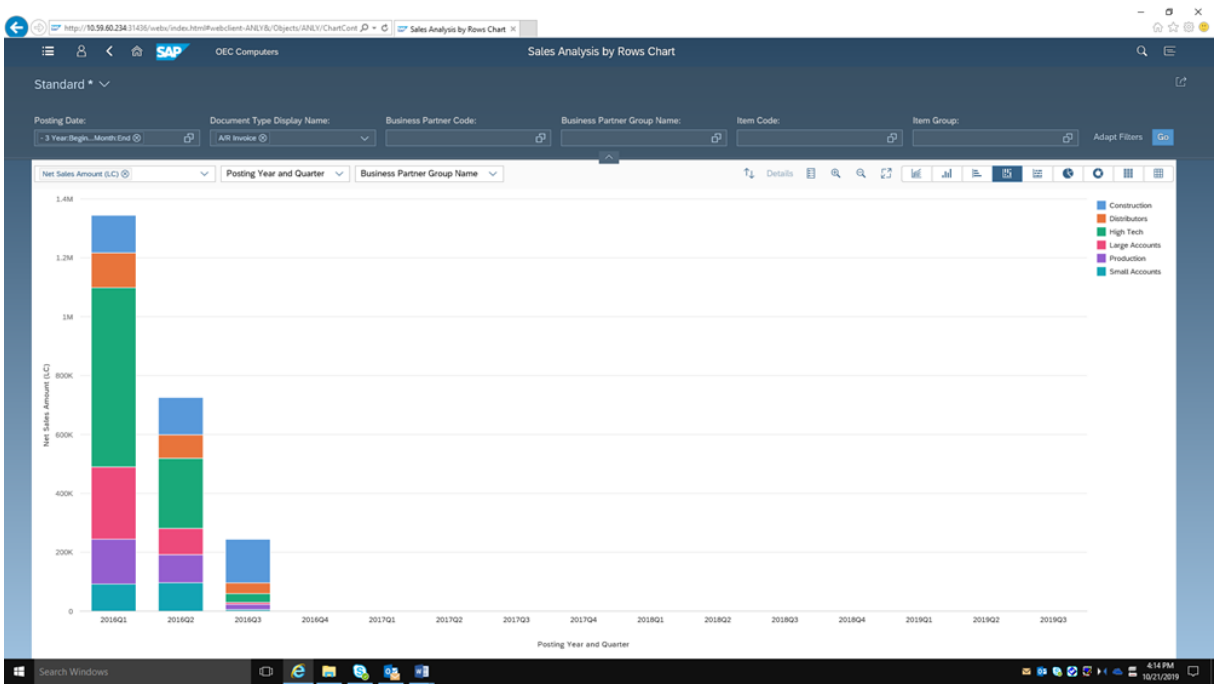
When you adapt the filters according to your preferences, the data in all the cards is updated accordingly.

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 61]
Table Toolbar [page 75]
Adapting Filters [page 785]

1.19.2 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 UDQs manually or with AI assistance.
- 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 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 806].
- You can use UDQs as source data to create cards in the *General Overview* app. For more information, see General Overview [page 803].

> **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.

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 788]
Working with User-Defined Queries [page 789]
Creating User-Defined Queries Without Parameters [page 794]
Creating User-Defined Queries with Parameters [page 797]
Generating User-Defined Queries with AI [page 799]

1.19.2.1 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 perform batch validation and activation in one operation. The validation summary is displayed after the batch operation completes.

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 or edit 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 789].

Related Information

Working with User-Defined Queries [page 789]
Creating User-Defined Queries Without Parameters [page 794]
Creating User-Defined Queries with Parameters [page 797]
General Overview [page 803]
Linked List Views [page 806]

1.19.2.1.1 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 delete 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.

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 or edit 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 788]
Creating User-Defined Queries Without Parameters [page 794]
Creating User-Defined Queries with Parameters [page 797]

1.19.2.1.2 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:
   - From the *Home* page, choose the *User-Defined Queries* tile. 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'
   ```

   Alternatively, use natural language to let AI generate a `SELECT` statement. For more information, see Generating User-Defined Queries with AI [page 799].
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.

   If you use an AI-generated query, the validation is done automatically.

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 or edit 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 797]
Working with User-Defined Queries [page 789]
Managing User-Defined Queries [page 788]
Working with List Views [page 60]

1.19.2.1.3 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:
   - From the *Home* page, choose the *User-Defined Queries* tile. 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
   > ```

   Alternatively, use natural language to let AI generate a `SELECT` statement. For more information, see Generating User-Defined Queries with AI [page 799].
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.

If you use an AI-generated query, the validation is done automatically.

6. Switch the *Active* button to *Yes* or *No*.
   - *Yes*:
     A UDQ is activated and can be displayed as a tile on the *Home* page. It is currently unavailable for other uses.
   - *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 *Parameters* tab. Review all parameters detected from your SQL statement and their properties.
9. Edit the text in the *Description* column as needed.
10. (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`.
11. Go to the *Preview* tab. Choose *Preview Top 1000 Rows* in the table toolbar.
12. 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.
13. (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.
14. Choose *Run* to test the query and check the first 1,000 results returned from the database that match your conditions.

15. 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 query results in a standard list view. Utilize all standard list view functions for quick data analysis and visualization.
      You can also change the parameter values to adjust the query results in list view, chart view, and card view.
    - *Add & New*:
      Add the current query and open a new *User-Defined Query* page.
    - *Add & Back*:
      Add the current query and go back to the *Manage User-Defined Queries* page.

Related Information

Creating User-Defined Queries Without Parameters [page 794]
Working with User-Defined Queries [page 789]
Managing User-Defined Queries [page 788]
Working with List Views [page 60]

1.19.2.1.4 Generating User-Defined Queries with AI

Prerequisites

- Your system administrator has enabled the AI functionality. For more information, see Enabling AI for Web Client [page 916].
- Your system administrator has granted you *Full Authorization* for *Generate User-Defined Queries with AI in Web Client* in the *General Authorizations* window in the SAP Business One client. Fore more information, see the guide How to Define Authorizations in SAP Business One 10.0.

Context

When working with the *User-Defined Queries* app, you can use an AI assistant to generate SQL queries.

Describe your data analysis needs in natural language through an AI chat dialog. The AI assistant analyzes your description and SAP Business One database schemas to produce a structurally-matching SQL `SELECT` statement.

This helps reduces the technical barrier for creating SQL queries and enables business users without SQL expertise to extract and analyze data.

> ### Note
>
> For security reasons, AI only provides answers based on the data you supply. AI cannot read, query, update, create, or delete any SAP Business One data.
>
> Please verify the AI results before use.

Procedure

1. Enter the *User-Defined Query* page in either of the following ways:
   - From the *Home* page, choose the *User-Defined Queries* tile. Choose *Create*.
   - From the *Home* page, choose *Main Menu* > *Analytics* > *User-Defined Queries* > *Create*.
2. Enter a query name and select a query category.
3. In the upper right corner of the *SQL Statement* input box, choose *Generate with AI*.

   The *Generate Query* dialog box appears.
4. In the message input box, describe the data you want to retrieve in plain language.

   > ### Example
   >
   > - Example input of a query that doesn't contain parameters:
   >   **`Show all sales orders from customer A with a total above 1,000 dollars`**
   > - Example input of a query that contains parameters:
   >   **`I need a customer aging report that lists all unpaid customer invoices by posting date with six aging periods. Each period is based on how long an invoice's balance due has remained outstanding. Include an explicit parameter setting to adjust the length of each aging period in days.`**
5. Choose *Send*.

   The AI generates a SQL `SELECT` statement and shows it in the chat dialog.
6. Review the generated SQL statement.

   If the generated statement meets your requirements, proceed to step 10. If you need to refine the query, continue to step 7.
7. (Optional) Enter additional instructions to refine the query.

   > ### Example
   >
   > Enter **`Add the customer name and posting date to the results`** in the chat dialog.
8. Choose *Send* to generate an updated SQL statement.

   Repeat steps 7 and 8 as many times as needed until the query meets your requirements.
9. (Optional) To copy an individual message to your clipboard, choose *More* > *Copy* at the end of each message.

   To copy the entire conversation to your clipboard, choose *Copy Conversation* at the bottom of the dialog box.

To clear the existing conversation history and start a new conversation, choose *Reset Conversation* at the bottom of the dialog box.

To discard the conversation and quit the dialog box, choose *Close* at the bottom of the dialog box.

10. Choose *Apply Last Reply* to insert the generated SQL statement back into the *SQL Statement* input box.

    The *Generate Query* dialog box closes.

11. Continue configuring the query as described in Creating User-Defined Queries Without Parameters [page 794] or Creating User-Defined Queries with Parameters [page 797].

1.19.3 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.
- Predefined example views and custom views in all reports of the *Reports* group.

> **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 1085].

Related Information

Managing Views [page 802]

1.19.3.1 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*.

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 61]
Creating a Linked List View from Detailed View Header [page 810]

1.19.4 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 804]
Working with General Overview [page 804]

1.19.4.1 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 75]
Working with General Overview [page 804]

1.19.4.2 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 84].
  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 780]
Predefined Views of General Overview [page 804]

1.19.5 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 808]
Creating a Linked List View from Detailed View Header [page 810]
Creating a Linked List View from Detailed View Rows [page 812]
Editing List View Links [page 814]
Managing Public Linked List Views [page 815]
Personalizing Linked List Views [page 816]

1.19.5.1 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 61].
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 814]
Managing Public Linked List Views [page 815]
Personalizing Linked List Views [page 816]

1.19.5.2 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 61].
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 814]
Managing Public Linked List Views [page 815]

Personalizing Linked List Views [page 816]

1.19.5.3 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 61].
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 814]
Managing Public Linked List Views [page 815]
Personalizing Linked List Views [page 816]

1.19.5.4 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.

1.19.5.5 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.

1.19.5.6 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*.

1.19.6 Ask AI

App

In the *Analytics* group, you can find the *Ask AI* app.

This app is used in combination with the *Ask AI* dropdown button. The button is embedded in the following areas of list views and detailed views across the Web client:

- The table toolbar of nearly all list views, including User-Defined Tables (UDTs), User-Defined Objects (UDOs), and list views created from User-Defined Queries (UDQs).

- The header toolbar and contents table toolbar of nearly all detailed views, including UDTs and UDOs. The *Ask AI* button is also available when working with detailed views in edit mode and create mode.

Tasks

With the Ask AI feature, you can ask natural language questions to an AI assistant about selected data from nearly all list views and detailed views. AI responds to your questions based on its own general knowledge and public Internet information.

> **Example**
>
> When creating a sales order, ask about the expected shipping time and costs for items that your customer wants to order.

You can save your questions and reuse them later as templates. The question templates that integrate specific context data are saved to the centralized *Ask AI* app.

The *Ask AI* app serves as a management hub, where you can carry out the following tasks:

- Create, edit, delete, hide, and sort question templates for different lists views and detailed views.
- Make question templates public to all users or private to the creators.

The questions that you create in the central *Ask AI* app are also shown in the *Ask AI* dropdown button menu and can be used directly from there.

The Ask AI feature boosts your productivity by delivering context-aware, instant answers within your workflow. It enables your teams to standardize and reuse effective questions through a centralized template library.

Access and Authorizations

To use the Ask AI feature, you need access to the *Ask AI* app and must enable the AI functionality.

- To enable access to the *Ask AI* app, open the *General Authorizations* window in the SAP Business One client and make sure that *Full Authorization* is selected for the entry *Ask AI App in Web Client*. For more information, see the guide How to Define Authorizations in SAP Business One 10.0.
- To enable the AI functionality, see Enabling AI for Web Client [page 916].

> **Note**
>
> For security reasons, AI only provides answers based on the data you supply. AI cannot read, query, update, create, or delete any SAP Business One data.
>
> Please verify the AI results before use.

Related Information

Using Ask AI Button [page 818]
Creating Question Templates for Reuse [page 820]
Editing and Deleting Question Templates [page 823]
Managing Public Question Templates [page 824]
Personalizing Question Templates [page 825]

1.19.6.1 Using *Ask AI* Button

Context

The *Ask AI* dropdown button is available in nearly all list views and detailed views. With this option, you can do the following:

- Ask an AI assistant one-time questions about selected data from a list view or detailed view for immediate answers.
- Create question templates that can be reused across the same type of business documents or objects.
- Quickly access saved question templates and get answers when you need them.

Procedure

1. Open a list view or detailed view in the Web client.
2. Select one or more records from the list view or detailed view.
3. Choose *Ask AI* from the table toolbar within the list view, or from the header toolbar or contents table toolbar within the detailed view.

   A dropdown menu appears with the following options:

   - *Ask Question*
     Asks one-time questions for immediate answers.
     If you choose this option, continue to step 4.

     > **Example**
     >
     > - You need to summarize all remarks on sales orders from this week.
     >
     >   Open the *Manage Sales Orders* list view and choose *Ask AI* > *Ask Question* from the table toolbar.
     > - You need to explain a sales order to a new team member in simple terms.
     >
     >   Open the sales order detailed view and choose *Ask AI* > *Ask Question* from the header toolbar.

- When creating a sales order, you need the expected shipping time and costs for items your customer wants to order.

  Open the sales order detailed view, go to the *Contents* tab, and choose *Ask AI* > *Ask Question* from the *Product* table toolbar.

- *Define New*
  Appears when no saved questions exist for the current document or object.
  Choose this option to open the *Ask AI* app and create a new question template. For more information, see Creating Question Templates for Reuse [page 820].
- *Manage*
  Appears when saved questions already exist.
  Choose this option to edit, delete, hide, sort, and manage access to these questions. For more information, see the topics in the *Related Information* section of this topic.
- `<Question Titles>`
  Shows titles of all saved questions.
  Choosing a question title initiates a conversation with AI in a new Web browser tab. The question text is automatically sent to the AI for an immediate answer. The field values of the records selected from the list view or detailed view are passed into the field placeholders within the question text. You can continue the conversation with AI for further information.

4. In the *Ask Question* dialog box, enter your question in plain language in the *Question* input box. Include references to fields from the source list view or detailed view.

   While typing in field placeholders, you can enter the first letters of field names shown on the UI and then use the autocomplete dropdown list to select the matching results. The autocomplete menu lists field descriptions and field names extracted from SAP Business One database tables.

   For information about SAP Business One database tables and fields, see SAP Business One SDK 10.0 - Database Tables Reference.

   Example

   When creating a sales order, you need to ask about the expected shipping time and costs for items your customer wants to order.

   Enter the following text to create a question that references the *Item Description* and *Quantity* fields in the *Product* table on the *Contents* tab:

   ```
   What are the expected time frames and costs for shipping in the USA for the following items: {Product_Item.ItemDescription} with the following respective quantities: {Product_Item.Quantity}?
   ```

   You can type the first letters of the field names *Item Description* and *Quantity* as shown in the *Product* table, and then use autocomplete to find their corresponding database field names:

   - `Product_Item.ItemDescription`
   - `Product_Item.Quantity`

5. Choose *Ask AI*.

   Your question text is automatically sent to AI for an immediate answer.

6. A new *Ask AI* page appears in a new Web browser tab, showing a conversation with AI.

   The conversation starts with your question, followed by an answer from AI based on its own general knowledge and public Internet information. Field values from records that you select in the list view or

detailed view are passed into the field placeholders within your question text. If you select multiple records, the field values are separated by commas.

You can continue the conversation by typing additional questions in the input box below the AI's response.

> **Example**
>
> Following our example above, your question text becomes:
>
> ```
> What are the expected time frames and costs for shipping in the USA for
> the following items: Printer A, Hard Disk B with the following respective
> quantities: 3, 2?
> ```

7. To save an effective question for reuse, choose ••• *More* > *Save Question* at the end of the question. You're directly navigated to the *Question Settings* page in the *Ask AI* app. For more information, see Creating Question Templates for Reuse [page 820].

   To copy an individual question or answer to your clipboard, choose ••• *More* > *Copy* at the end of each message.

   To copy the entire conversation to your clipboard, choose *Copy Conversation* in the upper right corner of the *Ask AI* page.

Related Information

Editing and Deleting Question Templates [page 823]
Managing Public Question Templates [page 824]
Personalizing Question Templates [page 825]

1.19.6.2 Creating Question Templates for Reuse

Context

With a question template, you can ask your AI assistant the same question many times in similar business contexts.

> **Example**
>
> - In the *Manage Sales Orders* list view, you need to select different groups of sales orders and repeatedly ask AI to summarize all remarks on these orders.
> - When reviewing each sales order, you need to know if there are any data quality issues in the header fields.
> - When creating each sales order, you need the expected shipping time and costs for items that your customers want to order.

Follow the procedure below to create a question template for reuse.

Procedure

1. Open the *Ask AI* app in one of the following ways:
   - On the *Home* page, choose the *Ask AI* tile in the *Analytics* group.
   - On the *Home* page, choose *Main Menu* > *Analytics* > *Ask AI*.
2. In the *Ask AI* app, the *Source Objects* menu in the left pane shows a list of all available business documents and objects (such as sales orders).

   When you choose each source object, a sub-menu expands with the following options where applicable:

   - *List View*:
     Use this option to create a question that displays in the *Ask AI* dropdown menu in list views of your source object.

     > **Example**
     >
     > Choose this option if you want to select different groups of sales orders and repeatedly ask AI to summarize all remarks on these orders from the *Manage Sales Orders* list view.

   - *Detailed View Header*:
     Use this option to create a question that displays in the *Ask AI* dropdown menu in the header area within detailed views of your source object.

     > **Example**
     >
     > Choose this option when you need to know if there are any data quality issues in the header fields for each sales order.

   - *Detailed View Rows*:
     Use this option to create a question that displays in the *Ask AI* dropdown menu in the contents table section within detailed views of your source object.

     > **Example**
     >
     > Choose this option if you need the expected shipping time and costs for items in your sales orders.

3. Choose *List View*, *Detailed View Header*, or *Detailed View Rows* for your source document or object to open a question management page.

   A title that combines the source object name and the view category appears at the top of the left pane. For example, *Sales Orders - Detailed View Rows* appears for our third example in the previous step.

   Alternatively, you can follow these steps to enter the question management page in the *Ask AI* app directly from the source view:

   1. Choose the *Ask AI* dropdown button from the table toolbar of the source list view, or the header toolbar or table toolbar from the source detailed view.
   2. Choose *Define New* if no question templates exist, or choose *Manage* if question templates are already present.
      You are navigated to the question management page under the *List View*, *Detailed View Header*, or *Detailed View Rows* category of your source object.

4. Choose *Create Question* to open the *Question Settings* page.
5. In the *Question Title* field, enter a short summary of your question. For example, **`Shipping Time and Costs`**.
6. In the *Question Text* field, enter your question in plain language. Include references to fields from the source list view or detailed view.

   While typing in field placeholders, you can enter the first letters of field names shown on the UI and then use the autocomplete dropdown list to select the matching results. The autocomplete menu lists field descriptions and field names extracted from SAP Business One database tables.

   For information about SAP Business One database tables and fields, see SAP Business One SDK 10.0 - Database Tables Reference.

   > ### Example
   >
   > When creating sales orders, you need to ask about the expected shipping time and costs for items that your customers want to order.
   >
   > Enter the following text to create a question that references the *Item Description* and *Quantity* fields in the *Product* table on the *Contents* tab of sales order detailed views:
   >
   > **`What are the expected time frames and costs for shipping in the USA for the following items: {Product_Item.ItemDescription} with the following respective quantities: {Product_Item.Quantity}?`**
   >
   > You can type the first letters of the field names *Item Description* and *Quantity* as shown in the *Product* table, and then use autocomplete to find their corresponding database field names:
   >
   > - `Product_Item.ItemDescription`
   > - `Product_Item.Quantity`

   If you follow the steps in Using Ask AI Button [page 818] and choose ••• *More* ▶ *Save Question* for a quick question, you are directly navigated to this *Question Settings* page with your question text prefilled in the *Question Text* field. You just need to fill in the *Question Title* field.
7. Choose *Save* at the bottom right of the page.

Results

Open the corresponding list view or detailed view. The question title entered in step 5 appears in the *Ask AI* dropdown menu in the list view or detailed view.

Choose one or more records from the list view or detailed view, and then choose the question title from the *Ask AI* menu, you're navigated to a conversation with AI on a new *Ask AI* page.

The conversation includes your question text and an answer from AI based on its own general knowledge and public Internet information. Field values from records that you select in the list view or detailed view are passed into the field placeholders in your question text. If you select multiple records, the field values are separated by commas.

You can continue the conversation by typing additional questions in the input box below the AI's response.

Example

Follow these steps to ask AI assistant the question about **`Shipping Time and Costs`** that we just saved.

1. Create a new sales order.
2. In the *Product* table on the *Contents* tab, select two items: printer A with quantity 3 and hard disk B with quantity 2.
3. In the table toolbar, choose *Ask AI* > *Shipping Time and Costs*.
   Your question text is automatically sent to the AI for an immediate answer. Field values from the two items that you select in the *Product* table are passed into the field placeholders in your question text.
4. A new *Ask AI* page appears, where AI provides an answer for your question: `What are the expected time frames and costs for shipping in the USA for the following items: Printer A, Hard Disk B with the following respective quantities: 3, 2?`

You can reuse this question template when you select different items or when you create another sales order.

Related Information

Ask AI [page 816]
Editing and Deleting Question Templates [page 823]
Managing Public Question Templates [page 824]
Personalizing Question Templates [page 825]

1.19.6.3 Editing and Deleting Question Templates

Context

With the *Ask AI* app, you can edit the settings for existing question templates created either directly within this app or via the *Ask AI* dropdown button within list views and detailed views.

Procedure

1. Open the *Ask AI* app.
2. In the *Source Objects* left pane, navigate to the business object and view category that contains the question that you want to edit or delete (for example, *Sales* > *Sales Orders* > *List View*). Then select the question.

Alternatively, you can follow these steps to open the *Ask AI* app and find the desired question:

1. From the list view or detailed view of a business object that contains the existing question, choose the dropdown button ▸ *Ask AI* ▸ *Manage* in the toolbar.
2. You are navigated directly to a list of all saved questions within the *Ask AI* app. They are organized under the *List View*, *Detailed View Header*, or *Detailed View Rows* category .

3. On the *Question Settings* page, make changes to the question template and choose *Update*.

   To permanently delete the question template, choose *Delete* at the bottom right of the *Question Settings* page.

Related Information

Ask AI [page 816]
Using Ask AI Button [page 818]
Creating Question Templates for Reuse [page 820]
Managing Public Question Templates [page 824]
Personalizing Question Templates [page 825]

1.19.6.4 Managing Public Question Templates

Prerequisites

You have been granted *Full Authorization* for both *Ask AI App in Web Client* and *Manage Public Questions* under the *Reports* category 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.

Context

Authorized users can set the status of question templates to public and edit or delete question templates in public status. Public question templates can be used by all other users of your company, in addition to the creators. This procedure describes how to set the status of an existing question template to public.

Procedure

1. On the *Ask AI* app.

2. In the *Source Objects* left pane, navigate to the business object and view category that contains the question that you want to set to public (for example, *Sales* > *Sales Orders* > *List View*). Then select the question.

   Alternatively, you can follow these steps to open the *Ask AI* app and find the desired question:

   1. From the list view or detailed view of a business object that contains the existing question, choose the dropdown button *Ask AI* > *Manage* in the toolbar.
   2. You are navigated directly to a list of all saved questions within the *Ask AI* app. They are organized under the *List View*, *Detailed View Header*, or *Detailed View Rows* category .
3. On the *Question Settings* page, choose the switch in the *Public* field to set the status to *Yes*.
4. Choose *Update*.

Results

The question template is changed to public status and is displayed in the *Ask AI* dropdown button of the respective business object for all users of your company.

Private questions can only be edited or deleted by users who create them. Public questions can be edited or deleted by any user with *Full Authorization* for both *Ask AI App in Web Client* and *Manage Public Questions*.

Related Information

Ask AI [page 816]
Creating Question Templates for Reuse [page 820]
Editing and Deleting Question Templates [page 823]
Personalizing Question Templates [page 825]

1.19.6.5 Personalizing Question Templates

By default, a newly created question template is active and displayed in the *Ask AI* dropdown menu of its source list view or detailed view. You can personalize which question templates are hidden and change the order in which the question templates are shown.

Activating and Deactivating Questions

To deactivate a question so that it is hidden in the *Ask AI* menu, follow these steps:

1. Open the *Ask AI* app.

2. In the *Source Objects* left pane, navigate to the business object and view category that contains the question that you want to deactivate (for example, *Sales* > *Sales Orders* > *List View*). Then select the question.
   Alternatively, you can follow these steps to open the *Ask AI* app and find the desired question:
   1. From the list view or detailed view of a business object that contains the existing question, choose the dropdown button *Ask AI* > *Manage* in the toolbar.
   2. You are navigated directly to a list of all saved questions within the *Ask AI* app. They are organized under the *List View*, *Detailed View Header*, or *Detailed View Rows* category .
3. Choose the ★ *Deactivate Question* icon next to the question title.

To activate and display the question again, choose the ☆ *Activate Question* icon next to the question title.

Adapting Question Order

You can personalize the order in which question templates for an object are displayed in the *Ask AI* dropdown menu.

To change the sort order of a question, select the checkbox next to the question title and choose the ↑ *Move Up* or ↓ *Move Down* icon.

Related Information

Ask AI [page 816]
Using Ask AI Button [page 818]
Creating Question Templates for Reuse [page 820]
Editing and Deleting Question Templates [page 823]
Managing Public Question Templates [page 824]

1.20 Crystal Reports

Apps

In the *Crystal Reports* group, you can find your company's Crystal reports, which are currently available in SAP Business One. To move or remove them, choose *Edit Home Page*.

Tasks

To run a Crystal report, enter the parameters, and choose *Go*.

1.21 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:

- *General Ledger*
- *Inventory Movement*
- *Profit and Loss Statement*
- *Profit and Loss Statement Comparison*
- *Purchase Analysis*
- *Sales Analysis*

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 across document types, date ranges, business partners, and many other criteria
- More selectable fields for analysis

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 (UDTs) or User-Defined Objects (UDOs), 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:

- How to Define Authorizations in SAP Business One 10.0
- Creating User-Defined Tables [page 1071]
- Creating a User-Defined Object [page 1063]

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 Data Ownership.

Related Information

Working with General Ledger Report Views [page 828]
Working with Inventory Movement Report Views [page 842]
Working with Profit and Loss Statement Report Views [page 854]
Working with Profit and Loss Statement Comparison Report Views [page 866]
Working with Purchase Analysis Report Views [page 875]
Working with Sales Analysis Report Views [page 889]

1.21.1 Working with General Ledger Report Views

To open the *General Ledger* report views, choose the *General Ledger* tile on the home page. Alternatively, choose *Reports* > *General Ledger* from the *Main Menu*.

The *General Ledger* report provides a consolidated view of your financial transactions over time. It helps you track and analyze financial activities either by account structure or by business relationship.

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

Selecting Views

A *General Ledger* 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 predefined example views for general ledger 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 following example views from the views menu in the top-left corner of the header area:

- *General Ledger for G/L Accounts*:
  This example view summarizes all financial transactions posted to each level of General Ledger (G/L) accounts. The figures in the hierarchical report are summarized from journal entries posted within the full current year.
  This view is displayed by default.
- *General Ledger for Business Partners*:
  This example view summarizes all financial transactions posted to each customer, vendor, or both. The figures in the hierarchical report are summarized from journal entries posted within the full current year.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

Setting Filters

The Web client gives you flexible, granular control over the data displayed in your report. It offers filters that span multiple dimensions, including G/L account, journal entry, date, and business partner attributes. This enables you to easily focus on the exact slice of data most relevant to your analysis.

Use the filter bar to set conditions for the report view display and for filtering raw accounting data from your SAP Business One database. This filtered dataset is the basis for advanced analysis in the *General Ledger* hierarchical report below and serves as the source data for the *Breakdown* table at the bottom.

> **Note**
>
> This section documents filters that either are not self-explanatory or require additional information.

Show Zero Values

Choose whether to show or hide the following entries in the report view:

- Zero balanced accounts.
- Transactions with a zero balance due.

- Transaction rows with a zero posting amount.
- Accounts or transactions with a zero value for all selected measure fields in the hierarchical table.

> **Note**
>
> G/L accounts without any postings that match your filter criteria are always hidden, regardless of this setting.

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.

Display

Choose the transactions to display in the report:

- *All Postings*:
  Displays all transactions posted to the selected G/L accounts or business partner accounts.
- *Fully Reconciled Only*:
  Displays only the transactions posted to the selected G/L accounts or business partner accounts that are fully reconciled.
- *Not Fully Reconciled*:
  Displays transactions posted to the selected G/L accounts or business partner accounts that are either partially reconciled or not reconciled.
- *All Postings (Consider Reconciliation Date)*
- *Fully Reconciled Only (Consider Reconciliation Date)*
- *Not Fully Reconciled (Consider Reconciliation Date)*

When you select one of the last three options that consider reconciliation date, the report displays transactions with a correct historic balance due as at the specified *To* date of the posting date as follows:

- If the reconciliation date is later than the specified *To* date, the transaction (or partial transaction if partially reconciled) is shown as un-reconciled, and the un-reconciled *Balance Due* value is displayed.
- If the reconciliation date is earlier than or same as the specified *To* date, the transaction (or partial transaction if partially reconciled) is shown as reconciled, and the reconciled *Balance Due* value is displayed.

When you select one of the first three options without considering reconciliation date, the report displays transactions with the latest balance due.

External Reconciliation No.	Filter for transactions posted to the selected G/L accounts or business partner accounts that are reconciled with external account statements. To filter for all transactions that are not reconciled with any external account statement, proceed as follows: 1. Choose the icon to open the filter dialog box. 2. Apply the condition *Not equal to* to the *External Reconciliation No.* field. 3. Enter number zero ("0") in the next value field.

For more information about how to use filters, see Filter Bar [page 61] and Working with Date Offset Filtering [page 63].

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 72].

Utilizing *General Ledger* Report and *Breakdown* Table

For information about how to create, view, and adjust a *General Ledger* report, as well as how to view data breakdown, see the online help topics in the *Related Information* section.

Related Information

Creating General Ledger Report Views [page 831]
Viewing General Ledger Report [page 833]
Adjusting General Ledger Report [page 835]
Viewing and Adjusting Data Breakdown [page 839]

1.21.1.1 Creating General Ledger 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 general ledger hierarchical report in the report view.
    1. In the *General Ledger* 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 account codes, account names, or dates. Examples include *Account Name*, *Business Partner 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 *Debit*, *Balance Due*, and *Year-to-Date*. They provide insights into overall financial 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.
    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 general ledger report view is created based on your settings.

The *General Ledger* 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 as consecutive years across separate columns, positioned above the branched measure fields on the right side of the table header.

> ### Example
>
> - In the example report view *General Ledger for G/L Accounts*, in the *General Ledger* hierarchical report, *Account Name* is used as a dimension field, and *Year-to-Date Opening Balance*, *Debit*, *Credit*, and *Year-to-Date* as measure fields.

- In the example report view *General Ledger for Business Partners*, in the *General Ledger* hierarchical report, the following fields are used as dimension fields:
  - *Business Partner Code*
  - *Business Partner Name*
  - *Control Account Code*
  - *Control Account Name*

  The following fields are used as measure fields:
  - *Debit*
  - *Credit*
  - *Amount*
  - *Amount (FC)*

> **Note**
>
> If you set *Show Zero Values* in the filter bar to *No* and select multiple measures, accounts or transactions with a zero value are still displayed in the hierarchical and breakdown tables as long as at least one selected measure has a non-zero value.
>
> For example, an account with a zero debit but a non-zero year-to-date amount still appears when you use *Debit*, *Credit*, *Year-to-Date*, and *Life-to-Date* as measures.

Related Information

Viewing General Ledger Report [page 833]
Adjusting General Ledger Report [page 835]
Viewing and Adjusting Data Breakdown [page 839]
Views [page 61]

1.21.1.2 Viewing General Ledger Report

The *General Ledger* 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 accounting 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.

> **Note**
>
> By default, the *Account Name* field appears in the first column, displaying a hierarchy of G/L account rows across multiple levels. It conforms to the G/L accounts levels defined in the Chart of Accounts template of your choice. You can choose *Expand/Collapse* next to an account name at an upper level to view its child accounts in separate lower-level rows.

> **Example**
>
> In the example report view *General Ledger for Business Partners*, rows in the second column are organized by business partner name, while those in the third column are grouped by control account code.
>
> By expanding each value in the *Business Partner Name* column, you can view all individual control accounts associated with that specific business partner in the *Control Account Code* column. This allows for a detailed examination per business partner and control account.

Column Structure

The *General Ledger* report can contain a hierarchy of dimensions across multiple column levels on the right side of the table header area.

When you select a date field from the *Select Columns* dialog box, it is by default placed at the top level of the hierarchy and displayed as a rolling cycle of years across separate columns in ascending order.

When you use a non-date dimension field for column grouping, its values are displayed across separate columns and appear as branches under each year.

By default, measure fields function as column-grouping categories and are the smallest components in the column hierarchy. They are organized across separate columns and appear as branches under each upper-level column.

If you use any dimension field for column grouping, an additional *Total* column appears between the last row-grouping field and the first column-grouping field. This column provides totals at different row levels over the specified date period and other dimensions, calculated for the selected measures.

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 break-down and roll-up operations, which are useful for detailed and summary views of data.

Direct Access to Master Data and G/L Accounts

In the hierarchical table, dimension fields with values linked to master data or G/L accounts offer a convenient way to access detailed information directly.

By choosing the golden arrow (›) next to such values, you can seamlessly view related data.

> **Example**
>
> In the example report view *General Ledger for Business Partners*, choosing › beside a *Business Partner Code* or *Control Account Code* value opens a quick view. This provides a concise overview of the chosen business partner or control account.
>
> To explore further, go to the bottom of the quick view, and choose *View More* to open the detailed view of the corresponding data in a new browser tab, or choose *Open Menu* › *View More in Current Tab* to open the detailed view within the current browser tab.

Related Information

Creating General Ledger Report Views [page 831]
Adjusting General Ledger Report [page 835]
Viewing and Adjusting Data Breakdown [page 839]

1.21.1.3 Adjusting General Ledger Report

After creating your initial *General Ledger* report in the hierarchical table, you can dynamically restructure, sort, and filter data to better suit your analysis needs.

Next to the table title, a link shows separate counts of the dimension fields used for both row and column grouping. Choose this link 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.

> **Example**
>
> In the example report view *General Ledger for Business Partners*, if you move the *Business Partner Name* label to the left of *Business Partner Code*, *Business Partner Name* becomes the primary grouping category and is placed before *Business Partner Code* in the hierarchical table.

> **Note**
>
> The *Account Name* field always stays in the first column and cannot be moved.
>
> To adjust the level of visible G/L accounts, proceed as follows:
>
> 1. In the *Group Rows By* section, choose the *Account Name* label to open the *Column Settings* popover menu.
> 2. In the *Group By* section, choose the row *Group Rows By: Account Name* to open the *Group Rows By* popover menu.
> 3. Choose the level of G/L accounts that you want to display.

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 link 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: *Business Partner Code* is a row category. *Posting Date* is a column category. *Debit* is the only selected measure. You posted an A/R invoice to business partner A0001 on January 12, 2026, and to business partner B0001 on January 24, 2026.

As shown in the table below, when no sort preference is applied, both *Business Partner Code* and *Posting Date* are sorted in ascending order.

	2026	
	01	
	12	24
Business Partner Code	**Debit**	**Debit**
A0001	`<Amount>`	`<Amount>`
B0001	`<Amount>`	`<Amount>`

If you first sort *Posting Date* in descending order and then *Business Partner Code* in ascending order, *Posting Date* has higher priority than *Business Partner Code*. As a result, B0001 appears first in the *Business Partner Code* column with a more recent posting date of January 24, 2026, though *Business Partner Code* is sorted in ascending order.

	2026	
	01	
	24	12
Business Partner Code	**Debit**	**Debit**
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 link, 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.

> ⓘ Note
>
> *Account Name* is always a row-grouping field.

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* is 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 link, a new *Filter By* section appears, where your filter condition is listed 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 61].

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the hierarchical table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating General Ledger Report Views [page 831]
Viewing General Ledger Report [page 833]
Viewing and Adjusting Data Breakdown [page 839]

1.21.1.4 Viewing and Adjusting Data Breakdown

The *Breakdown* table at the bottom of the *General Ledger* 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 or business partner accounts, enabling you to trace back to the underlying source journal entries and their original transactions 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 journal entries that meet the filter conditions set in the filter bar. The table content dynamically updates according to your selection in the hierarchical table:

- When you choose an amount cell in a measure column for a G/L account or a business partner account, the *Breakdown* table lists all individual journal entries that contribute to that amount.

- When you choose a G/L account in the example view *General Ledger for G/L Accounts* or a business partner account in the example view *General Ledger for Business Partners*, the *Breakdown* table lists all individual journal entries that affect the row totals for the selected measures.
- When you choose an empty cell in any column, no data breakdown is shown.
- When you choose an amount for the following measure fields, no data breakdown is shown:
  - *Life-to-Date*
  - *Life-to-Date (SC)*
  - *Year-to-Date*
  - *Year-to-Date (SC)*
  - *Year-to-Date Opening Balance*

  This is because these measure fields contain calculated results and are not the direct G/L accounts or business partner accounts where journal entries are recorded.

The last row in the table footer displays a subtotal for all amounts of each measure column.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

> **Note**
>
> If the label "`[No Value]`" displays in a cell of any table, it means the field contains no value and doesn't indicate an error. This label appears where empty values must be represented explicitly to support grouping, hierarchy expansion, filtering, or aggregation.
>
> For example, in a column that contains amounts in foreign currency, this label appears for transactions posted only in local or system currency (when no foreign currency denomination exists).

Direct Access to Source Data

You can access the underlying source journal entries and their original transactions, as well as 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.
- *Document 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 the journal entry is recorded.
- *Control 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 control account where the journal entry is recorded.
- *Offset 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 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 show in the table.
- 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.

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the breakdown table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating General Ledger Report Views [page 831]
Viewing General Ledger Report [page 833]
Adjusting General Ledger Report [page 835]

1.21.2 Working with Inventory Movement Report Views

To open the *Inventory Movement* report views, choose the *Inventory Movement* tile on the home page. Alternatively, choose *Reports* > *Inventory Movement* from the *Main Menu*.

Inventory Movement report views track all inventory item movements in quantity and value across your business, including goods received, sold, transferred, adjusted, or returned.

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

Selecting Views

An *Inventory Movement* 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 predefined example views for inventory movement 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 following example views from the views menu in the top-left corner of the header area:

- *Last 12 Months Overview*:
  This view shows the movement analysis of different groups of items in quantity and value over the last 12 months. The hierarchical report summarizes data sourced from sales, purchasing, inventory, production, and financial records with posting dates from the last 12 months to the present.
  This view enables businesses to identify top suppliers by spend or volume, observe purchasing patterns across years, and use historical purchase data to negotiate better pricing or terms.
  This view is displayed by default.
- *Purchase-Driven Inventory Inflow*:
  This view tracks, analyzes, and attributes inventory inflows originating from purchasing activities over the last 90 days, giving visibility into what is received, from which vendor, by whose action, and at what value. The hierarchical report summarizes data sourced from goods receipt POs, A/P invoices, and A/P credit demos with posting dates from the last 90 days to the present.
  The report provides a multi-dimensional view of inventory inflow driven by purchasing, allowing management to evaluate vendor contribution, buyer activity, item-level cost behavior, and net inbound value across the procurement cycle.
- *Sales-Driven Inventory Outflow*:
  This view tracks, analyzes, and attributes inventory outflows generated by sales activities, providing an integrated view of what is sold, to which customer, by which sales employee, at what cost, and with what profitability. The hierarchical report summarizes data sourced from deliveries, A/R invoices, and A/R credit demos with posting dates from the last 90 days to the present.
  The report delivers a multi-dimensional view of sales-driven inventory outflow and profitability, empowering management to assess customer value, sales rep performance, item-level margins, and the impact of pricing decisions across the entire sales cycle.

- *Warehouse Quantity Movement Analysis*:
  This view monitors, analyzes, and compares physical inventory activity across warehouses and item groups over the last six months, revealing how stock levels evolve through inbound and outbound movements from all business processes, including sales, purchasing, production, inventory transfers, and financial adjustments.
  This report focuses purely on quantity flows rather than financial value. It serves as an operational and planning tool for inventory managers, warehouse supervisors, and supply chain planners.
- *Warehouse Value Movement Analysis*:
  This view monitors, analyzes, and compares the financial value of inventory movements across warehouses and item groups over the last six months, revealing how inventory value accumulates, depletes, and shifts through all business processes, including sales, purchasing, production, inventory transfers, and financial adjustments.
  While the quantity report tracks how much moved, this report tracks how much value moved, making it essential for financial planning, accounting, and strategic decision-making.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

Setting Filters

The Web client gives you flexible, granular control over the data displayed in your report. It offers various filter fields across all inventory-related business activities, covering sales, purchasing, production, inventory transfers, and financial adjustments. These filters span a wide range of analytical dimensions, such as branch, document, date, business partner, item, warehouse, and financial attributes. This enables you to easily focus on the exact slice of data most relevant to your analysis.

Use the filter bar to set conditions for the report view display and for filtering raw data from the SAP Business One database. This filtered dataset is the basis for advanced analysis in the *Inventory Movement* hierarchical report below and serves as the source data for the *Breakdown* table at the bottom.

For more information about how to use filters, see Filter Bar [page 61] and Working with Date Offset Filtering [page 63].

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 72].

Utilizing *Inventory Movement* Report and *Breakdown* Table

For information about how to create, view, and adjust an *Inventory Movement* report, as well as how to view data breakdown, see the online help topics in the *Related Information* section.

Related Information

Creating Inventory Movement Report Views [page 844]
Viewing Inventory Movement Report [page 846]
Adjusting Inventory Movement Report [page 848]
Viewing and Adjusting Data Breakdown [page 852]

1.21.2.1 Creating Inventory Movement 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 an inventory movement hierarchical report in the report view.
    1. In the *Inventory Movement* 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 item codes and groups, dates, or geographical locations. They provide the "who," "what," "where," and "when" context for measures. Examples include *Item Code*, *Posting Date*, and *Warehouse Name*.
        - 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 *Inventory Quantity* and *Inventory Value*. They provide insights into overall inventory changes 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.
    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

An inventory movement report view is created based on your settings.

The *Inventory Movement* 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 as consecutive years across separate columns, positioned above the branched 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 *Last 12 Months Overview*, in the *Inventory Movement* hierarchical report, *Item Group* and *Item Code* are used as dimension fields, *Posting Date* as a date field, and *Record Count*, *Inventory Quantity*, and *Inventory Value* as measure fields.
- In the example report view *Sales-Driven Inventory Outflow*, the *Inventory Movement* hierarchical report contains the following four dimension fields:
  - *Business Partner Group Name*
  - *Sales Employee/Buyer Name*
  - *Business Partner Name and Code*
  - *Item Description and Code*

  The following seven fields are used as measures:
  - *Outbound Inventory Value*
  - *Record Count*
  - *Outbound Item Cost*
  - *Outbound Inventory Quantity*
  - *Gross Profit*
  - *Net Sales Amount*
  - *Gross Profit % by Base Price (Lines)*
- In the example report view *Warehouse Quantity Movement Analysis*, in the *Inventory Movement* hierarchical report, *Warehouse Name and Code* and *Item Group* are used as dimension fields, *Posting Date* as a date field, and *Inventory Quantity*, *Inbound Inventory Quantity*, and *Outbound Inventory Quantity* as measure fields.

Related Information

Viewing Inventory Movement Report [page 846]

Adjusting Inventory Movement Report [page 848]
Viewing and Adjusting Data Breakdown [page 852]
Views [page 61]

1.21.2.2 Viewing Inventory Movement Report

The *Inventory Movement* 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 inventory movement 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 *Last 12 Months Overview*, rows in the first column are organized by item group, while those in the second column are grouped by item code.
>
> By expanding each value in the *Item Group* column, you can view all individual items that belong to that specific group in the *Item Code* column. This allows for a detailed examination of inventory movement per item group 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 and displayed in a two-layer structure with a rolling cycle of years and quarters in ascending order. The first layer shows consecutive years, while the second layer breaks each year into four quarterly columns.

When you use a non-date dimension field for column grouping, its values are displayed across separate columns and appear as branches under each quarter.

By default, measure fields function as column-grouping categories and are the smallest components in the column hierarchy. They are organized across separate columns and appear as branches under each upper-level column.

If you use any dimension field for column grouping, an additional *Total* column appears between the last row-grouping field and the first column-grouping field. This column provides totals at different row levels over the specified date period and other dimensions, calculated for the selected measures.

> ### Example
>
> In the example report view *Last 12 Months Overview*, the column hierarchy is structured into three distinct levels:
>
> - Top Level:
>   Displays each posting year in separate columns.
> - Second Level:
>   Each year is further divided into 12 posting months.
> - Third Level:
>   Each month contains branches for three separate measure fields: *Inventory Quantity*, *Inventory Value*, and *Record Count*.
>
> This structure allows for an organized and detailed examination of these inventory metrics within each monthly time frame.
>
> Additionally, following the *Item Code* column, there is a *Total* column with the identical 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 break-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 *Last 12 Months Overview*, data aggregation is visible across multiple hierarchical levels:
>
> - Year and Month Level:
>   Aggregated amounts for *Inventory Quantity*, *Inventory Value*, and *Record Count* are shown for each month within each year. The last 12 months can fall into two consecutive years.

- Item Group Level:
  These measures are also aggregated for each item group, providing insights into movement analysis per item group.
- Item Level:
  Aggregation applies to each item from each item group, allowing for detailed analysis.
- Total Level:
  Overall aggregated figures are available, offering a summary of record count, inventory quantity, and inventory value.

The aggregated values for record count, inventory quantity, and inventory value are computed based on all filtered records that cause inventory changes, providing a clear picture of inventory movement 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 *Last 12 Months Overview*, choosing › beside a *Item Code* value opens an *Item* quick view. This provides a concise overview of the chosen item.

To explore further, go to the bottom of the quick view, and choose *View More* to open the detailed view of the corresponding item master data in a new browser tab, or choose *Open Menu* > *View More in Current Tab* to open the detailed view within the current browser tab.

Related Information

Creating Inventory Movement Report Views [page 844]
Adjusting Inventory Movement Report [page 848]
Viewing and Adjusting Data Breakdown [page 852]

1.21.2.3 Adjusting Inventory Movement Report

After creating your initial *Inventory Movement* report in the hierarchical table, you can dynamically restructure, sort, and filter data to better suit your analysis needs.

Next to the table title, a link shows separate counts of the dimension fields used for both row and column grouping. Choose this link 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.

> ### Example
>
> In the example report view *Last 12 Months Overview*, if you move the *Item Code* label to the left of *Item Group*, *Item Code* becomes the primary grouping category and is placed before *Item Group* in the hierarchical table.
>
> If you expand each value in the *Item Code* column, you can view all individual groups to which each specific item belong in the *Item Group* column.

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 link 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: *Item Code* is a row category. *Posting Date* is a column category. *Inventory Value* is the only selected measure. You posted an A/P invoice for item A0001 on January 12, 2026, and for item B0001 on January 24, 2026.

As shown in the table below, when no sort preference is applied, both *Item Code* and *Posting Date* are sorted in ascending order.

	2026	
	01	
	12	24
Item Code	**Inventory Value**	**Inventory Value**
A0001	`<Amount>`	`<Amount>`
B0001	`<Amount>`	`<Amount>`

If you first sort *Posting Date* in descending order and then *Item Code* in ascending order, *Posting Date* has higher priority than *Item Code*. As a result, B0001 appears first in the *Item Code* column with a more recent posting date of January 24, 2026, though *Item Code* is sorted in ascending order.

	2026	
	01	
	24	12
Item Code	**Inventory Value**	**Inventory Value**
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 link, 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* is 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.

> **Example**
>
> In the example report view *Last 12 Months Overview*, *Year* and *Month* are selected for the *Posting Date* field by default.

> **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 link 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 link, a new *Filter By* section appears, where your filter condition is listed 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 61].

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the hierarchical table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Inventory Movement Report Views [page 844]
Viewing Inventory Movement Report [page 846]
Viewing and Adjusting Data Breakdown [page 852]

1.21.2.4 Viewing and Adjusting Data Breakdown

The *Breakdown* table at the bottom of the *Inventory Movement* report view page serves as a complementary tool to the hierarchical table above.

The *Breakdown* table offers a detailed examination of aggregated amounts or numbers. It enables you to trace back to the underlying source documents and their associated journal entry transactions across your inventory, sales, purchasing, production, and financial activities. This facilitates deeper analysis and helps in making informed decisions.

Dynamic Data Breakdown

By default, the *Breakdown* table shows all underlying data records that meet the filter conditions set in the filter bar. The table content dynamically updates according to your selection in the hierarchical table:

- When you choose an amount or number cell in a measure column, the *Breakdown* table lists all individual 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 item group or item, the *Breakdown* table lists all individual documents or transactions that affect the row totals for the selected measures in the *Total* column.
- When you choose an empty cell in any column, no data breakdown is shown.

The total of all individual entries in the breakdown table matches the *Record Count* field value in the upper hierarchical table.

The last row in the breakdown table footer displays a subtotal for all amounts or numbers of each measure column.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

> **Note**
>
> If the label "`[No Value]`" displays in a cell of any table, it means the corresponding field contains no value in that context and doesn't indicate an error. This label appears where empty values must be represented explicitly to support grouping, hierarchy expansion, filtering, or aggregation.
>
> Examples include:
>
> - In the *Item No.* column, this label appears for service-related transactions that don't have item numbers.
> - In a column that contains amounts in foreign currency, this label appears for transactions posted only in local or system currency (when no foreign currency denomination exists).

Direct Access to Source Documents and Journal Entry Transactions

To view a source 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 *Journal Entry Transaction No.* fields are selected.
2. In the *Document No.* or *Journal Entry Transaction No.* column of the *Breakdown* table, choose the golden arrow (›) next to a number.
   A quick view opens, showing an overview of the chosen document or transaction.
3. Choose *View More* at the bottom of the quick view to open the detailed view of the corresponding document or journal entry.

If the *Breakdown* table includes dimension fields with values linked to master data (for example, the *Item 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 show in the table.
- 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.

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the breakdown table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Inventory Movement Report Views [page 844]
Viewing Inventory Movement Report [page 846]
Adjusting Inventory Movement Report [page 848]

1.21.3 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 predefined example 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 following example 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 example view to create a custom view. For more information, see Views [page 61].

Setting Filters

The Web client gives you flexible, granular control over the data displayed in your report. It offers filters that span multiple dimensions, including date period, G/L account, journal entry, and business partner attributes. This enables you to easily focus on the exact slice of data most relevant to your analysis.

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.

> **Note**
>
> This section documents filters that either are not self-explanatory or require additional information.

Date Type Choose the type of date to filter 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 Type* filter field.

For more information, see Working with Date Offset Filtering [page 63].

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.

Expand Level

Choose the G/L account level you want to display in the hierarchical report. The default value is level 10.

The actual levels that the report can display depend on the selected Chart of Accounts template.

Show Accounts with Zero Balance

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.

For more information about how to use filters, see Filter Bar [page 61].

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 72].

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 857]
Viewing and Adjusting Profit and Loss Statement Report [page 859]
Viewing and Adjusting Data Breakdown [page 863]

1.21.3.1 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:
        - Dimension fields
        Dimension fields contain qualitative values. They provide context for profit and loss analysis by categorizing information. They are used to slice and dice data, offering views from different perspectives.
        You can choose the following dimension fields:
            - *Account Name*
            This is a required field. It presents 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.

- 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:
  - *Amount* (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.
  - *Balance Due* (available in LC, SC, and FC)
  - *Balance Due (Credit)* (available in LC, SC, and FC)
  - *Balance Due (Debit)* (available in LC, SC, and FC)
  - *Credit* (available in LC, SC, and FC)
  - *Debit* (available in LC, SC, and FC)
  - *Gross Value* (available in LC and FC)
  - *Life-to-Date* (available in LC and 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 LC and 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.

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.

   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.

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, 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 as consecutive years across separate columns, positioned above the branched measure fields on the right side of the table header.

> ### 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.

Related Information

Viewing and Adjusting Profit and Loss Statement Report [page 859]
Viewing and Adjusting Data Breakdown [page 863]
Views [page 61]

1.21.3.2 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 data.

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 depend on your choice for the *Expand 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 find 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 footer shows totals 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 and displayed as sequential calendar or fiscal years across separate columns.

When you use a non-date dimension field for column grouping, its values are displayed across separate columns and appear as branches under each year.

By default, measure fields are the smallest components in the column hierarchy. They are organized across separate columns and appear as branches under each upper-level column.

If you use any dimension field for column grouping, an additional *Total* column appears between the last row-grouping field and the first column-grouping field. 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 change the sort order of date values or adjust the date dimension that displays in the report, proceed as follows:

1. Choose the link beside the table title to open a popover menu.
2. Go to the *Group Columns By* section. Choose the *Date* or *Posting Period* field label to open the *Column Settings* popover menu.
3. Go to the *Sort By* section. Choose the *Ascending* or *Descending* icon on the right of the date field name. The default is *Ascending*.
   When a date is sorted in ascending order, its values are positioned from the earliest to the latest across separate columns. For example, from 2020 to 2026. When a date is sorted in descending order, its values are positioned from the latest to the earliest.
4. Go to the *Group By* section. Choose the row *Group Columns By:* `<Field Name>` to open the *Group Columns By* popover menu.
   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.

> **Example**
>
> In the example report view *5-Year Quarterly Analysis*, *Year* and *Quarter* are selected for the *Date* field by default.

> **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 link, 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 break-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 for different G/L accounts and financial metrics.

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the hierarchical table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Profit and Loss Statement Report Views [page 857]
Viewing and Adjusting Data Breakdown [page 863]

1.21.3.3 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 trace back 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:

- When you choose an amount cell in a measure column for a G/L account, the *Breakdown* table lists each line-level entry from journal entry documents that contribute to that amount.
- When you choose a G/L account in the *Account Name* column, the *Breakdown* table lists each line-level entry from journal entry documents that affect the row totals for the selected measures.
- When you choose an empty cell in any column, no data breakdown is shown.
- When 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 footer displays a subtotal for all amounts of each measure column.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

> ⓘ Note
>
> If the label "`[No Value]`" displays in a cell of any table, it means the field contains no value and doesn't indicate an error. This label appears where empty values must be represented explicitly to support grouping, hierarchy expansion, filtering, or aggregation.
>
> For example, in a column that contains amounts in foreign currency, this label appears for transactions posted only in local or system currency (when no foreign currency denomination exists).

Direct Access to Source Data

You can access the underlying source journal entries, as well as 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.
- *Document 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 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 control account where the journal entry is recorded.
- *Offset 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 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 show 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 a link, *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 link 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 a link, *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 link 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 61].

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the breakdown table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Profit and Loss Statement Report Views [page 857]
Viewing and Adjusting Profit and Loss Statement Report [page 859]

1.21.4 Working with Profit and Loss Statement Comparison Report Views

To open the *Profit and Loss Statement Comparison* report views, choose the *Profit and Loss Statement Comparison* tile on the home page. Alternatively, choose *Reports* > *Profit and Loss Statement Comparison* from the *Main Menu*.

The *Profit and Loss Statement Comparison* report analyzes overall financial performance. This report compares revenues, expenses, and net profit or loss for the current company across two periods.

> **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 Comparison* 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 a predefined example view for profit and loss statement comparison: *Current Year vs. Rolling 2-Year Period*.

This example view stores distinct settings and parameters for the filter bar in the header area, the hierarchical report table, and the *Breakdown* table. It helps you analyze your financial performance between two time periods:

- The full current year (January 1 to December 31)
- A rolling two-year period ending today

The report is useful when you need to compare a complete fiscal year against a longer historical view that includes current, real-time data. This comparison allows you to identify trends in revenue and expenses over time, evaluate whether your business performance is improving or declining, and make informed decisions based on historical performance.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

Setting Filters

The Web client gives you flexible, granular control over the data displayed in your report. It offers filters that span multiple dimensions, including time periods, G/L account, journal entry, and business partner attributes. This enables you to easily focus on the exact slice of data most relevant to your analysis.

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 Comparison* hierarchical report below and the *Breakdown* table at the bottom.

> **Note**
>
> This section documents filters that either are not self-explanatory or require additional information.

Date Type for Current Period / Date Type for Comparison Period

Choose the type of date for the two compared periods:

- *Posting Date*
- *Document Date*
- *Due Date*

> **Example**
>
> In the example view *Current Year vs. Rolling 2-Year Period*, *Posting Date* is selected for both *Date Type for Current Period* and *Date Type for Comparison Period*.

Current Period / Comparison Period

Specify the start and end dates for the two compared periods.

> **Example**
>
> In the example view *Current Year vs. Rolling 2-Year Period*, the *Current Period* field shows a period that spans the full current year (January 1 to December 31), while the *Comparison Period* field shows a rolling two-year period ending today.

For more information about how to use a date filter, see Working with Date Offset Filtering [page 63].

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.

Expand Level

Choose the G/L account level you want to display in the hierarchical report. The default value is level 10.

The actual levels that the report can display depend on the selected Chart of Accounts template.

Show Accounts with Zero Balance

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.

For more information about how to use filters, see Filter Bar [page 61].

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 72].

Utilizing *Profit and Loss Statement Comparison* Report and *Breakdown* Table

For information about how to create, view, and adjust a *Profit and Loss Statement Comparison* 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 Comparison Report Views [page 869]
Viewing Profit and Loss Statement Comparison Report [page 871]
Viewing and Adjusting Data Breakdown [page 872]

1.21.4.1 Creating Profit and Loss Statement Comparison 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 Comparison* hierarchical report in the report view.
    1. In the *Profit and Loss Statement Comparison* table toolbar, choose *Select Columns* to open the *Select Columns* dialog box.
    Fields listed in this dialog box are sorted alphabetically by default. They consist of the following:
        - *Account Name*
        This is a required field. It presents multiple levels of accounts and metrics defined in the selected Chart of Accounts template.
        - Measure fields
        Measure fields contain quantitative values. They are numerical values aggregated across records from the filtered dataset. They offer insights into overall financial performance over time.
        You can choose the following measure fields:
            - *Amount*
            The difference between the total debits and total credits recorded in an account within the general ledger.
            This field is available for both the current and comparison periods in local currency (LC), system currency (SC), and foreign currency (FC).

- *Amount Difference*
  The difference between compared periods according to the accounting formula:
  Amount Difference = Current Period - Comparison Period
  This field is available for both the current and comparison periods in LC, SC and FC.
- *Amount Difference (%)*
  The difference between the current period and the comparison period according to the accounting formula:
  Difference (%) = Difference Amount / Comparison Period x 100
  This field is available for both the current and comparison periods in LC, SC and FC.
- The following extended financial metrics:
  - *Balance Due*
  - *Balance Due (Credit)*
  - *Balance Due (Debit)*
  - *Credit*
  - *Debit*
  - *Gross Value*
  - *Tax Amount*

  As with the *Amount* field, these fields are available for both the current and comparison periods in LC, SC and FC. They also include extended variants that calculate the *Difference* and *Difference (%)* between the two periods.

2. Select desired measure fields to define your analytical purpose.
3. Choose *OK* to confirm your selection and exit.

2. Adjust settings for the *Breakdown* table as needed.

   For information about how to view and adjust data breakdown, see the online help topic in the *Related Information* section.
3. Save the current view as a custom view.

Results

A profit and loss statement comparison report view is created based on your settings.

The *Profit and Loss Statement Comparison* report is presented in a hierarchical table. The first column, *Account Name*, contains multiple levels of accounts and metrics. The selected measure fields for the two periods appear next to *Account Name*. The amounts aggregated or calculated for the selected measures show up for each account level. The results are calculated on the basis of the filtered dataset of journal entries recorded in these accounts.

To remove a measure 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 Comparison* report, see the online help topic in the *Related Information* section.

Related Information

Viewing Profit and Loss Statement Comparison Report [page 871]
Viewing and Adjusting Data Breakdown [page 872]
Views [page 61]

1.21.4.2 Viewing Profit and Loss Statement Comparison Report

The *Profit and Loss Statement Comparison* report is presented in a hierarchical table that organizes rows in a tree-like format. This table helps you summarize, analyze, explore, and present your company's financial performance between two periods. It effectively reflects financial data across nested levels of general ledger (G/L) accounts for revenues, costs, and expenses, providing clear insights into your company's profitability over time.

To maximize the report display, choose *Enter Full Screen* in the table toolbar.

Report Structure

By default, the first column, *Account Name*, contains multiple levels of accounts and metrics. The selected measure fields for the two periods appear next to *Account Name*. The results aggregated or calculated for the selected measures display for each account level.

The row hierarchy in the first column conforms to the G/L accounts levels defined in the Chart of Accounts template of your choice. The levels visible in the table depend on your choice for the *Expand 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 find 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 footer shows totals for subtotals in each measure column.

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 break-down and roll-up operations, which are useful for detailed and summary views of data.

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the hierarchical table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Profit and Loss Statement Comparison Report Views [page 869]
Viewing and Adjusting Data Breakdown [page 872]

1.21.4.3 Viewing and Adjusting Data Breakdown

The *Breakdown* table at the bottom of the *Profit and Loss Statement Comparison* 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 trace back 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:

- When you choose an amount cell in a measure column for a G/L account, the *Breakdown* table lists each line-level entry from journal entry documents that contribute to that amount.
- When you choose a G/L account in the *Account Name* column, the *Breakdown* table lists each line-level entry from journal entry documents that affect the row totals for the selected measures.
- When you choose an empty cell in any column, no data breakdown is shown.
- When 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*
  - 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 footer displays a subtotal for all amounts of each measure column.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

> **Note**
>
> If the label "`[No Value]`" displays in a cell of any table, it means the field contains no value and doesn't indicate an error. This label appears where empty values must be represented explicitly to support grouping, hierarchy expansion, filtering, or aggregation.
>
> For example, in a column that contains amounts in foreign currency, this label appears for transactions posted only in local or system currency (when no foreign currency denomination exists).

Direct Access to Source Data

You can access the underlying source journal entries, as well as 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.
- *Document 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 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 control account where the journal entry is recorded.
- *Offset 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 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 show 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 a link, *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 link 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 a link, *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 link 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 61].

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the breakdown table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Profit and Loss Statement Comparison Report Views [page 869]
Viewing Profit and Loss Statement Comparison Report [page 871]

1.21.5 Working with Purchase Analysis Report Views

To open the *Purchase Analysis* report views, choose the *Purchase Analysis* tile on the home page. Alternatively, choose *Reports* > *Purchase Analysis* from the *Main Menu*.

Purchase Analysis report views offer advanced insights into various purchasing metrics, extending beyond simple period reporting. This comprehensive report analyzes all purchasing activities of a business. It helps track spending, plan procurement, and support vendor negotiations.

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

Selecting Views

A *Purchase 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 predefined example views for purchase 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 following example views from the views menu in the top-left corner of the header area:

- *Annual Purchases by Vendor and Item*:
  This view shows the analysis of item quantities and net purchases by both vendor and their associated items over a rolling cycle of years. The figures in the hierarchical report are summarized from invoice data starting from the first posting date to the present.
  This view enables businesses to Identify top suppliers by spend or volume, observe purchasing patterns across years, and use historical purchase data to negotiate better pricing or terms.
  This view is displayed by default.
- *5-Year Document Comparison*:
  This view shows a comparative analysis of net purchases across different types of purchasing documents (goods receipt POs and goods return documents, invoices, and purchase orders) at the item level over the past five years. The figures in the hierarchical report are summarized from these purchasing documents with a posting date from the beginning of four years ago to the end of the current year.
  By comparing these document types side-by-side, decision-makers can detect procurement process inefficiencies, improve inventory and cash flow planning, and strengthen vendor performance evaluation.
- *Invoice Totals by Vendor*:
  This view shows the analysis of total and gross total amounts by vendor over a rolling cycle of years and quarters. The figures in the hierarchical report are summarized from invoice data starting from the first posting date to the present.
  This view helps optimize procurement strategy, improve cash flow planning by understanding quarterly outflows, and strengthen supplier relationship management through data-driven insights.

You can also change the parameters of a predefined example view to create a custom view. For more information, see Views [page 61].

Setting Filters

The Web client gives you flexible, granular control over the data displayed in your report. It offers filters that span multiple dimensions, including report, document, vendor, buyer, item, cost, and shipment attributes. This enables you to easily focus on the exact slice of data most relevant to your analysis.

Use the filter bar to set conditions for the report view display and for filtering raw purchasing data from the SAP Business One database. The filtered dataset is the basis for advanced analysis in the *Purchase Analysis* hierarchical report below and serves as the source data for the *Breakdown* table at the bottom.

> **Note**
>
> This section documents filters that either are not self-explanatory or require additional information.

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 purchasing documents. Line data within the *Contents* table is excluded. It is the default for the built-in example report view *Invoice Totals by Vendor*.
- *Both Header and Line Data*:
  This option analyzes all data both inside and outside the *Contents* table area of purchasing documents. It is the default for the built-in example report views: *Annual Purchases by Vendor 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 Group

Choose one or more groups of document types on which you want to build the report view:

- *Invoices*:
  Invoice-type purchasing documents, such as A/P invoices and A/P credit memos.
- *Orders*:
  Sales orders.
- *Delivery Notes*:
  Goods receipt POs and goods returns.

If no options are selected, the Web client treats it as if all three options are selected.

> **Example**
>
> In the example report view *Annual Purchases by Vendor and Item*, the default is *Invoices*.
>
> In the example report view *5-Year Document Comparison*, all three groups are selected by default.

> **Note**
>
> - A/P credit memos based on A/P down payment invoices are excluded.
> - Canceled purchase orders are excluded.
> - Goods returns decrease purchase amounts as part of delivery notes.
> - As the report displays open quantities only, purchase orders and goods receipt POs are displayed with zero quantities and zero amounts in the following scenarios:
>   - The purchase orders are closed or fully copied to either goods receipt POs or A/P invoices.
>   - The goods receipt POs are closed or fully copied to either A/R invoices or returns.
>
>   Purchase orders or goods receipt POs 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 61] and Working with Date Offset Filtering [page 63].

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 72].

Utilizing *Purchase Analysis* Report and *Breakdown* Table

For information about how to create, view, and adjust a *Purchase Analysis* report, as well as how to view data breakdown, see the online help topics in the *Related Information* section.

Related Information

Creating Purchase Analysis Report Views [page 878]
Viewing Purchase Analysis Report [page 880]
Adjusting Purchase Analysis Report [page 882]
Viewing and Adjusting Data Breakdown [page 886]

1.21.5.1 Creating Purchase 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 purchase analysis hierarchical report in the report view.
    1. In the *Purchase 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 *Vendor 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 *Total* and *Quantity*. They provide insights into overall purchase 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 purchase analysis report view is created based on your settings.

The *Purchase 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 branched 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 *Annual Purchases by Vendor and Item*, in the *Purchase Analysis* hierarchical report, *Vendor Code* and *Item Code* are used as dimension fields, *Posting Date* as a date field, and *Quantity (Lines)* and *Net Purchase Amount* as measure fields.
- In the example report view *5-Year Document Comparison*, in the *Purchase Analysis* hierarchical report, *Item Code* and *Document Type Group* are used as dimension fields, *Posting Date* as a date field, and *Net Purchase Amount* as a measure field. *Document Type Group* is visualized as three specific types organized in separate columns for each year: *Delivery*, *Invoice*, and *Order*. The document categories covered by each group match those defined for the *Document Type Group* filter field in the filter bar.
- In the example report view *Invoice Totals by Vendor*, in the *Purchase Analysis* hierarchical report, *Vendor Code* is used as a dimension field, *Posting Date* as a date field, and *Gross Total Amount* and *Total* as measure fields.

Related Information

Viewing Purchase Analysis Report [page 880]
Adjusting Purchase Analysis Report [page 882]
Viewing and Adjusting Data Breakdown [page 886]
Views [page 61]

1.21.5.2 Viewing Purchase Analysis Report

The *Purchase 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 purchasing 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 *Annual Purchases by Vendor and Item*, rows in the first column are grouped by vendor code, while those in the second column are grouped by item code.
>
> By expanding each value in the *Vendor Code* column, you can view all individual items purchased from each specific vendor in the *Item Code* column. This allows for a detailed examination of purchases per vendor 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 and displayed in a two-layer structure with a rolling cycle of years and quarters in ascending order. The first layer shows consecutive years, while the second layer breaks each year into four quarterly columns.

When you use a non-date dimension field for column grouping, its values are displayed across separate columns and appear as branches under each quarter.

By default, measure fields function as column-grouping categories and are the smallest components in the column hierarchy. They are organized across separate columns and appear as branches under each upper-level column.

If you use any dimension field for column grouping, an additional *Total* column appears between the last row-grouping field and the first column-grouping field. This column provides totals at different row levels over the specified date period and other dimensions, calculated for the selected measures.

> ### Example
>
> In the example report view *Invoice Totals by Vendor*, the column hierarchy is structured into three distinct levels:
>
> - Top Level:
>   Displays each posting year in separate columns.
> - Second Level:
>   Each year is further divided into four posting quarters.
> - Third Level:
>   Each quarter contains branches for two separate measure fields: *Gross Total Amount* and *Total*.
>
> This structure allows for an organized and detailed examination of these financial metrics within each quarterly time frame.
>
> Additionally, following the *Item Code* column, there is a *Total* column with the identical 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 break-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 *Annual Purchases by Vendor and Item*, data aggregation is visible across multiple hierarchical levels:
>
> - Year Level:
>   Aggregated amounts for *Quantity (Lines)* and *Net Purchase Amount* are shown for each year.

- Vendor Level:
  These measures are also aggregated for each vendor, providing insights into purchasing metrics per vendor.
- Item Level:
  Aggregation applies to each item associated with each vendor, allowing for detailed analysis of product performance.
- Total Level:
  Overall aggregated figures are available, offering a summary of quantity and net purchase amount.

The aggregated values for quantity and net purchases are computed based on all filtered individual 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 *Annual Purchases by Vendor and Item*, choosing › beside a *Vendor Code* value opens the *Business Partner* quick view. This provides a concise overview of the chosen vendor.
>
> To explore further, go to the bottom of the quick view, and choose *View More* to open the detailed view of the corresponding business partner master data in a new browser tab, or choose *Open Menu* > *View More in Current Tab* to open the detailed view within the current browser tab.

Related Information

Creating Purchase Analysis Report Views [page 878]
Adjusting Purchase Analysis Report [page 882]
Viewing and Adjusting Data Breakdown [page 886]

1.21.5.3 Adjusting Purchase Analysis Report

After creating your initial *Purchase 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, a link shows separate counts of the dimension fields used for both row and column grouping. Choose this link 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.

> ### Example
>
> In the example report view *Annual Purchases by Vendor and Item*, if you move the *Item Code* label to the left of *Vendor Code*, *Item Code* becomes the primary grouping category and is placed before *Vendor Code* in the hierarchical table.
>
> If you expand each value in the *Item Code* column, you can view all individual vendors who provide the same item in the *Vendor Code* column.

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 link 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: *Vendor Code* is a row category. *Posting Date* is a column category. *Total* is the only selected measure. You posted an A/P invoice for Vendor A0001 with an item on January 12, 2026, and for Vendor B0001 with another item on January 24, 2026.

As shown in the table below, when no sort preference is applied, both *Vendor Code* and *Posting Date* are sorted in ascending order.

	2026	
	01	
	12	24
Vendor Code	**Total**	**Total**
A0001	`<Amount>`	`<Amount>`
B0001	`<Amount>`	`<Amount>`

If you first sort *Posting Date* in descending order and then *Vendor Code* in ascending order, *Posting Date* has higher priority than *Vendor Code*. As a result, B0001 appears first in the *Vendor Code* column with a more recent posting date of January 24, 2026, though *Vendor Code* is sorted in ascending order.

	2026	
	01	
	24	12
Vendor Code	**Total**	**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 link, 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.

> **Example**
>
> In the example report view *Annual Purchases by Vendor and Item*, only *Year* is selected for the *Posting Date* field.
>
> In the example report view *Invoice Totals by Vendor*, *Year* and *Quarter* are selected for the *Posting Date* field.

> **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 link, a new *Filter By* section appears, where your filter condition is listed 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 61].

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the hierarchical table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Purchase Analysis Report Views [page 878]
Viewing Purchase Analysis Report [page 880]
Viewing and Adjusting Data Breakdown [page 886]

1.21.5.4 Viewing and Adjusting Data Breakdown

The *Breakdown* table at the bottom of the *Purchase 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 trace back to the underlying source purchasing 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 purchasing 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 purchasing 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 vendor or item, the *Breakdown* table lists all individual purchasing documents or transactions that affect the row totals for the selected measures in the central *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 purchasing 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 vendor or item, the *Breakdown* table individually lists all item records of each purchasing document or transaction that affect the row totals for the selected measures in the central *Total* column.
- If you choose an empty cell in any column, no data breakdown is shown.

The last row in the table footer displays a subtotal for all amounts or numbers of each measure column.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

> **Note**
>
> If the label "`[No Value]`" displays in a cell of any table, it means the corresponding field contains no value in that context and doesn't indicate an error. This label appears where empty values must be represented explicitly to support grouping, hierarchy expansion, filtering, or aggregation.
>
> Examples include:
>
> - In the *Item No.* column, this label appears for service-related transactions that don't have item numbers.
> - In a column that contains amounts in foreign currency, this label appears for transactions posted only in local or system currency (when no foreign currency denomination exists).

Direct Access to Source Documents and Journal Entry Transactions

To view a source purchasing 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 that the *Document No.* and *Transaction No.* fields are selected.
2. In the *Document No.* or *Transaction No.* column of the *Breakdown* table, choose the golden arrow (›) next to a number.

The purchasing 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 *Vendor 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 show 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 purchasing 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.

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the breakdown table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Purchase Analysis Report Views [page 878]
Viewing Purchase Analysis Report [page 880]
Adjusting Purchase Analysis Report [page 882]

1.21.6 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 predefined example 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 following example 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 example view to create a custom view. For more information, see Views [page 61].

Setting Filters

The Web client gives you flexible, granular control over the data displayed in your report. It offers filters that span multiple dimensions, including report, document, customer, sales employee, item, cost, and shipment attributes. This enables you to easily focus on the exact slice of data most relevant to your analysis.

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.

> **Note**
>
> This section documents filters that either are not self-explanatory or require additional information.

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 both 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 Group

Choose one or more groups of document types on which you want to build the report view:

- *Invoices*:
  Invoice-type sales documents, such as A/R invoices and A/R credit memos.
- *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 groups 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 61] and Working with Date Offset Filtering [page 63].

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 72].

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 892]
Viewing Sales Analysis Report [page 893]
Adjusting Sales Analysis Report [page 896]

Viewing and Adjusting Data Breakdown [page 900]

1.21.6.1 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 to measures and aid in 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 branched 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 893]
Adjusting Sales Analysis Report [page 896]
Viewing and Adjusting Data Breakdown [page 900]
Views [page 61]

1.21.6.2 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 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 individual items sold to each specific customer in the *Item No. (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 and displayed in a two-layer structure with a rolling cycle of years and quarters in ascending order. The first layer shows consecutive years, while the second layer breaks each year into four quarterly columns.

When you use a non-date dimension field for column grouping, its values are displayed across separate columns and appear as branches under each quarter.

By default, measure fields function as column-grouping categories and are the smallest components in the column hierarchy. They are organized across separate columns and appear as branches under each upper-level column.

If you use any dimension field for column grouping, an additional *Total* column appears between the last row-grouping field and the first column-grouping field. This column provides totals at different row levels over the specified date period and 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 posting year in separate columns.
> - Second Level:
>   Each year is further divided into four posting 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 No. (Lines)* column, there is a *Total* column with the identical 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 break-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, go to the bottom of the quick view, and choose *View More* to open the detailed view of the corresponding business partner master data in a new browser tab, or choose *Open Menu* > *View More in Current Tab* to open the detailed view within the current browser tab.

Related Information

Creating Sales Analysis Report Views [page 892]
Adjusting Sales Analysis Report [page 896]
Viewing and Adjusting Data Breakdown [page 900]

1.21.6.3 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, a link shows separate counts of the dimension fields used for both row and column grouping. Choose this link 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.

> ### Example
>
> In the example report view *Quarterly Invoiced Sales by Customer and Item*, if you move the *Item No. (Lines)* label to the left of *Customer Code*, *Item No. (Lines)* becomes the primary grouping category and is placed before *Customer Code* in the hierarchical table.
>
> If you expand each value in the *Item No. (Lines)* column, you can view all individual customers who order the same item in the *Customer Code* column.

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 link 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 the only selected measure. You posted an A/R invoice for Customer A0001 with an item on January 12, 2026, and for Customer B0001 with another 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 link, 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.

> **Example**
>
> In the example report view *Quarterly Invoiced Sales by Customer and Item*, *Year* and *Quarter* are selected for the *Posting Date* field.
>
> In the example report view *5-Year Document Comparison*, only *Year* is selected for the *Posting Date* field.

> **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 link, a new *Filter By* section appears, where your filter condition is listed 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 61].

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the hierarchical table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Sales Analysis Report Views [page 892]
Viewing Sales Analysis Report [page 893]
Viewing and Adjusting Data Breakdown [page 900]

1.21.6.4 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 trace back 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 footer displays a subtotal for all amounts or numbers of each measure column.

Information about the row and column of the chosen cell is presented in an information strip located between the hierarchical and *Breakdown* tables.

> **Note**
>
> If the label "`[No Value]`" displays in a cell of any table, it means the corresponding field contains no value in that context and doesn't indicate an error. This label appears where empty values must be represented explicitly to support grouping, hierarchy expansion, filtering, or aggregation.
>
> Examples include:
>
> - In the *Item No.* column, this label appears for service-related transactions that don't have item numbers.
> - In a column that contains amounts in foreign currency, this label appears for transactions posted only in local or system currency (when no foreign currency denomination exists).

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 No.* fields are selected.
2. In the *Document No.* or *Transaction No.* column of the *Breakdown* table, choose the golden arrow ( ) 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 show 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.

Exporting Data to Microsoft Excel

In the table toolbar, choose *Export to Microsoft Excel* export data from the breakdown table to a Microsoft Excel file.

The exported data reflects the fields and the grouped, sorted, and filtered records that are currently visible in the table.

Related Information

Creating Sales Analysis Report Views [page 892]
Viewing Sales Analysis Report [page 893]
Adjusting Sales Analysis Report [page 896]

1.22 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 1062] section.
  - *User-Defined Fields*
  - *User-Defined Tables*
  - *User-Defined Objects*
  - *User-Defined Values*
- You can monitor tasks executed in the Web client and can also view job initiated from the SAP Business One client. For more information, see the Job Monitor [page 1138] section.
- You can import data from Microsoft Excel to SAP Business One, Web client. For information, see the Data Import from Microsoft Excel [page 1139] section.

Related Information

Configuration [page 903]
Customization [page 1062]
Job Monitor [page 1138]
Data Import from Microsoft Excel [page 1139]

1.22.1 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
- MRP
- Accounting
- Service
- Human Resources
- Project Management

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.

1.22.1.1 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

1.22.1.2 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 60]
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 60].
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 91].
7. Choose the *Update* button.

1.22.1.3 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*

1.22.1.3.1 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.

Policies Tab

Upload the files for terms and conditions, warranty, and returns policy of your company.

1.22.1.3.2 Company Settings

On the *Company Settings* page, you can specify and maintain basic settings about a company.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Company Settings*.

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

Initial Settings Tab

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.

Generative AI Tab

Before configuring the settings on this tab, follow steps 1 to 8 in Enabling AI for Web Client [page 916] to enable the SAP AI Core service on SAP BTP.

Configure the following settings for the AI functionality required by the *Ask AI* feature and AI-assisted User-Defined Queries (UDQs) generation. The settings are configured on a per-company basis.

> ### Note
>
> For security reasons, AI only provides answers based on the data you supply. AI cannot read, query, update, create, or delete any SAP Business One data. Please verify the AI results before use.
>
> The SAP Business One audit log records your changes made to these settings on the *Generative AI* tab. For more information, see Audit Trail [page 928].
>
> For full access to this *Generative AI* tab, make sure that *Full Authorization* is selected for *Generative AI* under the category *Configuration App in Web Client* > *General* 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.

Enabled

Enables you to use the AI functionality for the *Ask AI* feature and UDQs generation.

Only one AI subscription can be enabled per company.

If you clear this checkbox, authorized users still have access to the *Ask AI* button in list views and detailed view, as well as the *Generate with AI* button in the *User-Defined Queries* app, but they cannot send any requests to AI or receive any responses.

> ### → Recommendation
>
> When using AI to generate UDQs, standard metadata is always shared with AI because it's essential for generating accurate SQL `SELECT` queries. This metadata includes your prompt, database type (Microsoft SQL or SAP HANA), table relationships, naming conventions, and domain logic. Row-level business data (the actual records from the database) is never transmitted.
>
> Administrators must confirm that your SAP AI Core service agreements, data-processing agreements, and data residency requirements cover the above categories before enabling the AI functionality.
>
> We recommend the following to prevent authorized users from accidentally sending standard metadata to SAP AI Core:
>
> - Clear this checkbox when the AI features aren't actively in use.
> - Clear this checkbox during SAP BTP service key rotation, system maintenance windows, or extended periods of non-use.
> - Designate a specific administrator to control this setting.

SAP BTP Service Key

Service Key is a credential in JSON format that authenticates the Web client to the SAP AI Core service.

To provide the *SAP BTP Service Key*, proceed as follows:

1. Open the SAP BTP cockpit, access your global account, and go to your subaccount.
2. From the left navigation menu, choose *Services* > *Instances and Subscriptions*.
3. Go to the *Instances* section. Find your SAP AI Core instance. Choose the link, *1 key*, in the *Credentials* column.
4. In the *Credentials* dialog box, choose *Copy JSON* to copy the service key to your clipboard.
5. Open the Web client. Paste the service key to the *SAP BTP Service Key* field.

SAP Business One keeps your service key safe and secure through the following protections:

- The service key is encrypted at rest using SAP Business One's built-in company-level encryption. The service key is never stored as plain text in the database.
- Only the SAP Business One server-side process decrypts and uses it at runtime. It is never sent to the browser, exposed in API responses, or accessible to end users.
- The service key is used solely to obtain short-lived OAuth2 tokens when calling SAP AI Core. Tokens are not persisted. They're used for requests and discarded.

> → Recommendation
>
> Treat the service key as a high-value credential. This type of secret must have limited validity and be rotated regularly to minimize the risk of leaked secrets. The maximum validity period should not exceed one year.
>
> Follow these practices to manage it securely:
>
> - Restrict access in SAP BTP:
>   Only the administrator responsible for this configuration should hold the SAP BTP sub-account role that allows generating service keys. Use SAP BTP role-based access control to limit this permission to authorized personnel.
> - Rotate on schedule:
>   Regenerate the service key in SAP BTP and update this field on a regular schedule, or immediately if exposure is suspected. For more information, see Rotating SAP BTP Service Key [page 930].
> - Revoke on personnel change:
>   When the person who managed this configuration leaves or changes roles, rotate the service key immediately and update this field.
> - Use dedicated SAP BTP resources:
>   Assign the SAP AI Core service instance to a dedicated SAP BTP sub-account or space. Avoid sharing it with other services or applications.

SAP BTP Resource Group

Resource Group identifies which SAP AI Core deployment namespace is used when routing model requests. This value must match the resource group configured in your SAP AI Core service instance. This field has a 254-character limit.

To provide the *SAP BTP Resource Group*, proceed as follows:

1. Open the SAP BTP cockpit, access your global account, and go to your subaccount.
2. From the left navigation menu, choose *Services* > *Instances and Subscriptions*.

3. Go to the *Subscriptions* section. Choose your SAP AI Launchpad subscription in the *Application* column.
4. In the *Workspaces* app, go to the *AI API Connections* section and choose the connection name for your SAP AI Core instance.
5. Go to the *Resource Groups* section, find the resource group ID created for your company database.
6. Open the Web client. Enter the resource group ID in the *SAP BTP Resource Group* field.

If you leave the *SAP BTP Resource Group* field empty, you cannot use the SAP AI Core service, regardless of Large Language Models (LLMs). The *Model* field below displays `gpt-5 (unconfigured)` or `gpt-5-mini (unconfigured)`. When you send AI requests, you receive an error: `AI Core credentials are not configured.`

> → Recommendation
>
> Use a unique *Resource Group* name. Do not use **`default`**.
>
> A unique name prevents configuration conflicts when multiple SAP Business One companies share an SAP BTP sub-account. It also avoids accidental cross-tenant routing that can occur when different companies share the same resource group name in the same SAP AI Core instance.
>
> We recommend including your company identifier or a short unique suffix in your naming pattern. For example:
>
> - `mycompany-prod`
> - `prod-COMPANYID-a3f1` (UUID-style suffix)

Model

When the credentials entered in the *SAP BTP Service Key* and *SAP BTP Resource Group* fields are valid, this *Model* field automatically shows all available LLMs in a dropdown list. Each option displays a model name with a model version suffix, for example, `gpt-5 (2025-08-07)`.

Select an LLM from the dropdown list. The selected LLM processes and responds to your requests when you have a conversation with AI in a chat dialog.

If the *Model* field displays the fixed value `gpt-5 (unconfigured)` or `gpt-5-mini (unconfigured)`, see SAP Note 3801943 for more details.

Include User-Defined Tables and Fields in Query Generation with AI

This setting applies only when you use AI to generate UDQs in the *User-Defined Queries* app.

If you select this checkbox, schemas of User-Defined Tables (UDTs) and User-Defined Fields (UDFs) are available to AI when you use it to generate queries. To be specific:

- UDTs:
  Names and descriptions of all tables added by add-ons or customization are included in what is sent to AI. AI can also request and receive full column-level schemas for these tables.
- UDFs:
  When AI requests the column schema of an SAP Business One table (either standard or user-defined), the names and descriptions of any custom fields added to that table

are included, along with the standard column definitions. This applies to custom fields in any table that AI references, such as sales and purchase orders, business partners, and items.

If you clear this checkbox, AI can only access the standard SAP Business One table and column structure. UDTs are inaccessible. UDFs are excluded from any column schema.

> ⚠ Caution
>
> UDTs and UDFs usually reflect proprietary or unique business data or processes. For example:
>
> - Custom add-on data structures
> - Internal approval workflows
> - Partner-specific pricing, contract terms, or discount rules in custom tables
> - HR, payroll, or compliance extensions added as custom fields on standard documents such as orders or business partners
> - Sensitive field names in standard SAP Business One tables that reveal internal business logic or data classifications
>
> Even without any actual data records, schema metadata (including table names, field names, and field descriptions) can reveal unique business logic, organizational structure, or confidential domain knowledge to the SAP AI Core infrastructure.

> → Recommendation
>
> - Clear this checkbox unless querying UDTs or UDFs is a specific and confirmed business need. Standard queries that involve inventory, finance, purchasing, and sales do not require this option.
> - Before selecting this checkbox, review the names and descriptions of all UDTs and UDFs added to standard SAP Business One tables. Assess whether any of them disclose sensitive information.
> - Confirm with your organization's data governance and compliance teams that your SAP AI Core data-processing agreement covers the categories of customization schema metadata that are transmitted.

Maximum Retries for Query Generation with AI

This setting applies only when you use AI to generate UDQs in the *User-Defined Queries* app.

Use this option to set the maximum number of retry attempts when you use AI to generate queries. This setting determines how many times the system tries to generate a valid query before it stops. The default number is *3*.

By setting a number of retries, you allow the system to validate and correct AI-generated outputs to improve the quality of the generated queries. This process does not read or change any database data. During this process, the system verifies whether a query matches your database schemas. When a query fails validation (for example, a table or column name doesn't exist), the system asks AI to fix errors and try again to generate a corrected version. This process repeats until validation succeeds or reaches the maximum number of retries. The selected LLM consumes additional tokens for each retry attempt.

Setting this number to zero turns off the retry process. You must manually re-prompt when the initial output is invalid.

> **ⓘ Note**
>
> Security risks:
>
> - Database load from repeated automated validation
>   Each retry cycle runs a structural validation of the AI-generated query against the live company database to detect errors. A high value multiplies the number of automated database validations per user per AI session. Under concurrent use by multiple users, this can create significant database load spikes.
> - Schema information sent to AI for correction
>   When a query fails validation, the specific database error message (for example, `column "XYZ" does not exist in table "ABC"`) is included in the subsequent AI request. This means real schema details surfaced through errors are sent to SAP AI Core as part of the correction request.
> - Live database access in read-only mode
>   All validations are read-only. No data is created, modified, or deleted. However, each validation runs against the live company database. A large retry number means that AI can repeatedly probe the database schema through error feedback before producing a final query.

> **→ Recommendation**
>
> - A number of three or smaller strikes the balance between output quality and system safety.
> - A value of zero is the safest option. It disables automatic execution and requires you to decide whether to re-prompt.
> - Numbers above five provide diminishing correction benefit while increasing the risks mentioned above. If your workflow genuinely requires a higher value, for example, when working with especially complex schemas or queries that are prone to iterative refinement, the recommended maximum is 10. Beyond this point, additional retries rarely improve the final query and instead compound database load, repeated schema exposure, and provider costs.

Related Information

Ask AI [page 816]
Generating User-Defined Queries with AI [page 799]

1.22.1.3.2.1 Enabling AI for Web Client

Context

The AI functionality in SAP Business One, Web client works by linking three layers together.

The Web client is the application where users type natural-language questions and receive AI responses in return. Between the Web client and the AI model sits the SAP AI Core service on SAP Business Technology Platform (SAP BTP). This cloud middleware handles authentication, request routing, and model hosting. At the end of the chain is the large language model (LLM), typically an OpenAI GPT model such as GPT-5. The LLM interprets the prompts and generates the appropriate responses.

When you send a request to AI, the Web client packages your prompt and sends it to SAP AI Core. SAP AI Core authenticates your request using the configured *Service Key* and routes it to the appropriate model deployment based on the *Resource Group* setting. The selected model generates an answer and returns it through the same path.

This layered design lets the Web client take advantage of powerful language models while keeping credential management, data residency, and governance centralized within SAP BTP, rather than integrating directly with a third-party AI provider.

With the AI functionality, you can do the following in the Web client:

- Use the Ask AI feature to ask natural language questions to an AI assistant about selected context data.
- Generate user-defined queries (UDQs) with AI assistance.

Follow the procedure below to configure the required settings so your Web client environment can take full advantage of the AI capabilities.

> **Note**
>
> The SAP Business One audit log records your prompts, AI responses, and usage data in the Web client. For more information, see Audit Trail [page 928].
>
> The SAP Business One server only makes outbound HTTPS calls to SAP AI Core. For more information about firewall and proxy configuration and data residency considerations, see Network and Firewall Requirements [page 929].

Procedure

1. Request a Pay-As-You-Go account on SAP Business Technology Platform (SAP BTP).
2. Set up your Global Account of your SAP BTP Enterprise Account.
3. Create an SAP BTP subaccount.

   Choose a geographic region, such as EU. Your AI models run in that region's data centers. You cannot change this later.

   For more information, see SAP Note 3437766.

4. Follow steps 1, 2, and 3 in this tutorial to set up Generative AI Hub in SAP AI Core:
    1. Add the *extended* plan entitlement to your subaccount.
    2. Run the booster to add SAP AI Core to your subaccount.
    3. View your instances and create your keys.
5. Connect to SAP AI Core to create a resource group, an orchestration configuration, and a deployment.
    - If the current date is after the end of the free plan for SAP AI Launchpad (for more details, see SAP Note 3735945), follow the procedure in Setting Up SAP AI Core Resources [page 918].
    - If the current date is before the end of the free plan for SAP AI Launchpad, proceed as follows:
        1. Follow steps 2, 3 and 4 in this tutorial to set up the **free** plan for SAP AI Launchpad.

            > **Note**
            >
            > To avoid additional costs, choose the **free** plan instead of the standard plan.

        2. Follow steps 1, 2 , 3 ,4a (skip 4b, 4c, 4d and 4e) and 5 in this Create a Resource Group topic to create a new resource group.

            > **→ Recommendation**
            >
            > It's strongly recommended to create one resource group per company database to avoid conflicts or isolation risks.

        3. Follow steps 1, 2, and 3 in this tutorial to Create Configuration for Orchestration deployment for each resource group.
6. Configure the generative AI settings in the Web client.
    1. Open the Web client.
    2. From the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Company Settings* > *Generative AI* tab.
    3. Configure the settings as described in the *Generative AI* section of Company Settings [page 909].
7. Get familiar with the Metering and Pricing for SAP AI Core.

Results

Now you can work with the Ask AI feature and use AI to generate UDQs in your Web client.

Related Information

Ask AI [page 816]
Generating User-Defined Queries with AI [page 799]

1.22.1.3.2.1.1 Setting Up SAP AI Core Resources

Context

curl is a command-line tool used to send HTTP requests to APIs. This section describes how to configure a resource group, an orchestration configuration, and a deployment in SAP AI Core by using REST APIs with curl. Each topic covers a specific task and provides code examples, including the required headers, request bodies, commands, and sample responses.

> **Note**
>
> This section provides practical examples and recommendations for consuming SAP AI Core APIs from the SAP Business One-side. It is not part of the official SAP AI Core documentation and reflects SAP Business One-side implementation experience. For official guidance and comprehensive SAP AI Core documentation, see the links in the *Related Information* section.

1. Getting an Auth Token [page 919]
2. Retrieving Existing Resource Groups [page 920]
3. Creating a Resource Group [page 922]
4. Deleting a Resource Group [page 924]
5. Creating a Deployment for Orchestration [page 925]
6. Deleting a Deployment for Orchestration [page 927]

Related Information

SAP AI Core API Reference
Get an Auth Token
Create a Resource Group
Delete a Resource Group
Create a Deployment for Orchestration
Get an Orchestration Deployment URL
Create a Resource Group in SAP AI Launchpad

1.22.1.3.2.1.1.1 Getting an Auth Token

Prerequisites

- On Linux, install curl on your operating system. On Windows, install Git for Windows, which comes with Git Bash and typically provides curl out of the box. Alternatively, you can use Windows Subsystem for Linux (WSL), which provides a bash environment with curl support.
- You have created an SAP AI Core service instance and obtained its service key.
- You have obtained the following environment variable values from your service key:

Variable	Description
`AI_API_URL`	Base URL of your SAP AI Core instance
`AUTH_URL`	The OAuth token endpoint (UAA URL)
`CLIENT_ID`	The OAuth client ID from your service key
`CLIENT_SECRET`	The OAuth client secret from your service key
`RESOURCE_GROUP`	The AI resource group ID (default value: `default`)

Context

An authentication token is required to securely access your SAP AI Core instance. Follow the procedure below to configure the required environment variables and use curl commands to request an access token. Include this token in the `Authorization` header of all subsequent API requests within each task.

Procedure

1. Set up your environment with the variable values that you get from your service key.

   ```
   AI_API_URL=<Your AI_API_URL>
   AUTH_URL=<Your AUTH_URL>
   CLIENT_ID=<Your CLIENT_ID>
   CLIENT_SECRET=<Your CLIENT_SECRET>
   RESOURCE_GROUP=default
   ```

   All subsequent steps require these environment variables. Ensure they are set correctly before running any commands.

2. Obtain the authentication token.

   ```
   curl --include --request POST \
     --url "$AUTH_URL/oauth/token" \
     --header "Content-Type: application/x-www-form-urlencoded" \
   ```

```
  --data-urlencode "grant_type=client_credentials" \
  --data-urlencode "client_id=$CLIENT_ID" \
  --data-urlencode "client_secret=$CLIENT_SECRET"
```

Results

A successful response returns an access token. The "expires_in" field specifies the token lifetime in seconds. Tokens expire after 12 hours (43199 seconds). Run Step 2 again upon token expiration.

```
{
  "access_token": "example...",
  "expires_in": 43199,
  "jti": "...",
  "scope": "...",
  "token_type": "bearer"
}
```

Extract and store the token for use in subsequent steps:

```
TOKEN=example...
```

All subsequent API calls must include the token in the `Authorization` header:

```
--header "Authorization: Bearer $TOKEN"
```

For operations related to a resource group, also include:

```
--header "AI-Resource-Group: $RESOURCE_GROUP"
```

Task overview: Setting Up SAP AI Core Resources [page 918]

Next task: Retrieving Existing Resource Groups [page 920]

1.22.1.3.2.1.1.2 Retrieving Existing Resource Groups

Context

To prevent duplicate resource groups, first retrieve the list of existing resource groups and verify whether the required resource group already exists.

Procedure

1. List all resource groups.

```
curl --include --request GET "$AI_API_URL/v2/admin/resourceGroups" \
  --header "Authorization: Bearer $TOKEN"
```

2. Get a specific resource group by ID:

```
curl --include --request GET "$AI_API_URL/v2/admin/resourceGroups/
$RESOURCE_GROUP" \
  --header "Authorization: Bearer $TOKEN"
```

Results

In Step 1, an HTTP 200 response is returned with all resource groups:

```
{
  "count": 1,
  "resources": [
    {
      "resourceGroupId": "default",
      "status": "PROVISIONED",
      "tenantId": "<tenantId>",
      "zoneId": "<zoneId>",
      "labels": [],
      "annotations": [],
      "statusMessage": "All onboarding steps are completed.",
      "createdAt": "2026-01-10T10:05:00+00:00"
    }
  ]
}
```

In Step 2, an HTTP 200 reponse is returned with the resource group details:

```
{
  "resourceGroupId": "default",
  "status": "PROVISIONED",
  "tenantId": "<tenantId>",
  "zoneId": "<zoneId>",
  "labels": [],
  "annotations": [],
  "statusMessage": "All onboarding steps are completed.",
  "createdAt": "2026-01-10T10:05:00+00:00"
}
```

Task overview: Setting Up SAP AI Core Resources [page 918]

Previous task: Getting an Auth Token [page 919]

Next task: Creating a Resource Group [page 922]

1.22.1.3.2.1.1.3 Creating a Resource Group

Context

Resource groups represent a virtual collection of related resources within the scope of one tenant. When a tenant is onboarded, the system immediately creates a default resource group. Tenant administrators can create or delete additional resource groups using the AI API. Tenants can map resource groups based on corresponding usage scenarios.

Follow the procedure below to create a new resource group by sending a `POST` request with your custom resource group ID. You can optionally attach labels to the resource group to enable specific services or to organize groups by usage scenario.

Procedure

1. Set the `RESOURCE_GROUP` field value to the ID of the resource group that you want to create.

   > ✤ Example
   >
   > Run the following command to create a resource group named `my-unique-resource-group`:
   >
   > ```
   > RESOURCE_GROUP=my-unique-resource-group
   > ```

   Resource group IDs must comply with the following naming rules:

   - Length: 3 to 253 characters.
   - The first and last characters must be letters or digits.
   - Characters between the first and last positions can contain letters, digits, periods (.), and hyphens (-).
   - Special characters other than periods and hyphens are not supported.
   - Ensure that each resource group ID is unique.
     If a resource group ID already exists and is currently in use, creating a new resource group with the same ID overwrites the existing resource group and its configuration. For the User-Defined Queries (UDQs) service in SAP Business One, Web client, each company must have a unique resource group ID. A resource group ID cannot be shared across multiple companies.

2. Send a `POST` request to create the resource group.

   ```
   curl --include --request POST "$AI_API_URL/v2/admin/resourceGroups" \
     --header "Authorization: Bearer $TOKEN" \
     --header "Content-Type: application/json" \
     --data-raw "{\"resourceGroupId\": \"$RESOURCE_GROUP\"}"
   ```

3. (Optional) Use labels to tag the group for a particular use case or specific service.

   Resource group label keys must follow the format `ext.ai.sap.com/<label>`, where the variable `<label>` consists of 1 to 48 characters and can contain letters, numbers, hyphens (-), underscores (_), and periods (.). The `ext.ai.sap.com/` prefix is mandatory. The suffix typically identifies the service, application, or business scenario associated with the resource group.

Example

Run the following commands to create a resource group and add the label `b1-web-client-udq` for the AI-assisted UDQ generation function in SAP Business One, Web client:

```
curl --include --request POST "$AI_API_URL/v2/admin/resourceGroups" \
  --header "Authorization: Bearer $TOKEN" \
  --header "Content-Type: application/json" \
  --data-raw "{
    \"resourceGroupId\": \"$RESOURCE_GROUP\",
    \"labels\": [
      {
        \"key\": \"ext.ai.sap.com/b1-web-client-udq\",
        \"value\": \"true\"
      }
    ]
  }"
```

Run the following command to add a **`subaccount_id`** label to associate the resource group with a specific SAP BTP subaccount. Set the `SUBACCOUNT_ID` field value to your SAP BTP subaccount ID:

```
SUBACCOUNT_ID=<YOUR BTP SUBACCOUNT ID>
```

Multiple labels can be combined in a single request:

```
curl --include --request POST "$AI_API_URL/v2/admin/resourceGroups" \
  --header "Authorization: Bearer $TOKEN" \
  --header "Content-Type: application/json" \
  --data-raw "{
    \"resourceGroupId\": \"$RESOURCE_GROUP\",
    \"labels\": [
      {
        \"key\": \"ext.ai.sap.com/b1-web-client-udq\",
        \"value\": \"true\"
      },
      {
        \"key\": \"ext.ai.sap.com/subaccount_id\",
        \"value\": \"$SUBACCOUNT_ID\"
      }
    ]
  }"
```

Results

A successful response returns an HTTP 202 response with the created resource group object:

```
{
  "resourceGroupId": "my-unique-resource-group",
  "tenantId": "<tenantId>"
}
```

Task overview: Setting Up SAP AI Core Resources [page 918]

Previous task: Retrieving Existing Resource Groups [page 920]

Next task: Deleting a Resource Group [page 924]

1.22.1.3.2.1.1.4 Deleting a Resource Group

Context

Follow the procedure below to delete a resource group that is invalid, contains errors, or is no longer required.

Procedure

Send the following curl request:

```
curl --include --request DELETE "$AI_API_URL/v2/admin/resourceGroups/
$RESOURCE_GROUP" \
  --header "Authorization: Bearer $TOKEN"
```

Results

Deletion is performed asynchronously. A successful request returns an HTTP `202 Accepted` response with a confirmation message:

```
{
"id": "my-unique-resource-group",
"message": "Resource Group deletion scheduled"
}
```

The resource group remains available until the deletion process completes. To confirm that the resource group is deleted, run the request described in Retrieving Existing Resource Groups [page 920] and verify that the resource group is no longer listed.

Task overview: Setting Up SAP AI Core Resources [page 918]

Previous task: Creating a Resource Group [page 922]

Next task: Creating a Deployment for Orchestration [page 925]

1.22.1.3.2.1.1.5 Creating a Deployment for Orchestration

Prerequisites

You have an SAP AI Core service instance with the *extended* service plan.

Context

To make orchestration capabilities available, create an orchestration deployment. When the deployment is successfully created, SAP AI Core returns a deployment URL (`deploymentUrl`), which can be used throughout your organization to access orchestration capabilities in the Generative AI Hub.

Procedure

1. Create a configuration for the orchestration deployment.

   SAP AI Core offers two orchestration scenarios: global scenario orchestration and executable orchestration. The values of `scenarioId` and `executableId` are fixed and required by SAP AI Core. Do not modify these values. The `name` field is user-defined and can contain any meaningful description up to 256 characters.

   ```
   curl --include --request POST "$AI_API_URL/v2/lm/configurations" \
     --header "Authorization: Bearer $TOKEN" \
     --header "AI-Resource-Group: $RESOURCE_GROUP" \
     --header "Content-Type: application/json" \
     --data-raw '{
       "name": "orchestration-config",
       "executableId": "orchestration",
       "scenarioId": "orchestration"
     }'
   ```

   If the request is successful, SAP AI Core returns an HTTP 201 response with the configuration ID:

   ```
   {
   "id": "f7ac7f77-e70f-4e9c-86b5-1504b44fe789",
   "message": "Configuration created"
   }
   ```

   Set the configuration ID as an environment variable:

   ```
   ORCH_CONFIG_ID=f7ac7f77-e70f-4e9c-86b5-1504b44fe789
   ```

2. Create the deployment using the configuration ID.

   ```
   curl --include --request POST "$AI_API_URL/v2/lm/deployments" \
     --header "Content-Type: application/json" \
     --header "Authorization: Bearer $TOKEN" \
   ```

```
  --header "AI-Resource-Group: $RESOURCE_GROUP" \
  --data-raw "{
    \"configurationId\": \"$ORCH_CONFIG_ID\"
  }"
```

SAP AI Core returns an HTTP 202 response with the deployment ID and its initial status `UNKNOWN`:

```
{
  "deploymentUrl": "",
  "id": "d25541563343226a",
  "message": "Deployment scheduled.",
  "status": "UNKNOWN"
}
```

Set the deployment ID as an environment variable:

```
ORCH_DEPLOYMENT_ID=d25541563343226a
```

Results

It takes a few minutes for the deployment to start. Poll the deployment status until it is `RUNNING`. Use the deployment ID to check the status:

```
curl --include --request GET "$AI_API_URL/v2/lm/deployments/$ORCH_DEPLOYMENT_ID"
\
  --header "Authorization: Bearer $TOKEN" \
  --header "AI-Resource-Group: $RESOURCE_GROUP"
```

When the deployment is ready, you receive the following response including the deployment URL (`deploymentUrl`). The `status` field value is `RUNNING`.

```
{
  "configurationId": "f7ac7f77-e70f-4e9c-86b5-1504b44fe789",
  "configurationName": "orchestration-config",
  "createdAt": "2026-06-20T14:40:16Z",
  "deploymentUrl": "<deployment_url>",
  "id": "d25541563343226a",
  "lastOperation": "CREATE",
  "latestRunningConfigurationId": "f7ac7f77-e70f-4e9c-86b5-1504b44fe789",
  "modifiedAt": "2026-06-20T14:48:03Z",
  "scenarioId": "llm-orchestration",
  "startTime": "2026-06-20T14:41:22Z",
  "status": "RUNNING",
  "submissionTime": "2026-06-20T14:40:18Z",
  "targetStatus": "RUNNING"
}
```

> **Note**
>
> The deployment URL is available only after the deployment reaches the `RUNNING` state. If the deployment status is not yet `RUNNING`, wait a few minutes and send the request again to check the deployment status.

Store the deployment URL for use in subsequent API calls:

```
ORCH_DEPLOYMENT_URL="<deployment_url>"
```

Task overview: Setting Up SAP AI Core Resources [page 918]

Previous task: Deleting a Resource Group [page 924]

Next task: Deleting a Deployment for Orchestration [page 927]

1.22.1.3.2.1.1.6 Deleting a Deployment for Orchestration

Context

Follow the procedure below to delete an orchestration deployment that is invalid, contains errors, or is no longer required. Deleting a deployment permanently removes it. Before deleting a deployment, ensure that it has been stopped.

Procedure

1. Stop the deployment.

   A deployment must reach the `STOPPED` status before it can be deleted.

   1. Send a `PATCH` request to set its `targetStatus` to `STOPPED`:

      ```
      curl --include --request PATCH "$AI_API_URL/v2/lm/deployments/
      $ORCH_DEPLOYMENT_ID" \
        --header "Authorization: Bearer $TOKEN" \
        --header "AI-Resource-Group: $RESOURCE_GROUP" \
        --header "Content-Type: application/json" \
        --data-raw '{
          "targetStatus": "STOPPED"
        }'
      ```

   2. A successful response confirms that the deployment stop request has been scheduled:

      ```
      {
        "id": "d25541563343226a",
        "message": "Deployment modification scheduled"
      }
      ```

   3. Check the status using the same `GET` command from Creating a Deployment for Orchestration [page 925]:

      ```
      curl --include --request GET "$AI_API_URL/v2/lm/deployments/
      $ORCH_DEPLOYMENT_ID" \
        --header "Authorization: Bearer $TOKEN" \
        --header "AI-Resource-Group: $RESOURCE_GROUP"
      ```

   4. Monitor the deployment status until it is `STOPPED`.

2. Delete the deployment.

   When the deployment status becomes `STOPPED`, send a `DELETE` request:

```
curl --include --request DELETE "$AI_API_URL/v2/lm/deployments/
$ORCH_DEPLOYMENT_ID" \
  --header "Authorization: Bearer $TOKEN" \
  --header "AI-Resource-Group: $RESOURCE_GROUP"
```

Results

If the request is successful, , an HTTP 202 response returns, confirming that the deletion request is scheduled for processing.

```
{
  "id": "d25541563343226a",
  "message": "Deletion scheduled",
  "targetStatus": "DELETED"
}
```

If the deployment has not been stopped first, the request fails with an HTTP `412 Precondition Failed` response. Stop the deployment first and wait for its status to reach `STOPPED` before deletion.

Task overview: Setting Up SAP AI Core Resources [page 918]

Previous task: Creating a Deployment for Orchestration [page 925]

1.22.1.3.2.1.2 Audit Trail

When you use the AI functionality in SAP Business One, Web client, the following events are captured in the SAP Business One audit log:

Event	What Is Logged
When you change any setting on the *Main Menu* > *Administration* > *Configuration* > *General* > *Company Settings* > *Generative AI* tab.	Which setting is changed, new setting value, acting user code, and timestamp
When you send a request to AI	Your prompt (truncated to 2,000 characters) with a unique correlation identifier
When AI returns a response	The response (truncated to 2,000 characters), the AI model used, token consumption, and the same correlation identifier

A correlation identifier is a unique tag assigned to a single AI interaction. It ties together three things that belong to the same exchange:

- Your request: the natural-language question you send.
- AI's response: the answer or SQL query that AI generates in return.
- Token usage: the number of tokens (units of text) consumed by that specific request and response, which typically relates to cost and performance metrics.

Each AI response can be traced back to the user who requests it.

Administrators must include AI-related audit events in your periodic audit review process. Audit log entries can be used to:

- Detect unusual usage patterns, such as high request volumes or unexpected users.
- Reconstruct the context of a query that was applied to the database.
- Confirm that changes to AI settings were authorized.

Related Information

Enabling AI for Web Client [page 916]
Company Settings [page 909]

1.22.1.3.2.1.3 Network and Firewall Requirements

The SAP Business One server only makes outbound HTTPS calls to SAP AI Core endpoints for every request sent to AI. No inbound connections are involved.

If your SAP Business One server sits behind a corporate firewall or outbound proxy, complete the following steps:

1. Ensure that outbound HTTPS traffic to SAP AI Core URLs is allowed.
2. Coordinate with your network team to identify the specific hostnames for your SAP BTP region and add them to the allowlist.

Data Residency

If legal or compliance rules limit where your company data can be processed, ensure that the SAP AI Core service instance is provisioned in an approved SAP BTP region. Keep in mind that the region is chosen at the time of service instance creation and cannot be changed later.

Related Information

Enabling AI for Web Client [page 916]

1.22.1.3.2.1.4 Rotating SAP BTP Service Key

Context

Follow the procedure below to rotate the SAP AI Core service key without service interruption.

Procedure

1. On SAP BTP, create and copy a new service key for your SAP AI Core service instance. Do not revoke the existing key yet.
2. Open SAP Business One, Web client. From the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Company Settings* > *Generative AI* tab.
3. In the *SAP BTP Service Key* field, paste the new service key in JSON format. Save your change.
4. Test if the *Ask AI* or AI-assisted user-defined queries generation function works properly with the new credential.
5. If the test succeeds, revoke the previous service key on SAP BTP.

   Saving a new service key causes the SAP Business One server to immediately switch to the new credential. The previous key remains valid on SAP BTP until you explicitly revoke it. Do not revoke it before confirming the new one works.

Related Information

Company Settings [page 909]
Ask AI [page 816]
Generating User-Defined Queries with AI [page 799]

1.22.1.3.3 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 905].

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 905].

> **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.

1.22.1.3.4 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.

1.22.1.3.5 QR Codes Settings

On the *QR Codes Settings* page, you can configure the general settings for QR codes.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *QR Codes Settings*.

To configure settings for QR codes, 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.

Version - Min. Size / Max. Size

Enter a number between 1 and 40 to determine the QR code size.

> **Note**
>
> To produce consistently sized QR codes, you can enter the same number in both fields. Placing an upper limit on the size of QR codes restricts the amount of information that can be taken from the field *Create QR Code From* to create QR codes.
>
> For more information about the *Create QR Code From* field, see Creating Items [page 542]

Scale (Pixels per Module)

Enter a number between 1 and 20 to determine how many pixels are in a square of a bitmap in the PNG file.

QR Code Expiration

Select the checkbox to automatically remove QR codes from the database in a specified number of days, as entered in the *Expiration Days* field. Expiration dates are calculated and potentially recalculated from the last update of a document.

Expiration Days

Enter the number of days after which the QR codes are automatically removed.

This field is available only when the *QR Code Expiration* checkbox is selected.

Correction Level	Choose the level of error correction. Higher correction levels make QR codes more resistant to damage and printing defects but reduce data capacity. Select one of the following options: • *Low*: More information can be included in the QR code, but it may not scan successfully if damaged or printed with low quality. • *Medium*: More information can be included in the QR code compared to *Quartile*, but it can scan reliably if damaged or printed with low quality. Suitable for most business documents with standard print quality. • *Quartile*: More information can be included in the QR code compared to *High*, but it can scan reliably even with moderate damage or print quality issues. • *High*: Less information can be included in the QR code, but it scans successfully even if damaged or printed with low quality.

1.22.1.3.6 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.

1.22.1.3.7 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.

For more information about setting up the attachment folder, see Setting Up an Attachment Folder in the *Working with SAP Business One Service Layer* guide.

Test Folder Access

The option appears after you update the default folder for attachments.

You can choose *Upload a File* 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.

1.22.1.3.8 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 905].

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 905].

> **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.

1.22.1.3.9 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 905].

> **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.

1.22.1.3.10 Calendar

In the *Calendar* menu, you can configure default settings for calendar display, work week, and holidays in the *Calendar* app.

To access the *Calendar* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General*.

This menu consists of the following submenus:

- *Calendar Settings*
- *Holiday Dates*

1.22.1.3.10.1 Calendar Settings

Use the *Calendar Settings* page to view the general settings, work week settings, and other display settings of calendar.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Calendar* > *Calendar Settings*.

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

General Tab

This tab provides information on general calendar settings.

Enable Automatic Confirmation When Dragging an Activity	If this option is selected, when you drag an activity to a new time slot or a new user, the activity is automatically rescheduled.

Enable Automatic Confirmation When Dragging a Service Call	If this option is selected, when you drag a service call to a new time slot or a new user, the service call is automatically rescheduled.
Display Personal Activities	If this option is selected, personal activities are displayed in the *Calendar* app.

Work Week Tab

This tab provides information on working days, working hours, and calendar display settings.

Day	Displays days of a week.
Locked	If the checkbox is selected for a specific day, it indicates that day is a working day.
Start Time	Specifies the start of working hours for the selected day.
End Time	Specifies the end of working hours for the selected day.
Include Holidays	If this option is selected, a predefined set of holidays is applied in the *Calendar* app. **Note** See Calendar Definitions [page 943] for information on creating holidays.
First Day of the Week	Specifies the first day of a week displayed in calendar views.
Include Employee Absence and Education	If this option is selected, employee absence and education records are displayed in the *Calendar* app. If an employee is linked to a user, the employee's absence and education information is applied to the user.

Related Information

Calendar [page 942]
Calendar Definitions [page 943]

1.22.1.3.10.2 Calendar Definitions

Use the calendar definition pages to define and maintain calendar data, such as holidays, weekends, and week numbering.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Calendar* > *Holiday Dates*.

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 905].

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

Holiday Dates

Use this page to create holidays, and manage holiday settings and week numbering.

Holidays	Specify the name of the holiday group.
Week Numbering Method	Specify how week numbers are calculated. Choose from one of the following options: • *First week starts on January 1* • *First week starts in the first 4-day week* • *First week starts in the first full week*
Weekend From... To...	Define the range of days that are considered weekends.
Valid for One Year	Select this option to apply the holiday group only to a single year.
Set Weekends as Work Days	Select this option to treat weekend days as working days.
Holiday Dates Table	Define the start and end dates of holidays.

Related Information

Calendar [page 942]
Calendar Settings [page 942]

1.22.1.4 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*

1.22.1.4.1 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 for the current company 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.

1.22.1.4.2 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 905].

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 905].

> **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.

1.22.1.5 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:

- *Campaigns*
- *Create Campaign*
- *Activities*
- *Create Activity*
- *Opportunities*

- *Create Opportunity*

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*

Campaigns::

- *Response Types*

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 982]
Sales and Purchasing [page 955]

1.22.1.5.1 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 905].

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 905].

> **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.

1.22.1.5.2 Campaigns Definitions

Use the campaigns definition pages to specify and maintain preexisting data for documents and objects that are available in the *Campaigns* and *Create Campaign* apps in the *CRM* group.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *CRM* > *Campaigns*, 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 905].

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 905].

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

Target Groups

Use this page to define target groups. You can create a target group and then define a promotional campaign that targets this group. Target groups can include prospects from existing business partners, external lists, and potential customers and vendors. You can use the *Select Business Partners* button on the *Contents* tab to select and add business partners to a target group based on their fields and properties. If user-defined fields for the business partner master data exist, you can filter business partners by them on the *User-Defined Fields* tab.

Response Types

Use this page to define response types. You can deactivate a response type by deselecting the checkbox *Active*. The deactivated responses are not displayed in the *Response Type* dropdown list on the *Target BPs* tab of a campaign page.

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*.

1.22.1.5.3 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 905].

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 905].

> **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*.

1.22.1.6 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*

1.22.1.6.1 Sales and Purchasing Settings

On the *Sales and Purchasing Settings* page, you can configure the general settings for sales and purchasing documents.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings*.

To configure settings for a specific document type, follow these steps:

1. Choose the corresponding tab with the desired document type name.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

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

Sales and Purchasing **Tab**

Preferences **Section**

Rounding Method

It is common to round amounts and prices in payments and marketing documents. In the Web client you can select a rounding method to be used when rounding is required:

- *By Currency*
  Select this option if you want to work with rounding account per currency. You have to define the following parameters:
  In *Administration* > *Configuration* > *Accounting* > *Currencies*, determine the required rounding method for each currency, and define the display of the decimals and whether the payments generated with this currency should be rounded.
  In SAP Business One client *Administration* > *Configuration* > *Accounting* > *Currencies* > *G/L Account Determination* > *General* define a rounding account. The differences between the original amount and the rounded amount are displayed in the *Rounding* field of the marketing document and posted to this account. This is why the total of the credit and the debit in the transaction created by the document is different from the document total. The rounding of the amount appears in the *Total* field and is performed according to the definitions made for the currency in all the documents. You can edit the amount that appears in this field (before the document is added) by selecting the *Rounding* checkbox.
- *By Document*
  Select this option if you want to work without using rounding accounts and without rounding definitions for each currency. For each type of sales document, you can determine whether it should be rounded.

Display Remark When Rounding

Select to determine whether a remark will be displayed in the *Remarks* field of the sales document when an amount has been rounded. If you select the checkbox, a remark in a foreign-currency invoice for a customer is displayed stating that the discount amount is different from the discount percentage due to rounding.

Block Documents with Earlier Posting Date

Select to disable the creation of a document with a posting date that is earlier than today.

Allow Future Posting Date

Select this checkbox to enable the posting of documents to a date that is later than the current system date.

If you enable this function but also block the same documents with earlier posting dates (controlled by the Block Documents with Earlier Posting Date checkbox), you may produce some unwanted effects on your bookkeeping. For example, on 5 April, 2014, you add an A/R invoice with the posting date of 6 April, 2014. As you block adding A/R invoices with earlier posting dates, you cannot add any A/R invoice with a posting date that is earlier than 6 April, 2014.

Allow One Series for Multiple Document Types

Certain country/region regulations permit document numbering series that contain more than one document type. All of these documents are part of the same numbering series.

Select this option if these regulations are relevant for the company. This setting determines the settings that are displayed in certain *Document Numbering* views, and cannot be changed after it has been selected.

Separate Net and Gross Price Mode

Select the checkbox to enable the separation of price modes for sales and purchasing transactions. Once this option is enabled, the prices that are entered and calculated in the same transaction must be in the same mode.

> **Note**
>
> You cannot deselect this checkbox after adding sales or purchasing documents to the application.

Manage Freight

Select to add a *Freight* field in all sales and purchasing documents. This field lets you calculate additional costs connected to a document, such as delivery charges and deposit tax.

Copy Opening and Closing Remarks to Target Documents

When choosing *Copy To* in marketing documents, opening and closing remarks are copied to the target document if this option is selected. Opening and closing remarks are free-text fields with 256,000 characters.

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 company's Microsoft 365 account, 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 for the Company 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 for the company 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*

1.22.1.6.2 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.

Open Serial/Batch Selection for Auto. Allocated Items Issued Primarily by Bin Location

When you are adding a document with automatically allocated items that match both the following conditions, the Serial Number Selection or the Batch Number Selection window appears for you to confirm the selected serial or batch numbers.

- On the *General* tab of the item master data, *Serial Numbers* or *Batches* is selected in the *Manage Item By* dropdown list.
- On the *General* tab of the item master data, *Bin Locations* is selected in the *Issue Primarily By* dropdown list.

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.

Open Serial/Batch Selection for Auto. Allocated Items Issued Primarily by Bin Location

When you are adding a document with automatically allocated items that match both the following conditions, the Serial Number Selection or the Batch Number Selection window appears for you to confirm the selected serial or batch numbers.

- On the *General* tab of the item master data, *Serial Numbers* or *Batches* is selected in the *Manage Item By* dropdown list.
- On the *General* tab of the item master data, *Bin Locations* is selected in the *Issue Primarily By* dropdown list.

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.

1.22.1.6.3 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.

1.22.1.6.4 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.

1.22.1.6.5 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 905].

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 905].

> ⓘ 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.

1.22.1.7 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 953]

1.22.1.7.1 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.

1.22.1.7.2 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 905].

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 905].

> **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 982].

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 982].

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.

Code, Name Define a code and a name for the cash discount.

By Date Sets fixed dates for discounts. In the *Day* and *+Month* columns in the table below, you specify the exact date until which the discount is effective.

> **Example**
>
> The values entered for *Day* and *Month* are 15 and 1 respectively. The cash discount is effective until the 15th of the following month.

Freight Applies a cash discount to freight.

For every cash discount defined in your company, decide whether the discount amount calculated on the invoice total includes freight.

Cash Discount Based On You can choose to apply the cash discount based on the posting date, system date, or document date.

Cash Discount Days, Discount %

You can define a hierarchy based on days.

Specify the number of days after the document's date for which the discount is given.

> **Example**
>
> An invoice was issued on August 1. According to the customer's payment terms, the payment must be made by August 31. If you define a cash discount of 10% for payment after 5 days and a 5% discount for payment after 10 days, a customer who pays his debt by August 6 receives a 10% discount and a customer who pays between August 6 and 10 receives a 5% discount.

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.

1.22.1.8 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:

- *Payment Document Settings*
- *Banking*:
  - *Banks*
  - *Bank Charges Allocation Codes*
  - *House Bank Accounts*
- *Payments*:
  - *Payment Run Settings*

- *Credit Cards*
- *Credit Card Payments*
- *Credit Card Payment Methods*
- *Payment Blocks*

- *Deposits*:
  - *Deposit Settings*

1.22.1.8.1 Payment Document Settings

On the *Payment Document Settings* page, you can configure the general settings for incoming and outgoing payments.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Payments and Banking* > *Payment Document 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.

Incoming Payment Tab

Split BP/Account in Journal Entry

When a payment involves multiple payment means (for example, a customer pays using both cash and check), this checkbox determines whether the customer or account side of the journal entry is split into separate lines to match each payment means. The offsetting side always shows separate lines: one for each payment means.

By default, this checkbox is not selected. When not selected, only one row appears for the customer or account in the journal entry, even when the payment includes multiple payment means.

Split Credit Voucher

Select to split the credit voucher in the accounting document by date on the customer or vendor side when a credit card payment is received.

Display All Transactions by Default

Select to display all open business partner transactions in the incoming payment.

Block Documents with Earlier Posting Date	Disables creating a document with a posting date that is earlier than today.
Allow Cash Account Only for Cash Payment Means	When this checkbox is selected, only G/L accounts marked as *Cash Account* in the *Chart of Accounts* app can be used for the *Cash* payment means. By default, this checkbox is not selected. When not selected, any G/L account can be used for the *Cash* payment means.

Outgoing Payment Tab

Split BP/ Account in Journal Entry	When a payment involves multiple payment means (for example, you pay a vendor using both cash and check), this checkbox determines whether the vendor or account side of the journal entry is split into separate lines to match each payment means. The offsetting side always shows separate lines: one for each payment means. By default, this checkbox is not selected. When not selected, only one row appears for the vendor or account in the journal entry, even when the payment includes multiple payment means.
Display All Transactions by Default	Select to display all open business partner transactions in the outgoing payment.
Maximum No. of Documents in Payment	Specify the maximum number of documents to include in each outgoing payment.
Block Documents with Earlier Posting Date	Disables creating a document with a posting date that is earlier than today.
Allow Cash Account Only for Cash Payment Means	When this checkbox is selected, only G/L accounts marked as *Cash Account* in the *Chart of Accounts* app can be used for the *Cash* payment means. By default, this checkbox is not selected. When not selected, any G/L account can be used for the *Cash* payment means.

1.22.1.8.2 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 905].

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 905].

> **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.

1.22.1.8.3 Payment Run Settings

On the *Payment Run Settings* page, you can configure the general settings for payment runs.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Payments and Banking* > *Payments* > *Payment Run Settings*.

To configure settings for payment runs, 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.

Enable Negative Payment for Payment Runs	If this checkbox is selected, payment runs are allowed to generate negative payments when a negative payment method is assigned. The negative payment method is used only when the payment amount is negative.

1.22.1.8.4 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 905].

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 905].

> **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.

Payment Methods

Use this page to define payment methods. Each payment method is a set of parameters and other details that determine how invoices are cleared when the payment wizard is used. In the business partner master data, you can set a default payment method to be used in the payment wizard.

Payment Type From the dropdown list, select whether the payment method refers to outgoing payments or incoming payments.

Payment Means From the dropdown list, select how to make or receive payments: *Check*, *Bank Transfer* and *Bill of Exchange* (in specific localizations).

Negative Payment Method The dropdown list displays all the payment methods with the opposite payment type and the *Bank Transfer* payment means. Select a payment method as the negative payment method for the current payment method used when the amount for the linked payment method is negative.

Bank File Generation Enter the key code, transaction type, and file format to be used when the electronic file is produced.

Bank Charges Specify the bank charge rate in percentage. For each individual payment in the payment wizard, the bank charge is calculated by multiplying the payment amount by the bank charge rate.

Payment Process In this section, you can define how to group your invoices, by Pay-to/Bill-to Address, Currency, Blanket Agreement, Pay-to Bank, or Due Date. You can also choose to record the transaction created by the payment to the G/L interim account defined in the house bank account.

Payment Validation In this section, you can set different validations such as checking the business partner's address, bank details, restricting payments to certain currencies, and restricting check amount.

1.22.1.8.5 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.

1.22.1.9 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*

1.22.1.9.1 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.

Block Negative Inventory By

Select to block documents that would cause the level of inventory to fall below zero. Deselect the checkbox to allow negative inventory. If you deselect the checkbox, the following message appears:

Negative inventory usage is not in accordance with accounting rules. Are you sure you want to enable negative inventory usage?

When you select the *Block Negative Inventory By* checkbox, you have the following 3 options for defining negative inventory in the web client:

- *Company* - When you specify *Block Negative Inventory By Company*, the Web client blocks an item only when its cumulative inventory quantity across all warehouses in your company goes below 0.

  > **Example**
  >
  > Item01 has two locations: WH01 and WH02. This also implies that a specific warehouse can have a negative quantity as long as the sum of all warehouses is positive. For example, you store item 1 in both WH01 and WH02. Now WH01 has 150 in stock, and WH02 has -20 in stock. This situation is allowed as the cumulative stock quantity is 130, which is positive.

- *Warehouse*- When you specify *Block Negative Inventory By Warehouse*, the Web client blocks an item if its inventory goes below 0 in any warehouse to which it has been assigned.
- *Item Setting* - When you specify *Block Negative Inventory By Item Setting*, the Web client blocks negative inventory either at company level or for each warehouse, depending on the status of the *Manage Inventory by Warehouse* checkbox in the item master data.

- On the *Inventory Data* tab of the *Item Master Data* window, when you select the *Manage Inventory by Warehouse* checkbox, the Web client blocks an item if its inventory goes below 0 in any warehouse to which it has been assigned. The scenario is the same as when you specify *Block Negative Inventory By Warehouse*.
- On the *Inventory Data* tab of the *Item Master Data* window, when you deselect the *Manage Inventory by Warehouse* checkbox, the Web client blocks an item only when its cumulative inventory quantity across all warehouses in your company goes below 0. The scenario is the same as when you specify *Block Negative Inventory By Company*.

When you deselect the *Block Negative Inventory By* checkbox, you allow negative inventory in your company. Each item can contain negative inventory at company or warehouse level. Only the option selected according to the document setting *Response to Release/Receipt of Inventory Outside Defined Range* applies to the defined minimum stock level for the item.

New and Existing Items

- *Automatically Add All UoM Group Definitions* - Select this checkbox if you want to add all UoM (Unit of Measurement) group definitions each time you create a new item, or to automatically add a new UoM group definition to existing items. This checkbox is selected by default.
- *Automatically Add All Package Definitions* - Select this checkbox if you want to add all package definitions each time you create a new item, or to automatically add a new package definition to existing items. This checkbox is selected by default.

Serial Numbers and Batches Section

Management Method

Choose the required method for assigning serial and batch-managed numbers to items:

- *On Every Transaction* - you are required to assign serial or batch numbers for every inventory transaction.
- *On Release Only* - you are required to assign serial or batch numbers for inventory release transactions only. It is optional for other transactions.

When modified, this setting is updated immediately per company, for all users.

Automatic Serial Number Creation on Receipt

This box is displayed only when the management method selected is On Release Only.

When you select this checkbox, the Web client does the following:.

- Creates unique sequential serial numbers in the *System Number* field, with no user intervention.
- Leaves the *Serial Number* field blank, so that you can select serial numbers during sales transactions, and then update them later in the *Serial Numbers Management – Update* window.

This option is useful for the following users:

- Users who receive a large number of documents with serial number management items, and who do not wish to specify serial numbers when generating documents.
- Users who are interested in sequential numbering only, and not in specific serial numbers for items.

Issue Primarily By

> **Note**
>
> The field is available only if you have enabled bin locations for at least one warehouse.

Specify whether you want to pick the serial or batch items for issuing according to their bin locations or their serial or batch information.

The option you select here will be the default value of the *Issue Primarily By* field in the *Item Master Data* window.

Unique Serial Numbers by

It is possible to use one of the following field values as a unique serial number for managing an item:

- *None* - no unique number is managed and you can update all the fields, for example, lot number or serial number. You can use serial numbers or manufacturer serial numbers or lot numbers but they do not have to be unique. You can use the same serial number more than once for the same item (as the serial number is not defined as a unique field).
- *Mfr Serial No.* - the manufacturer serial number is unique and you cannot update it. You can update all the other non unique fields.
- *Serial Number* - the serial number is unique and you cannot update it. You can update all the other non unique fields.
- *Lot Number* - the lot number is unique and you cannot update it. You can update all the other non unique fields.

When modified, this setting is updated immediately per company, for all users.

In addition to all these options, the web client manages a unique internal number in the *System Number* field that cannot be changed.

You can assign the same serial number to different items as the validation for uniqueness is done using the item code and serial number and not just the serial number. However, you cannot use the same serial number for the same item (if the serial number is defined as a unique field).

If you select an option, this number is unique and cannot be changed in the *Serial Number Details* window; however; it can be changed in the *Serial Number Management - Update* window.

A company can use more than one number type for the same item but only one of them is unique.

> **Note**
>
> When you define this parameter, the Web client checks all the serial numbers in the system to locate duplicates of the designated unique number. If it finds any duplicate numbers in the system, you cannot change this parameter until you remove those numbers.

The option that you select depends on the working procedures in the company.

> **Example**
>
> If your company manufactures an item, you can assign it a unique serial number.

If your company purchases items from a vendor, you can use this option to manage these items and assign them your own serial numbers (to identify the item when you are dealing with a customer). In addition, you can use the manufacturer serial number, which is the serial number assigned by the manufacturer (to identify the item when you are dealing with a vendor).

Alternatively, you can define the manufacturer serial number as unique, if you use the same serial number that was assigned by the manufacturer. In this case you define the manufacturer serial number as the unique field.

Display Batch Quantities By

Specify either of the following ways to display the quantities of the batch items:

- *Document Row UoM*
- *Inventory UoM*

This radio button determines the default value of the *Display Quantities By* field in the *Select Batches* window. This window is displayed by choosing the value help icon in the *Serial/Batch Numbers* column of the related document's row.

Basic Setting for Batch Status

You use the status mainly to distinguish between *Locked* and *Not Accessible* batches in reports. Choose an option to define the default status for item batches:

- *Released* - you can perform transactions on a batch.
- *Not Accessible* - you cannot release a batch in sales documents or in A/P credit memos because the status defines batches in the middle of a production process or a quality check. However, you can release a batch in inventory transfer documents.
- *Locked* - you can release the batch in inventory documents only, for example, inventory transfers or goods issue documents.

When modified, this setting is updated immediately per company, for all users.

> **Note**
>
> If the batch is *Not Accessible* or *Locked*, the Web client neither prevents you from working with the batch, nor displays a warning. Therefore, the status is informative only.

Block Multiple Receipts for Same Batch with Serial/Batch Valuation Method

When selected, the checkbox enforces the uniqueness of every batch/serial number assigned to a newly received or produced batch/serial item.

When the checkbox is not selected, it is possible to use the same batch/serial numbers for more than one inbound inventory transaction.

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.

1.22.1.9.2 Inventory Document Settings

On the *Inventory Document Settings* page, you can configure the settings for every type of document that is available in the apps in the *Inventory* group.

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

Default Price List	You can choose different default price lists for when the goods receipt document is opened. The default selected price list in this field is *Last Purchase Price*.
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

Default Price List	If this checkbox is selected, you are not allowed to create goods issue documents with a posting date that is earlier than today.
Block Documents with Earlier Posting Date	You can choose different default price lists for when the goods issue document is opened. The default selected price list in this field is *Last Purchase Price*.
Open Serial/Batch Selection for Auto. Allocated Items Issued Primarily by Bin Location	When you are adding a document with automatically allocated items that match both the following conditions, the *Serial Number Selection* or the *Batch Number Selection* window appears for you to confirm the selected serial or batch numbers. • On the *General* tab of the item master data, *Serial Numbers* or *Batches* is selected in the *Manage Item By* dropdown list. • On the *General* tab of the item master data, *Bin Locations* is selected in the *Issue Primarily By* dropdown list.

Pick List Tab

Allow Update of User-Defined Fields in Non-Editable Document Lines	If this checkbox is selected, you can update user-defined fields in document lines that are otherwise non-editable.
Display Only Paid Reserve Invoices in Pick Pack and Production Manager	If this checkbox is selected, only paid A/R reserve invoices are displayed in Pick Pack and Production Manager.
Consider Sales Document Settings for Partial Delivery in the Pick and Pack Process	If this checkbox is selected, the pick and pack process takes into account the partial delivery settings defined for sales documents.
Allow Pick Lists with Empty Bin Locations	If this checkbox is selected, you can create pick lists without specifying bin locations.
Exclude Non-Inventory Items from Pick Pack and Production Manager	If this checkbox is selected, non-inventory items are excluded from pick lists.

When Creating a Target Document as Part of the Pick and Pack Process

Automatically Copy All Open Lines from Source Document	If this checkbox is selected, all open lines from the source document are copied automatically when you create a target document as part of the pick and pack process.

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
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.

	Transactions Posting Dates	Transactions Creation Dates
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.

Inventory Transfer **Tab**

Open Serial/Batch Selection for Auto. Allocated Items Issued Primarily by Bin Location

When you are adding a document with automatically allocated items that match both the following conditions, the *Serial Number Selection* or the *Batch Number Selection* window appears for you to confirm the selected serial or batch numbers.

- On the *General* tab of the item master data, *Serial Numbers* or *Batches* is selected in the *Manage Item By* dropdown list.
- On the *General* tab of the item master data, *Bin Locations* is selected in the *Issue Primarily By* dropdown list.

Inventory Revaluation **Tab**

Block Documents with Earlier Posting Date

Select this option to prevent posting inventory revaluation documents with a posting date earlier than existing records for the same item and warehouse. If this checkbox is not selected, the system allows posting with any date.

1.22.1.9.3 Pricing Settings

On the *Pricing Settings* page, you can define the pricing information for inventory items in documents and item master data.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory* > *Pricing Settings*.

To configure the settings, choose *Edit*. Make changes according to your business needs. Choose *Update* to save your changes.

General Settings Tab

Display Zero Price in Documents If Price Source Is Based on Inactive Price Lists

Choose one or more inactive price lists from the following options:

- *Period and Volume Discounts*
- *Special Prices for Business Partners*
- *Price Lists*

Remove Unpriced Items from Price List in Database

Select this checkbox if you want to remove all items with no price from the database. These items will continue to exist in the price lists.

> **Note**
>
> When an item with no price has been defined as “manual” or has a specific factor that is different from the overall price list factors, it will not be removed from the database.

When UoM Conversion Rules Change

Choose an option to update the prices based on the changes in UoM conversion rules. Select one of the options:

- *Update UoM Prices Accordingly*: This is the default option.
- *Remove UoM Prices*
- *Keep Corresponding UoM Prices Unchanged*
- *Keep All UoM Prices Unchanged*
- *Remove or Update UoM Prices Based on Last Purchase or Evaluated Price Lists*

  > **Note**
  >
  > If checked, this field updates all UoM prices based on the last purchase or last evaluated price lists.

Effective Price Considers All Price Sources

Select this checkbox to consider all price sources when calculating the effective price, irrespective of whether you defined a discount in the *Discount Groups* window. When this

checkbox is selected, the lowest price and the highest price are compared and taken from all five prices.

After you select this checkbox, the system will ask you whether you also want to select the checkbox for all business partners.

- If you choose *Yes*, the *Effective Price Considers All Price Sources* checkbox on the *Payment Terms* tab of the Business Partner master data window is selected for all business partners whose *Effective Price* option is *Highest Price* or *Lowest Price*.
- If you choose *No*, the *Effective Price Considers All Price Sources* checkbox on the *Payment Terms* tab of the Business Partner Master Data window remains unchanged for all business partners whose *Effective Price* option is *Highest Price* or *Lowest Price*.

Display Inactive Price Lists In

Choose where inactive price lists appear. Select from the following options:

- *Reports*: Select this checkbox to include inactive price lists in the selection criteria window of Price Report and of Inventory in Warehouse Report.
- *Sales, Purchase and Inventory Documents*: Select this checkbox to include inactive price lists in the following windows: Gross Profit of the document window; Form Settings window of sales, purchase, and inventory documents; Inventory Transfer; Inventory Posting; Goods Issue; Issue for Production; Document Drafts report; and Inventory Opening Balance.
- *Settings*: Select this checkbox to include inactive price lists in the following windows: Document Settings; Special Prices for Business Partners; Period and Volume Discounts; Business Partner Master Data, Payment Terms tab; Customer\Vendor Groups – Setup; Express Configuration Wizard; Item Master Data; Bill of Material; G/L Accounts Revaluation; and Stock Revaluation.

1.22.1.9.4 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 905].

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 905].

> **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.

1.22.1.10 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*

1.22.1.10.1 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.

1.22.1.10.2 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 905].

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 905].

> **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.

1.22.1.11 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*

1.22.1.11.1 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.

1.22.1.11.2 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 905].

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 905].

> **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.

1.22.1.12 MRP

In the *MRP* menu, you can configure MRP settings and define order intervals for MRP run.

To access the *MRP* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *MRP*.

This menu consists of the following submenus:

- *MRP Settings*
  On this page, you can define the MRP settings.
- *Order Intervals*
  On this page, you can define and manage order intervals used in MRP planning.

1.22.1.12.1 MRP Settings

On the *MRP Settings* page, you can configure the general settings for MRP.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *MRP* > *MRP Settings*.

To configure settings for MRP, 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

Consume Forecast Defines whether lines in new sales orders and blanket agreements are set to consume forecast quantities by default.

> **Note**
>
> The *Consume Forecast* checkbox is currently not available in sales orders or blanket agreements in the SAP Business One, Web client. If you want to modify the setting at the line level, use the SAP Business One client.

Consumption Method Defines how forecast consumption is applied over time. You can select one of the following options:

- *Forward-Backward*
- *Backward-Forward*

Days Backward Specifies the number of days before the demand date that the system considers when consuming forecast quantities.

Days Forward Specifies the number of days after the demand date that the system considers when consuming forecast quantities.

Related Information

MRP Definitions [page 1025]

1.22.1.12.2 MRP Definitions

Use the MRP definition page to specify and maintain MRP-related configuration data, such as order intervals.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *MRP* >, 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 905].

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

Order Intervals

Use this page to define and manage order intervals used in MRP planning. On this page, you can create, edit, and delete order interval definitions in a list view format.

Cycle Code Specify the unique identifier for the order interval. In edit mode, you can enter or modify the cycle code.

Cycle Frequency Select the type of recurrence for the order interval. You can select one of the following options:

- *Weekly*
- *Monthly*
- *Every "X" Days*

Value Defines the frequency value based on the selected cycle frequency.

- For a weekly interval, select the required day on which you want to issue orders.
- For a monthly interval, select the required day in the month on which you want to issue orders.
- For an interval that occurs every "X" days, specify the number of days.

Related Information

MRP Settings [page 1024]

1.22.1.13 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*

1.22.1.13.1 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.

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 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.

Journal Entry **Tab**

Automatic Postings

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.

Allow Negative Amounts for Reversal Transaction Postings

Select this option to allow journal entries where the reversal is booked with negative amounts. Amounts in the reversed transaction appear on the same sides as in the original transaction, but with a minus sign. If you do not select this option, the journal entry of the reversal is booked using a debit/credit switch. The same amounts appear on opposite sides.

Manual Postings

Block Unbalanced Foreign Currency

Select to block creation of journal entries where foreign currency debits and credits are not balanced.

Block Multiple Currency Transactions

Select to block creation of journal entries that involve more than one currency.

Block Editing of Totals in System Currency

Blocks document amounts from being edited in the system currency.

> **Note**
>
> Whichever currency you choose for displaying a document – local, system, or, when relevant, foreign, SAP Business One, Web client automatically calculates the amount in system currency.
>
> If you want to enable system currency editing, do not select this checkbox. SAP Business One, Web client will calculate the amounts in the local currency and when relevant, in the foreign currency, and you can access the system currency fields and change their values, if required.

Block Posting Date Update

Blocks a different posting date from being entered for individual entry rows.

> **Note**
>
> By default, SAP Business One, Web client sets the posting date for the entire accounting document. Leaving the checkbox clear enables you to enter a separate posting date for each row in the accounting document.

Block Document Date Update After Posting

Blocks you from editing the document date in the header and rows of existing journal entries, after the journal entries are added.

Use Automatic Tax

Defines that tax is calculated automatically according to the tax code defined for each row.

Block Documents with Earlier Posting Date	Use this checkbox to enable the blocking of the posting process of manual journal entries. If this checkbox is selected, you are not allowed to create manual journal entries with a posting date that is earlier than the current system date. This checkbox is available for selection only if the checkbox *Block Documents with Earlier Posting Date* is selected on the *Sales and Purchasing Settings* tab in the *Sales and Purchasing Settings* page.
Mandatory Remarks	Select this checkbox to set the *Remarks* field as mandatory for a manual journal entry or journal entries generated by documents whose remarks are defined in the *Reference Field Links* definition page. You can set remarks as mandatory for one of the below areas: • Header only (default) • Rows only • Both rows and header If this checkbox is selected, you can choose one of these two options: • *Warning Only*: when the *Remarks* field is empty, a warning message is displayed. • *Block Posting*: when the *Remarks* field is empty, you are blocked from posting the journal entry.
Allow References, Remarks, and UDFs Update When Posting Periods Are Locked	Select this checkbox to allow the updating of the following fields in the header and rows of journal entries with locked posting periods: *Ref. 1*, *Ref. 2*, *Ref. 3*, *Remarks*, and user-defined fields.

1.22.1.13.2 Cash Flow Settings

On the *Cash Flow Settings* page, you can configure the general settings for assigning cash flow line items to cash flow relevant transactions.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Accounting* > *Cash Flow Settings*.

To configure settings on this page, choose *Edit*, make changes according to your business needs, and choose *Update* to save your changes.

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

Assignment Rules	Choose whether the assignment of a cash flow line item is mandatory or optional. By selecting the *Mandatory* option, you define a mandatory assignment of a cash flow line item to a cash flow relevant transaction. Failure to do so generates an error message, and the transaction is not added to the system.

Default Primary Form Cash Flow Line Item	Define the default primary form cash flow line item for incoming and outgoing payments.

Transaction Handling Rule	Define the rule for the assignment in transaction with all relevant cash flow G/L accounts:
	• *Ignore Without Warning* - Disables the cash flow assignment in a transaction with all cash flow relevant G/L accounts, even if some cash flow line items are already assigned. This transaction can be posted directly without a warning.
	• *Warning Only* - The application generates a warning message asking whether the assignment is needed or ignored when you post a transaction with all cash flow relevant G/L accounts.
	  • *Needed* - you are able to perform the cash flow assignment.
	  • *Ignored* - the application disables the cash flow assignment and posts the transaction.

1.22.1.13.3 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 905].

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 905].

> **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*.

Cash Flow Line Items

Use this page to define the cash flow line items that are assigned to cash flow-relevant transactions.

Add Sibling Enables you to create a cash flow line item at the same level as the selected active cash flow line item or title.

Add Child Enables you to create a cash flow line item at a level higher than the level of the title.

> **Note**
>
> You canot add a child item to an active cash flow line item.

Edit Switches to edit mode to enable you to make changes to the selected line. Alternatively, choose the *Edit* icon in the *Action* column.

Translations Choose the *Translations* icon in the *Action* column to enable you to add translations in different languages to the selected line.

Line Item Specify a name of up to 50 characters for the cash flow line item.

Type Category The two categories *Title*, and *Active Line Item* classify cash flow line items.

- To be classified as *Title*, a cash flow line item must have a child that can be summarized.
- To be totaled, a cash flow line item classified as an *Active Line Item* must be associated to one of the groups.
- You can select the desired classification after you define the active cash flow line item/title code.
- To define cash flow line items, you require full authorization.
- All active cash flow line items are displayed in the *Choose from List* window.

Level Define the level of the cash flow line item.

The maximum number of levels allowed in the hierarchy is 10.

Level 1:

- Contains 'Primary Form Items' and 'Supplementary Form Items', which are system-defined titles that cannot be deleted or changed.
- Cannot be an active cash flow line item.

Level 2:

- Used for active cash flow line items and subtitles.

Drawer Select whether you plan to store your cash flow line item as a Primary Form Item or a Supplementary Item.

Parent Article Select the relevant title for the cash flow line item.

Location in Drawer Select the location in the drop-down menu of a same-level cash flow line item: first, last, or after a specified cash flow line item.

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 1038]

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.

When you enter a journal entry line, pressing Ctrl + B will automatically fill the debit % or credit % for that line to balance the previous entries.

Indicators

In the *Code* column, specify a value of up to two characters. The specified values appear as options for the *Indicator* dropdown list on the *General* tab of a journal entry page when you create or edit a journal entry.

Reference Field Links

SAP Business One, Web client gives you considerable flexibility when differentiating and analyzing the effect of business transactions in your financial reports, based on values in reference fields and in user-defined fields (UDFs).

To enable you to record specific source document information with the journal entries in the accounting system, SAP provides a number of reference fields in the journal entry to which values can be copied from the source document. A source document in this context can be any document in the Web client that gives rise to journal entries and therefore affects the financial accounts.

SAP Business One, Web client comes with predefined values for the reference fields – which differ depending on the source document – but you can overwrite the predefined values, either when setting up your system or when manually creating a journal entry. For example, your company may need to store varying or additional information as part of journal entries, either for its day-to-day work or in order to fulfill localization-specific, industry-specific, or legal requirements.

> → Recommendation
>
> You can change the reference field and UDF links at any time. However, we recommend that you set up these links in advance of the financial year and only change the links at the end of the financial year and prior to the start of the next financial year.
>
> Make sure you discuss and validate these changes with your company accountant and partners in relation to how these changes will impact financial processes.

The *Reference Field Links* list view displays the business documents for which you can configure the reference links, and the status of the links. Any changes to the reference field links and/or user-defined field links of a document are indicated by the status *Customized*, while documents with all default source fields are shown with the status *Original*.

In the detailed view of each document, you can view the predefined values for each reference field and also for any user-defined fields. Choose *Edit* to change the links, or restore the field values to the default ones. Whenever a journal entry is created, the reference fields and any user-defined fields in the journal entry are filled according to the values you have defined for the respective document.

Target Fields

The *Field Name* column displays the name of the following reference fields, or user-defined fields, in the journal entry.

- Reference 1 - Header
- Reference 2 - Header
- Reference 3 - Header
- Remarks - Header
- Reference 1 - BP Row
- Reference 1 - Row
- Reference 2 - BP Row
- Reference 2 - Row
- Reference 3 - BP Row
- Reference 3 - Row
- Row Details - BP Row
- Row Details - Row

“Header” refers to the header of the journal entry. “BP row” refers to the journal entry row with the business partner control account. “Row” refers to the journal entry row with the standard G/L account.

Source Fields

The *Field Value* column displays the names of the fields that are available for copying from the business document. Fields that are automatically copied to other fields in journal entries, such as the due date, posting date, or document date, are not available for copying to reference fields. However, with that exception, you may copy from the same source field to multiple target fields.

> ⓘ Note
>
> You can copy from standard fields or from user-defined fields on header level only, **not** on row level.

Special Considerations

Before you define reference field links and user-defined field links for journal entries, we recommend that you consider the features and special cases described below.

- **Incoming and Outgoing Payments**
  - **Ref. 2**
    The *Ref. 2* field in the journal entry is not copied directly from the *Reference 2* field in the payment document. Instead, it is copied from a field that is not visible on the user interface, the *Ref. 2* field in the payments table on the database.

The standard behavior is that SAP Business One, Web client copies the field value from the payment document to the field in the database, and then from the field in the database to the field in the journal entry. However, if you use a partner add-on that modifies the value of the *Ref. 2* field in the payments table, this logic does not apply.

- **Ref. 3**
  The value that is copied to the *Ref. 3* field for rows depends on the payment means. However, if you select a value other than *Default* for *Reference 3 - BP Row* or *Reference 3 - Row*, this is the value that is then copied to these rows for **all** payment means.
  If you select *Default* for *Reference 3 - BP Row* or *Reference 3 - Row*, the value that is copied depends on the payment means, as shown in the following table:

Source	Value Copied
BP row	Payment number (document number)
Check	Check number
Contra payment row	Payment number (document number)
VAT correction and discount	Payment number (document number)
Rate difference row	Payment number (document number)
Credit card payment row	Voucher number
Split credit voucher	Voucher number/index
Any other row	Empty

- *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.

1.22.1.13.4 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 1145] .

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	

Field Name	Database Field Name	Type	Size	Business Rules
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 (China), 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 1145]
Working with Import from Microsoft Excel [page 1140]

1.22.1.13.5 Importing G/L Account Opening Balances from Microsoft Excel

Context

You can import opening balance data for G/L accounts from a Microsoft Excel file in SAP Business One, Web client. The data is copied from a Microsoft Excel file to the corresponding fields in Web client. By using this feature, you can add new opening balance records, update existing ones, or perform both actions simultaneously.

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 CVS 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.

Procedure

1. From the SAP Business One, Web client home page, choose *Administration* > *Configuration* > *Accounting* > *Opening Balances*.
   The *Opening Balances* list view appears.
2. Choose *Edit*.
   The *Posting Preferences* dialog box appears.
3. In the *Opening Balance Account* field, enter the offsetting account for the opening balance transactions.
4. (For multiple branch companies only) In the *Branch for Posting* field, select the branch to which you want to post the opening balance. The field is prefilled with the default branch of the current session.

   > **Note**
   >
   > This field is mandatory in multiple branch companies. Only active branches assigned to your account are available for selection.

5. Choose *Import*.
   The *Mapping Data Fields* dialog box appears.
6. In the *File to Import* field, choose *Browse* and select your prepared Microsoft Excel file.
7. (Optional) If your file contains a header row, select the *File Contains Header* checkbox.
8. Map the columns in your file to the corresponding fields in the *Field in Object* dropdown list.
9. Choose *OK*.
10. Choose *OK* in the *Posting Preferences* dialog box.

Results

SAP Business One, Web client populates the *Opening Balances* window with the data from your Microsoft Excel file.

- Only G/L accounts that are currently visible in the list view (based on any filters or selection criteria you have applied) are imported. If the file contains accounts that are not selected, those lines are not imported.
- If some data was added on the form before import, the imported lines override the existing data for the same G/L account.
- If you imported opening balance data in foreign currency without specifying a currency, the *Foreign Currency* field is highlighted in red. You can update this field manually before adding the opening balance transactions.

Fields to Import

The following fields for G/L account opening balances can be imported into SAP Business One, Web client and 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.

Field Name	Type	Max. Length	Remark
Due Date	Date	8	Format: YYYY-MM-DD or YYYY/MM/DD
Account Code	Alphanumeric	15	G/L account code; mandatory for import
Opening Balance in Local Currency	Numeric	19.6	Positive or negative numbers
Opening Balance in Foreign Currency	Numeric	19.6	Positive or negative numbers
Opening Balance in System Currency	Numeric	19.6	Positive or negative numbers

Related Information

Data Import from Microsoft Excel [page 1139]
Working with Import from Microsoft Excel [page 1140]
Importing from Microsoft Excel [page 1145]

1.22.1.14 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*

1.22.1.14.1 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.

1.22.1.14.2 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 905].

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 905].

> **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.

1.22.1.15 Human Resources

In the *Human Resources* menu, you can manage preexisting data for personal information about company employees in the following apps:

- *Employees*
- *Create Employee*

To access the *Human Resources* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Human Resources*.

This menu consists of the following definition submenus:

- *Genders*
- *Sales Employees/Buyers*
- *Department*
- *Branch*
- *Position*
- *Roles*
- *Teams*
- *Education Type*
- *Status*
- *Termination Reason*

Related Information

Human Resources Definitions [page 1058]

1.22.1.15.1 Human Resources Definitions

Use the human resources definition pages to define and maintain preexisting employee master data that are available in the *Human Resources* group apps.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Human 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 905].

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

Department

Define different departments within the organization.

Branch

Specify an additional organizational division in which the employee works.

Position

Specify the post that the employee occupies within the organization. For example, `Purchasing Manager` or `West Coast Sales Manager`.

Roles

Specify the roles that employees can have within the organization. Assign one or several predefined roles (activities that the employee can have within the company) to the employee, or define a new one.

Teams

Specify groups of employees that share tasks within the organization. You can assign one or several teams to the employee, or define a new one.

Education Type

Specify details about an employee's education. You can specify the different types of education listed in the employee's educational record.

Status

Specify the different employee statuses contained in the employee master data record.

Termination Reason

Specify a reason for why an employee's employment ends.

Related Information

Human Resources [page 1057]

1.22.1.16 Project Management

In the *Project Management* menu, you can configure settings and manage preexisting data for business documents and objects that are available in the following apps in the *Project Management* group:

- *Project Management*
- *Create Project*
- *Stage Analysis*
- *Open Issues*
- *Project Management Resources*
- *Project Management Time Sheets*

To access the *Project Management* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Project Management*.

This menu consists of the following submenus:

Settings:

- *Project Management Settings*

Definitions:

- *Project Management Stages*
- *Project Management Priorities*
- *Project Management Tasks*
- *Project Management Areas*

Related Information

Project Management Settings [page 1060]
Project Management Definitions [page 1060]

1.22.1.16.1 Project Management Settings

Before you start to use the *Project Management* module, you must first enable it.

From the home page, choose *Main Menu* > *Administration* > *Configuration* > *Project Management* > *Project Management Settings*. In the *General Settings* tab, select the *Enable Project Management* checkbox.

> **Note**
>
> This action is irreversible and you cannot disable project management once it is enabled.

Related Information

Project Management [page 1059]
Project Management Definitions [page 1060]

1.22.1.16.2 Project Management Definitions

Use the project management definition pages to specify and maintain project management stages, set priorities, and specify project management tasks and areas.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Project Management*, 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 905].

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

Project Management Stages

There are five predefined stages that apply to the projects you create unless you edit them:

- *Conception/Initiation*
- *Definition/Planning*
- *Launch/Execution*
- *Performance and Control*
- *Finishing Stage*

You can perform the following functions:

- Rename a stage: Select the desired field and enter a new name or description.
- Add a new stage: When you choose *Edit*, a new row is added automatically after the last row.
- Delete a stage: Select one or more rows and choose *Delete*.

Choose *Save* to save your changes.

Project Management Priorities

Specify the project management priorities such as *High*, *Medium*, or *Low*. You can edit existing priorities or add new ones.

Project Management Tasks

Specify project management tasks such as *Installation*, *Planning*, or *Testing*. You can edit existing tasks or add new ones.

Project Management Areas

Specify project management areas such as *Technical*, *Timeline*, or *Resources*. You can edit existing areas or add new ones.

Related Information

Project Management [page 1059]
Project Management Settings [page 1060]

1.22.2 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 1063]
User-Defined Tables [page 1070]

User-Defined Fields [page 1077]
User-Defined Values [page 1084]

1.22.2.1 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 1063]
Updating a User-Defined Object [page 1067]
Unregistering a User-Defined Object [page 1069]
Deleting a User-Defined Object [page 1069]

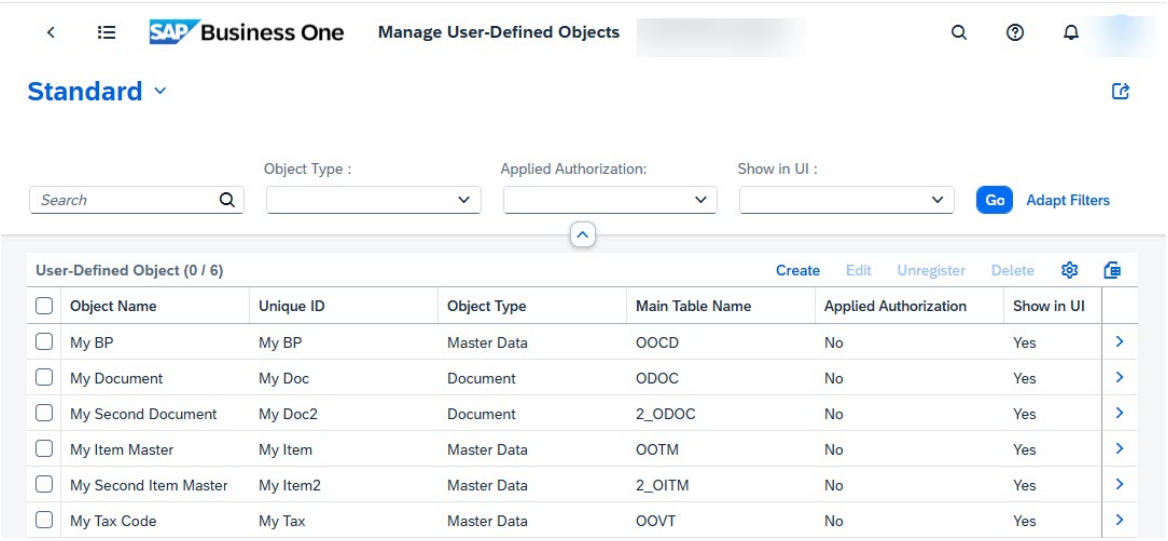
1.22.2.1.1 Creating a User-Defined Object

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 1071] for more information.

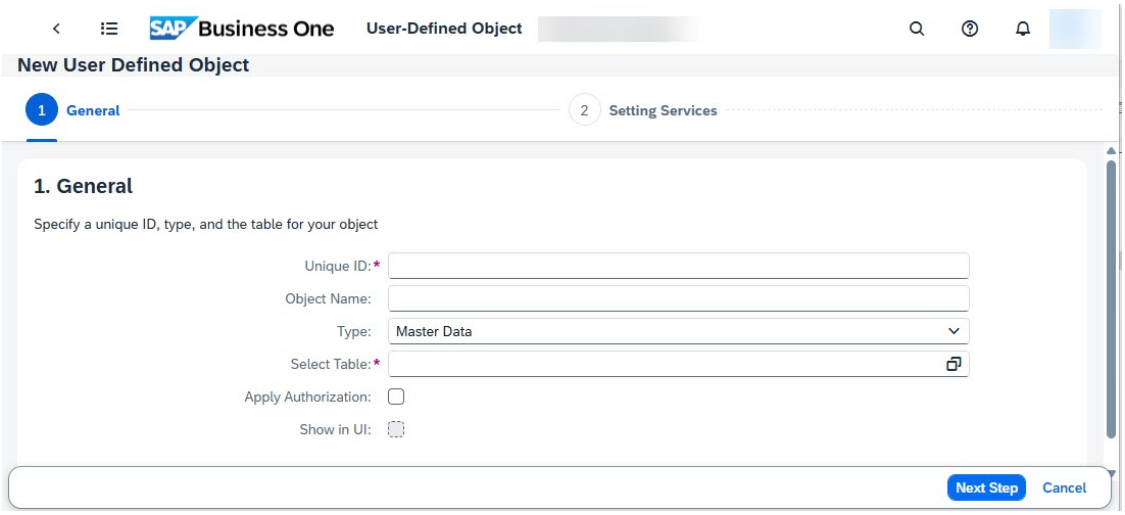
Procedure

1. Go to *Administration* > *User-Defined Objects*.
2. To start the UDO creation process, choose *Create*.



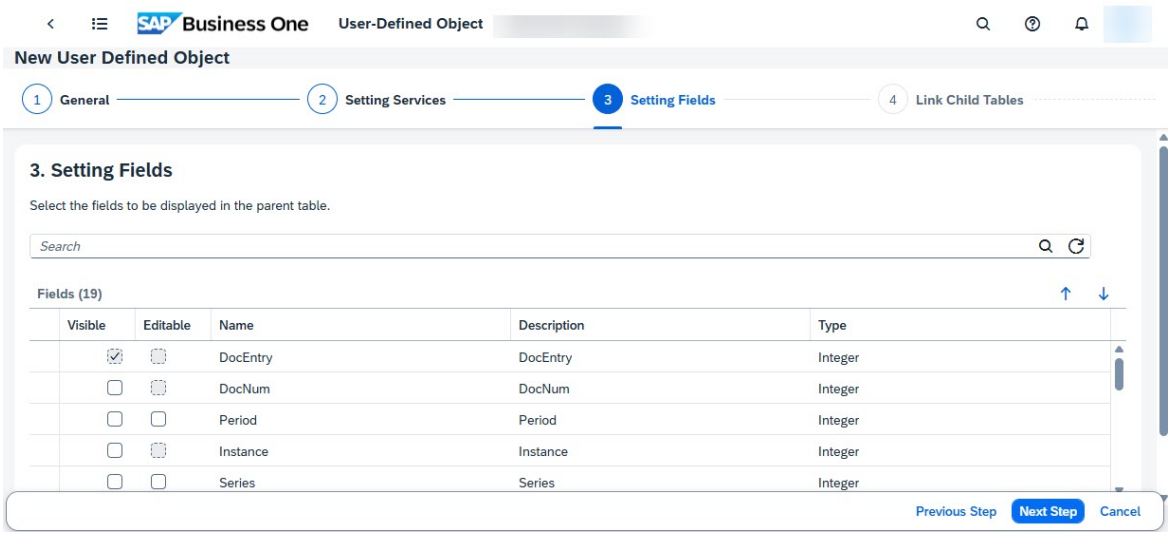
3. In the *General* step, enter the details of your user-defined object.

   - *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 1066].

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 1063]
Updating a User-Defined Object [page 1067]
Unregistering a User-Defined Object [page 1069]
Deleting a User-Defined Object [page 1069]

1.22.2.1.2 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

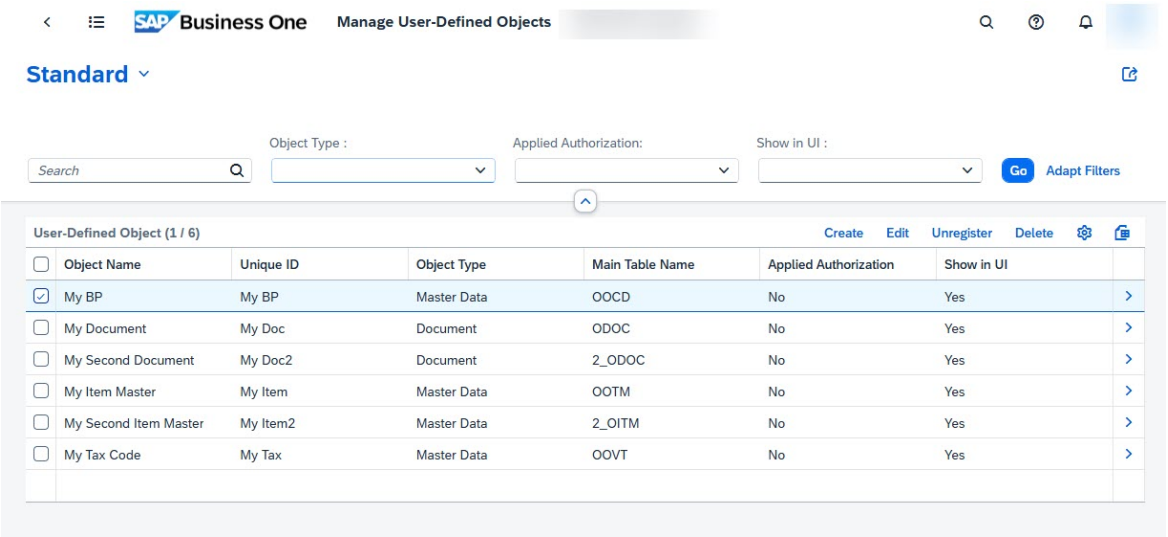
User-Defined Objects [page 1063]
Creating a User-Defined Object [page 1063]

1.22.2.1.3 Updating a User-Defined Object

There are two ways to edit a user-defined object (UDO).

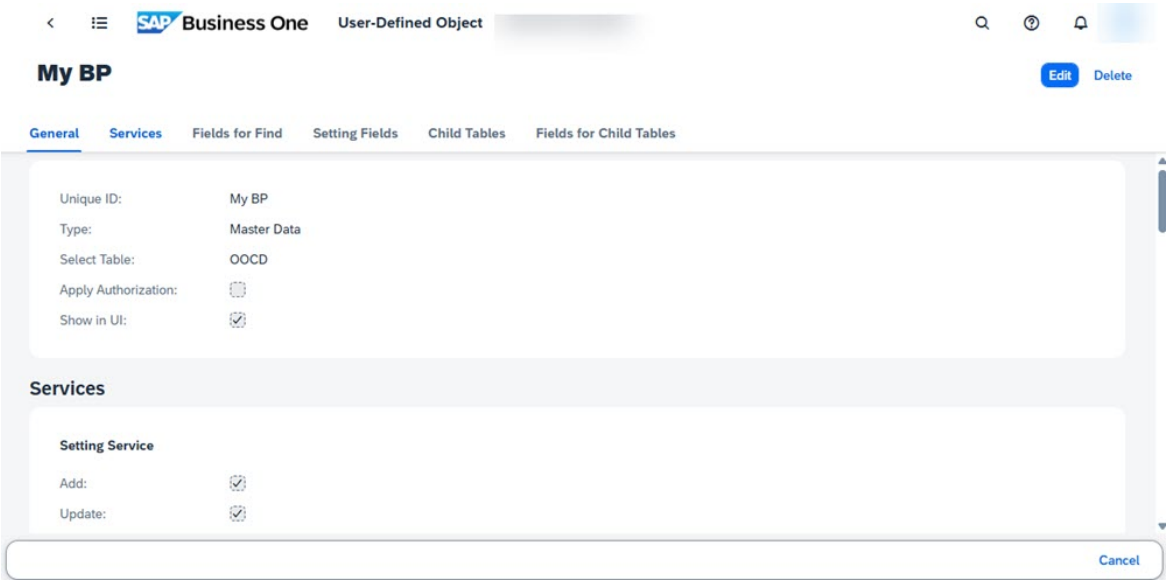
From the list view:

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 1063]
Creating a User-Defined Object [page 1063]
Unregistering a User-Defined Object [page 1069]
Deleting a User-Defined Object [page 1069]

1.22.2.1.4 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 1063]
Creating a User-Defined Object [page 1063]
Updating a User-Defined Object [page 1067]
Deleting a User-Defined Object [page 1069]

1.22.2.1.5 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 1063]
Creating a User-Defined Object [page 1063]
Updating a User-Defined Object [page 1067]
Unregistering a User-Defined Object [page 1069]

1.22.2.2 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 1081]

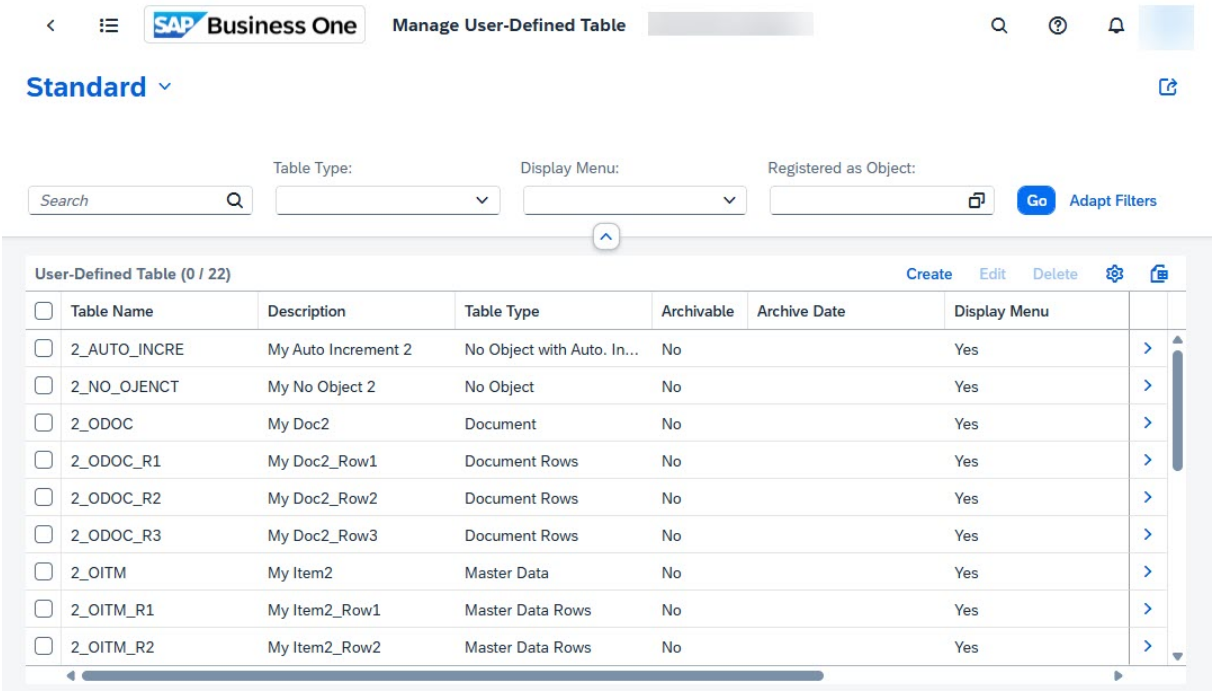
Related Information

User-Defined Objects [page 1063]
Creating User-Defined Tables [page 1071]
Entering Values in User-Defined Tables [page 1074]
Deleting User-Defined Tables [page 1075]

1.22.2.2.1 Creating User-Defined Tables

To create a table, you specify a name and description for the table.

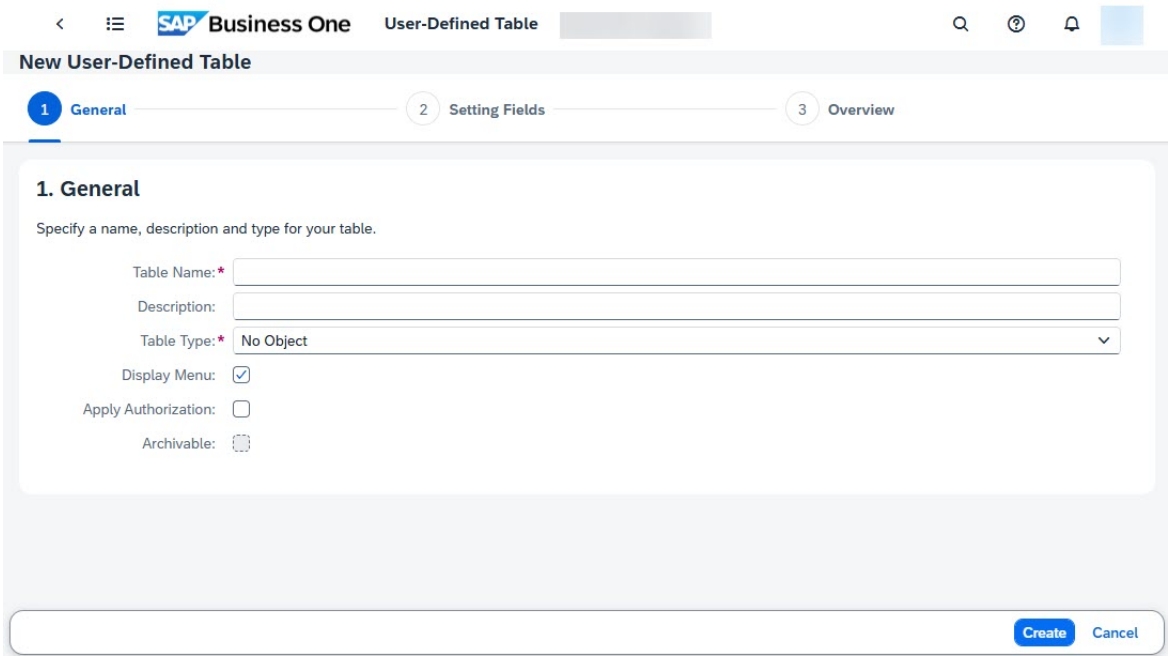
Additionally, you can create and add custom fields to your tables during the user-defined table creation process using the *User-Defined Tables* App.



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*

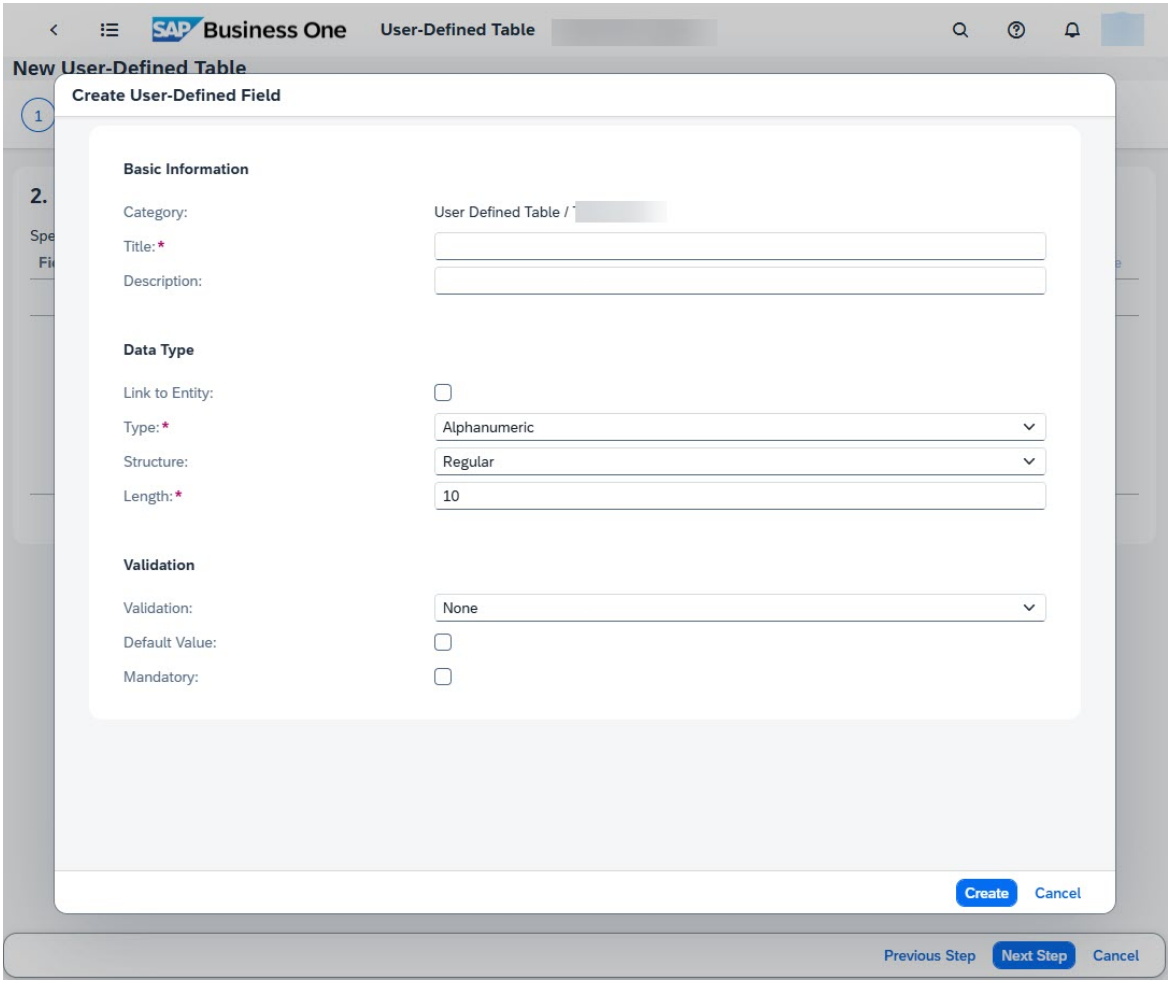
Field Name	Description
	checkbox for user-defined tables, see User-Defined Tables and Objects Authorizations.
Archivable	The *Archivable* checkbox allows you to add an archivable date and make tables archivable. **Note** When you first create a table, the *Archivable* checkbox will be turned off. Once 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 1075]

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 1077]. 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

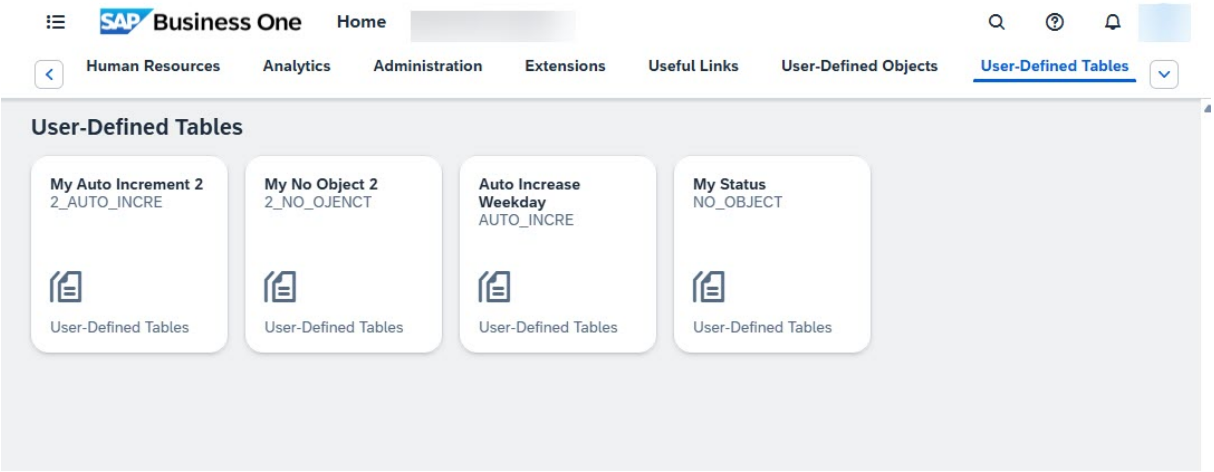
User-Defined Tables [page 1070]
Entering Values in User-Defined Tables [page 1074]
Deleting User-Defined Tables [page 1075]
User-Defined Objects [page 1063]

1.22.2.2.2 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 1070]
Deleting User-Defined Tables [page 1075]
User-Defined Objects [page 1063]

1.22.2.2.3 Deleting User-Defined Tables

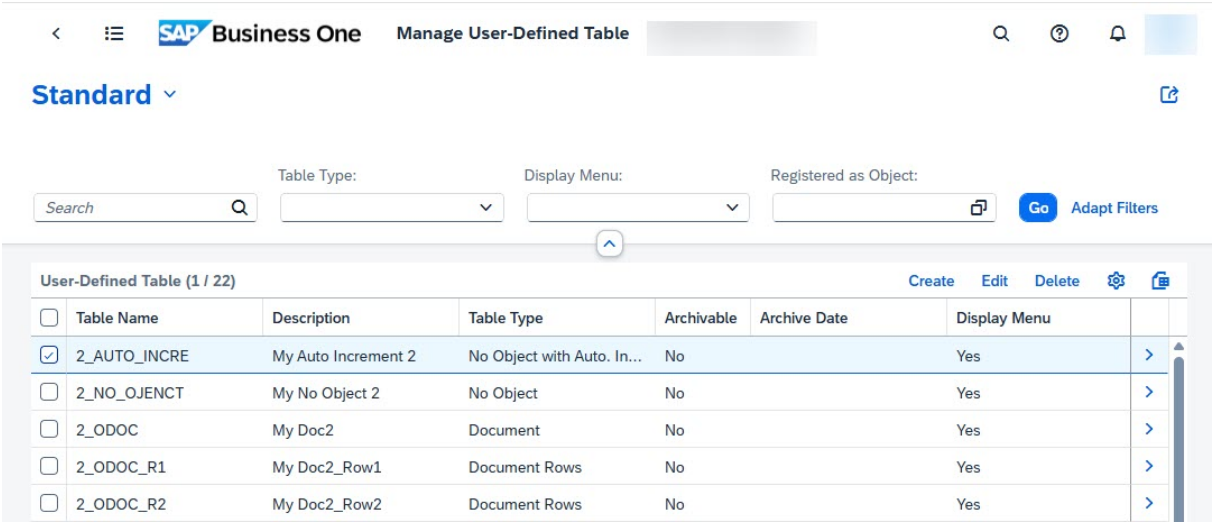
This section describes how to delete a user-defined table, including all its data. There are two ways to delete a user-defined table: from the list view, or from the detail view.

> ⚠ Caution
>
> This action deletes all the values saved in the table and is irreversible.

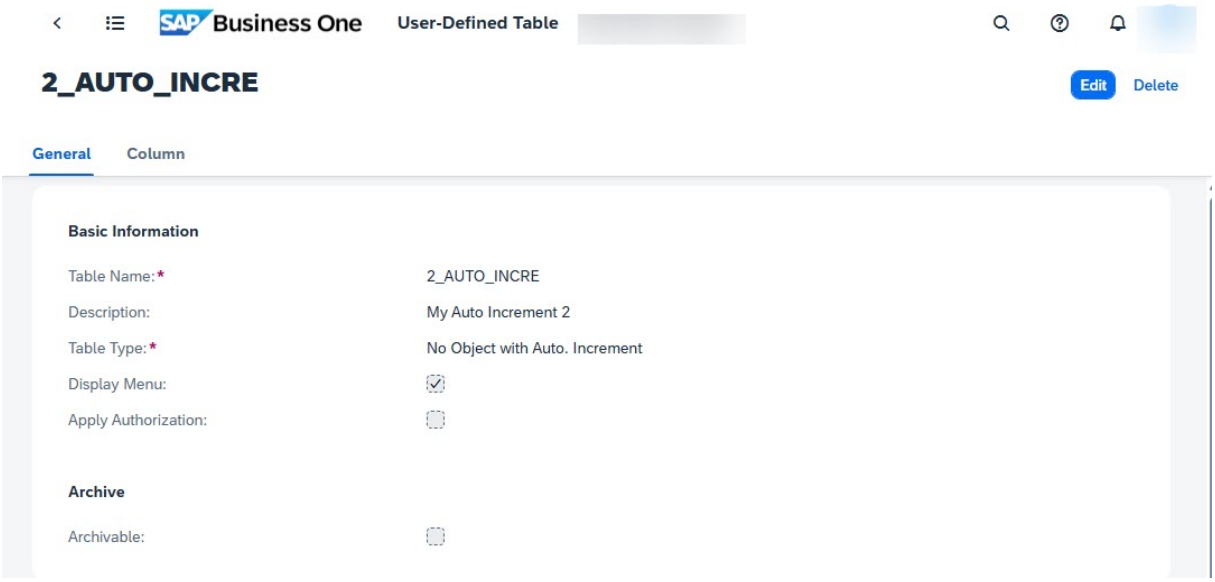
> → Recommendation
>
> Before you delete a user-defined table, back up the database.

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 1070]
Creating User-Defined Tables [page 1071]
Entering Values in User-Defined Tables [page 1074]

User-Defined Objects [page 1063]

1.22.2.3 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.

1.22.2.3.1 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 1081]. **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 1082].
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.

1.22.2.3.2 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 1077], 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.

1.22.2.3.3 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 1077], 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.

1.22.2.3.4 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.

1.22.2.3.5 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.

1.22.2.3.6 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*.

1.22.2.4 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 1136].
- 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 when you change the customer code, or when you add or update the sales order.

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 1085]
Creating, Editing, and Identifying User-Defined Values [page 1088]
Importing User-Defined Values [page 1130]
Copying User-Defined Values [page 1133]

1.22.2.4.1 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 61].

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 61].

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 72].

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 1088].

Create For more information, see Creating, Editing, and Identifying User-Defined Values [page 1088].

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 1130].

Copy For more information, see Copying User-Defined Values [page 1133].

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 1136]

1.22.2.4.2 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 1129], Customizing Field Values with a Filtered List [page 1090], and Customizing Field Values with a Formula [page 1092].
     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 1129], Customizing Field Values with a Filtered List [page 1090], and Customizing Field Values with a Formula [page 1092].
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 1085]
Supported Business Objects and Customizable Fields [page 1136]

1.22.2.4.2.1 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 1088] 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 1129].
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 1084]
Creating, Editing, and Identifying User-Defined Values [page 1088]
Customizing Field Values with a Formula [page 1092]
User-Defined Fields [page 1077]

1.22.2.4.2.2 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 1093]
: 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 1096]
: 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 1100]
: 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 1104]
: 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 1109]
: 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 1084]
Creating, Editing, and Identifying User-Defined Values [page 1088]
Customizing Field Values with a Filtered List [page 1090]

1.22.2.4.2.2.1 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 or change the posting date during creation of a sales order, you need the Web client to automatically set the *Delivery Date* to one week ahead, or you want to manually refresh the *Delivery Date* value to one week ahead.

Procedure

1. Enter the UDVs editing dialog box.

   Follow the steps in Creating, Editing, and Identifying User-Defined Values [page 1088] 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 1129].
2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.

3. Choose *Refresh Type*.

    - *Automatic Refresh*:
        - *When Fields Change*:
          If you choose this option, the *Triggers* field appears below *Refresh Type*.
          Use this option to automatically refresh the delivery date with the formula result when you change the value of one or more trigger fields.
          If you choose this option, continue to Step 4.
        - *When Events Happen*:
          If you choose this option, the *Events* dropdown list appears below *Refresh Type*.
          Use this option to automatically refresh the delivery date with the formula result when you create the current sales order this time or update this sales order next time.
          If you choose this option, continue to Step 5.
        - *When Fields Change or Events Happen*:
          If you choose this option, both the *Triggers* field and the *Events* dropdown list appear below *Refresh Type*.
          Use this option to automatically refresh the delivery date with the formula result when other field values change, or when you add or update the sales order.
          If you choose this option, continue to Steps 4 and 5.
    - *Manual Refresh*:
      The *Delivery Date* value will be manually updated.
      If you choose this option, skip Steps 4 and 5.

4. Set trigger fields.

    In the *Triggers* field, 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. Set trigger events.

    In the *Events* dropdown list, select *Add*, *Update*, or both.

6. Name the formula.

    In the *Formula Name* field, use the default name or enter a descriptive name of your own.

7. Deselect the checkbox *Formula Includes Database Fields*.

8. 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 1129].

9. 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.

10. In the *Description* filed, enter descriptive text to clarify the formula's purpose or to annotate the formula for better understanding.
11. 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 choose in Step 3:

- *Automatic Refresh*:
  - *When Fields Change*:
    The field value updates automatically when you change the posting date. For example, entering the posting date July 17, 2026 sets the delivery date to July 24, 2026.
  - *When Events Happen*:
    Depending on your choice for trigger events, the field value updates automatically when:
    - You choose *Add & View*, *Add & New*, or *Add & Back* to add the current sales order this time.
    - You choose *Update* to save any changes to this sales order next time.
  - *When Fields Change or Events Happen*:
    The field value updates automatically when the posting date changes or when you add or update this sales order.
- *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 1096]
Customizing with a Mathematical Formula That References a Database Field [page 1100]
Customizing Checkbox Selection with a Logical Formula [page 1104]
Guidelines for Effective Formulas [page 1109]
Customizing Field Values with a Filtered List [page 1090]

1.22.2.4.2.2.2 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 type 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 need the Web client to automatically calculate the final price and fill in the *Price After Coupon* field, or you 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 1088] 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 1129].

2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.

3. Choose *Refresh Type*.

   - *Automatic Refresh*:
     - *When Fields Change*:
       If you choose this option, the *Triggers* field appears below *Refresh Type*.
       Use this option to automatically refresh each *Price After Coupon* value with the formula result when you change the *Coupon %* value of each item.
       In this example, *Coupon %* is a table field. If it's a header field, all *Price After Coupon* column values will be updated as the *Coupon %* value changes.
       If you choose this option, continue to Step 4.
     - *When Events Happen*:
       If you choose this option, the *Events* dropdown list appears below *Refresh Type*.
       Use this option to automatically refresh all *Price After Coupon* column values with the formula results when you create the current sales order this time or update this sales order next time.
       If you choose this option, continue to Step 5.
     - *When Fields Change or Events Happen*:
       If you choose this option, both the *Triggers* field and the *Events* dropdown list appear below *Refresh Type*.
       Use this option to automatically refresh the *Price After Coupon* column values with the formula results when other field values change, or when you add or update the sales order.
       If you choose this option, continue to Steps 4 and 5.
   - *Manual Refresh*:
     The *Price After Coupon* values will be manually updated.
     If you choose this option, skip Steps 4 and 5.

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, choose the *Table Section* 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. Set trigger events.

In the *Events* dropdown list, select *Add*, *Update*, or both.

6. Name the formula.

   In the *Formula Name* field, use the default name or enter a descriptive name of your own.

7. Deselect the checkbox *Formula Includes Database Fields*.

8. 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 1129].

9. 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.

10. In the *Description* filed, enter descriptive text to clarify the formula's purpose or to annotate the formula for better understanding.

11. 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*:
  - *When Fields Change*:
    Each *Price After Coupon* field value is updated automatically for each 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 its price after coupon to 54 dollars.
    If the automatic refreshing of the *Price After Coupon* field values is triggered by a field from the header or body area, 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, choose *Automatic Refresh* > *When Fields Change*.
> 2. In Step 4, switch to the *Body Area* tab and select the *Standard Coupon* field as the trigger.
> 3. In Step 8, 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.

- *When Events Happen*:
  Depending on your choice for trigger events, all *Price After Coupon* column values are automatically refreshed when:
  - You choose *Add & View*, *Add & New*, or *Add & Back* to add the current sales order this time.
  - You choose *Update* to save any changes to this sales order next time.
- *When Fields Change or Events Happen*:
  The *Price After Coupon* values updates automatically when the *Coupon %* changes or when you add or update this sales order.

- *Manual Refresh*:
  To update each *Price After Coupon* field value for each item, choose the *Refresh* icon next to the input field for *Price After Coupon* in each row.
  To update the input field values of 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 1093]
Customizing with a Mathematical Formula That References a Database Field [page 1100]
Customizing Checkbox Selection with a Logical Formula [page 1104]
Guidelines for Effective Formulas [page 1109]
Customizing Field Values with a Filtered List [page 1090]

1.22.2.4.2.2.3 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 1088] 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 1129].
2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.
3. Choose *Refresh Type*.

   Choose *Automatic Refresh* > *When Fields Change*. The *Remarks* field value will be automatically updated with the result of your formula when you change the value of one or more trigger fields.

   For more information about the refresh type, see Customizing Header Field with a Mathematical Formula [page 1093].
4. Set trigger fields.

   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 1129].

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 1093]
Customizing Table Field with a Mathematical Formula [page 1096]
Customizing Checkbox Selection with a Logical Formula [page 1104]
Guidelines for Effective Formulas [page 1109]
Customizing Field Values with a Filtered List [page 1090]

1.22.2.4.2.2.4 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 1088] 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 1129].

2. Specify the customization method.

   In the setup dialog box, choose the *Formula* segmented button for the *Customization Method* field.

3. Choose *Refresh Type*.

   Choose *Automatic Refresh* > *When Fields Change*. The *Gold Customer* checkbox will be automatically selected or deselected based on the result of your formula after you change the value of one or more trigger fields.

   For more information about the refresh type, see Customizing Header Field with a Mathematical Formula [page 1093].

4. Set trigger fields.

   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 1129].

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 1093]
Customizing Table Field with a Mathematical Formula [page 1096]
Customizing with a Mathematical Formula That References a Database Field [page 1100]
Guidelines for Effective Formulas [page 1109]
Customizing Field Values with a Filtered List [page 1090]

1.22.2.4.2.2.5 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 1129].

In this section, we will provide examples of effective formulas that utilize variables and mathematical and logical functions and expressions.

Basic Expressions [page 1111]
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 1114]
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 1117]
: 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 1120]
: 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 1122]
: 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 1125]
: 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 1127]
: 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 1128]
: Utility functions are helper functions designed to perform common tasks or operations that can be reused throughout different parts of the Web client application.

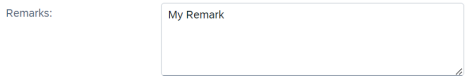
1.22.2.4.2.2.5.1 Basic Expressions

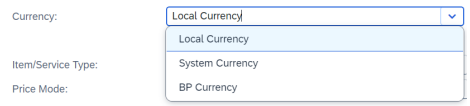
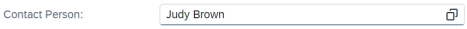
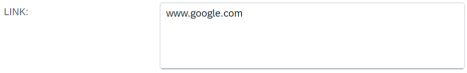
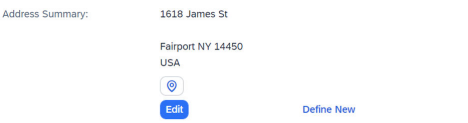
This topic introduces basic expressions that you can use in your formulas, including numeric and alphanumeric values, string concatenation, and calculations. These expressions are useful for manipulating both text and numeric data.

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.

Expression	Example Formula	Result	Remarks
"<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.
"<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. 

1.22.2.4.2.2.5.2 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'	

1.22.2.4.2.2.5.3 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>)`	''	
REPLACE('X',Y,Z,'S')	• String • Number • Null	`REPLACE('Hello World', 7, 5,'Excel')`	'Hello Excel '	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	

1.22.2.4.2.2.5.4 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.

1.22.2.4.2.2.5.5 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.

1.22.2.4.2.2.5.6 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	

1.22.2.4.2.2.5.7 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.

1.22.2.4.2.2.5.8 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	

1.22.2.4.2.3 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 1090]
Customizing Header Field with a Mathematical Formula [page 1093]
Customizing Table Field with a Mathematical Formula [page 1096]
Customizing with a Mathematical Formula That References a Database Field [page 1100]
Customizing Checkbox Selection with a Logical Formula [page 1104]

1.22.2.4.3 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 1132].

   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 1085]

1.22.2.4.3.1 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.

1.22.2.4.4 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 1085]

1.22.2.4.5 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
	Landed Costs
Business Partners	Business Partners
	Activities

Default Group	Business Object
Payments	Incoming Payments
	Outgoing Payments
Deposits	Deposits
Accounting	Journal Entries
	Journal Vouchers
	Recurring Journal Entries
Item Management	Items
Inventory Transactions	Goods Issues
	Goods Receipts
	Inventory Transfers
	Inventory Counting
	Inventory Postings
	Inventory Opening Balances
Resource Management	Resources
Production	Production Orders
	Receipts from Production
	Issues for production
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.

Related Information

Managing User-Defined Values [page 1085]

1.22.3 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.
- The `Workflow` technical user used by Job Service must be configured as a superuser in the company.

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).

In this release, the following job types are supported:

- DATEV Export
- Purchase Quotation Generation Wizard
- Procurement Confirmation Wizard
- Document Generation Wizard
- Payment Run
- Recurring Journal Entry
- MRP Scenario

Related Information

Monitoring Jobs [page 1138]

1.22.3.1 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 61].

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 1138]

1.22.4 Data Import from Microsoft Excel

Importing data from Microsoft Excel enables you to load large volumes of data from Microsoft Excel spreadsheets into SAP Business One, Web client efficiently and accurately. It is designed to simplify data migration, initial data setup, and ongoing mass updates by allowing you to prepare information in spreadsheet format and import it directly into Web client.

Depending on the type of data being imported, you can create new records or update existing records. The data is copied from the columns of the Microsoft Excel file and added to the corresponding fields in SAP Business One, Web client.

Before importing data, ensure that:

- The Microsoft Excel file follows the required template or format.
- Mandatory fields contain valid values.
- Data is complete and free from formatting errors.
- Reference data (such as a parent key when importing a child object) must already exist in the system, where applicable.
- You have the necessary permissions to perform data imports.

The typical Microsoft Excel import process consists of the following steps:

1. (Recommended) Download a predefined template.
2. Prepare the data in the required Microsoft Excel template. Verify that all mandatory fields are populated and the data is complete and accurate.
3. Upload the Microsoft Excel file.
4. (Optional) Run a simulation and review the results to validate the uploaded data, identify any errors or warnings, and resolve any issues before performing the actual import.

5. Import the data into Web client.

This section includes the following topics:

- Working with Import from Microsoft Excel [page 1140]: provides detailed information about field definitions.
- Importing from Microsoft Excel [page 1145]: provides step-by-step instructions.

By following the guidance in the related topics, you can easily prepare, validate, and import data from Microsoft Excel while helping ensure accurate and reliable results.

Related Information

Working with Import from Microsoft Excel [page 1140]
Importing from Microsoft Excel [page 1145]
Importing Counting Results from Microsoft Excel [page 595]
Importing Currencies from Microsoft Excel [page 1038]
Importing G/L Account Opening Balances from Microsoft Excel [page 1050]
Importing a Single Journal Entry from Microsoft Excel Files [page 514]
Preparing a Microsoft Excel Import File for Items [page 544]
Preparing a Microsoft Excel Import File for Serial Numbers [page 654]
Preparing a Microsoft Excel Import File for Batches [page 656]

1.22.4.1 Working with Import from Microsoft Excel

The *Import from Microsoft Excel* page allows you to add or update business data in Web client by importing records from Microsoft Excel files. The import process consists of the following main areas:

- *Settings* Tab: Configures import options, such as the import method, error-handling method, and source file settings.
- *Preview* Tab: Reviews uploaded data, validates records, performs simulations, and makes adjustments before processing the import.
- *Mapping Data Fields* Dialog Box: Maps columns in the Microsoft Excel file to the corresponding fields in the Web client, either manually or by using predefined or saved templates.

> **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 using the *Import from Microsoft Excel* feature, you can import either the primary record (parent object) or its related records (child objects). Parent objects contain the core information required for business operations, while child objects provide additional details that extend or support the parent object.

For example, when importing business partners, you can import the business partner records themselves as parent objects. You can also import related information, such as contact persons, ship-to addresses, and bill-to addresses. These related records are considered child objects and help create a more complete business partner profile.

> **Note**
>
> When importing a child object, you must include the parent key to identify the corresponding parent record. The parent key is a required field for all child object imports. If it is not provided, the import will fail, regardless of whether you are adding new records or updating existing ones.

Download Template

Downloads predefined templates to help you prepare your data for import.

Depending on your selected import option, templates are available as either single-sheet or multi-sheet Microsoft Excel files. These templates are generated based on business object metadata and include built-in validation rules, as well as any user-defined fields (UDFs) that exist in your company.

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*.

Create Related Objects

This checkbox is available only when you import data from Microsoft Excel for *Business Partners*.

Select this checkbox to automatically create related records referenced in the import file if they do not already exist in the system. When this option is enabled, the system validates the related records during the mapping stage.

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:

- **Editable Cells**: You can directly edit the content within individual cells, making it easy to correct or update data as needed.
- **Column Tooltips**: Each column is equipped with a tooltip that provides additional information or guidance about its purpose and acceptable values, helping ensure accurate data entry.
- **Dynamic Message Strip**: The message strip dynamically updates its content according to the current stage of the import process. It clearly displays the number of records that have been successfully mapped alongside those that remain unmapped. By providing real-time insights and progress updates, it ensures you stay informed and are able to take appropriate actions at each step of the import.
- **Object Selection**: You can select to preview a specific object after uploading multiple objects (from a multi-sheet file or multiple files).

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

Map Fields	Opens the *Mapping Data Fields* dialog box, where you can map columns from your file to the corresponding fields in the Web client. Field mapping is required before importing your file. This button is displayed only after you upload a file.
Simulate	Allows you to simulate your import results in real time without committing any records to the database. This button is displayed only after field mapping is completed, and it can be skipped if not needed.
Add	Inserts a new record.

> **Note**
>
> To update existing records without adding new ones, select *Update Existing Records Without Adding New Records*.

This button is available only after field mapping is completed.

Remove	Deletes selected records. This button is available only after field mapping is completed.

All Columns	Filters columns to display only mapped fields, unmapped fields, or all fields. This button is displayed only after field mapping is completed.
Copy	Copies all rows or selected rows from this table. • Copy all rows: Choose this icon without selecting any rows to copy all records from the *Preview* table. Paste directly into a Microsoft Excel file and data will appear exactly as shown. • Copy selected rows: Select one or more rows in the *Preview* table, then choose this icon to copy only those selected records. The pasted data in a Microsoft Excel file reflects only the selected rows. After choosing the *Copy* button, press **`Ctrl+V`** to paste the copied data to a Microsoft Excel file. This button is displayed only after field mapping is completed.
Paste	Pastes records copied from a Microsoft Excel file into this table. The pasted data is automatically appended to the bottom of the table, without overwriting existing rows. This button is displayed only after field mapping is completed.
Export to Microsoft Excel	Exports the table content for the current or all objects to a single file. The exported Microsoft Excel file reflects exactly what is currently displayed on the screen.
Settings	Customizes the columns displayed in the table. This button is available only after field mapping is completed.
Status	Filters data based on its status, such as *Error*, *Skipped*, *Added*, or *Updated*. This field is displayed only after field mapping is completed.

Mapping Data Fields

To open the *Mapping Data Fields* dialog box, choose the *Map Fields* button in the table toolbar in the *Preview* tab.

You can use the *Mapping Data Fields* dialog box to match fields in Microsoft Excel files with fields in the Web client. This ensures each column is correctly aligned before processing.

Select Object	Allows you to choose the object for which you want to map data fields. This field is displayed only after uploading multiple objects (from a multi-sheet file or multiple files).
File/Sheet to Map	Specifies the file or sheet you want to use for mapping data fields. This field is displayed only after uploading multiple objects (from a multi-sheet file or multiple files).

Mapping Method	Determines whether you map fields manually or use an existing template. The following options are available: • *Manual*: Manually map the columns in the imported file to the corresponding fields in Web client. • *Predefined Template*: Automatically map fields using a predefined template. You can download the template, enter your data in the required format, and upload the completed file. When this option is selected, the system automatically maps the file columns to the corresponding system fields. • *Saved Template*: Use a previously saved mapping template to automatically map the columns in your file to the corresponding system fields. *Download Template*: Downloads either a predefined template or a saved template to help you prepare your data for import.
Field Name	Defines how field labels appear in the *Field in Object* column, allowing display of the field name, database name, or both.
Map	Auto-maps columns based on their headers. You can adjust the mappings as needed. This button is available only when you select to manually map the file columns.
Save Template	Saves the current mapping as a reusable template for future Microsoft Excel files, eliminating the need to manually map fields and columns again. Once saved, you can apply the template to new files by selecting *Saved Template* in the *Mapping Method* and choosing the desired template.

Related Information

Data Import from Microsoft Excel [page 1139]
Importing from Microsoft Excel [page 1145]
Importing Counting Results from Microsoft Excel [page 595]
Importing Currencies from Microsoft Excel [page 1038]
Importing G/L Account Opening Balances from Microsoft Excel [page 1050]
Importing a Single Journal Entry from Microsoft Excel Files [page 514]

1.22.4.2 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 CVS 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

When importing data from Microsoft Excel, you can manage your import process flexibly and never lose your progress:

- Each time you upload a Microsoft Excel file, the Web client automatically saves your file, mappings and settings. You can leave at any stage and later continue exactly where you left off.
- When importing multiple files, each object has its own session.
- An import session ends automatically when:
  - The import completes successfully with no errors.
  - You load a new file.
  - You change import options.

Procedure

1. Log in to SAP Business One, Web client where the **Import from Microsoft Excel** feature is enabled.

   The entry point to this feature may differ depending on the app. 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.
   1. In the *Import Options* field, select whether you want to import a single object or multiple objects. After uploading, you can remove any sheets or files if needed.
   2. In the *File to Import* field, choose *Browse* and upload your file. After upload, the file content is displayed in the *Preview* table.

> **Note**
>
> If you update the local Microsoft Excel file, upload it again using *Browse* to refresh the preview. Ensure that the file columns match the fields in Web client to avoid inconsistencies.

You can download predefined templates for all objects to help you prepare your data for import. Depending on your selected import option, templates are available as either single-sheet or multi-sheet Microsoft Excel files.

3. If the file includes a header row (for example, column names), select *File Contains Header*. You can choose this setting separately for each sheet or file.
4. In the *Import Method* field, choose an import method based on how you want Web client to handle your data. Select whether to add new records, update existing records, or perform both actions while preventing or allowing duplicates as needed.
5. In the *Error Handling Options* area, select the appropriate *Error Handling Method* and set the *Error Threshold* to define how the system should handle errors during import.

3. Choose *Map Fields* in the table toolbar to open the *Mapping Data Fields* dialog box and map your columns to the corresponding fields in Web client. This step is required to proceed with the import.

> **Note**
>
> - It is recommended that all columns be mapped before proceeding with the import.
> - All mandatory fields must be mapped to continue the import process.
> - Mandatory fields cannot be removed from the mapping.
> - If you are importing multiple objects (from multiple sheets or multiple files), perform the following steps 3a-3e for each object individually.

1. If you are mapping fields for multiple objects, first select the object by choosing the appropriate options in the *Select Object* and *File/Sheet to Map* fields.
2. In the *Mapping Method* field, choose an option to define how your file columns align with the fields in Web client.
   - When you select the *Manual* option, you can use the *Map* icon to automatically match columns based on their headers. You can review and adjust the mappings as needed.
   - You can choose *Download Template* to download either a predefined template or a saved template, helping you prepare your data in the required format.
   - By choosing *Save Template*, you can save the current mapping as a reusable template for future imports.
3. In the *Filed Name* field in the table toolbar, choose how field labels are appear in the *Field in Object* column.
4. In necessary, add or remove entries using the action buttons in the table toolbar.
5. Choose *OK*.

Once the mapping is complete, you can view the mapped columns in the *Preview* table. Each mapped column is displayed with its corresponding status, such as *Ready* or *Invalid*, allowing you to identify and resolve any issues before proceeding with the import.

If you are importing data for *Business Partners* and the *Create Related Objects* checkbox is selected, the system also validates any related records referenced in the import file. Based on the validation results, the status may be displayed as *Ready**. A status of *Ready** indicates that the related records are valid and will be created during the import process.

If you have mapped multiple objects, you can switch between them using the dropdown list above the table to review the mapping results for each object.

4. (Optional) Choose *Simulate* in the table toolbar.

   After the simulation is complete, review the results in the *Preview* table and correct any errors as needed. No records are committed to the database during the simulation.

5. Choose *Import* in the table toolbar.

   If any records have an error status, you can use one of the following methods to correct the errors:

   - Correct the affected records directly in the *Preview* table and rerun the import. The system attempts to import only the records that previously failed.
   - Filter the *Preview* table to display only records with errors, and then export the results to a Microsoft Excel file. Correct the errors in the file, save it, and import the file again. When re-importing, select the updated file in the *File to Import* field.

   If a field in the Microsoft Excel file is left blank, the system does not update the corresponding field in the business object, and the existing value remains unchanged. To clear an existing value, enter **`#clr#`** in the corresponding cell before uploading the file. During the import process, the system interprets **`#clr#`** as a command to remove the existing value, leaving the field empty.

Results

The imported records are successfully created or updated in Web client.

Related Information

Data Import from Microsoft Excel [page 1139]
Working with Import from Microsoft Excel [page 1140]
Importing Counting Results from Microsoft Excel [page 595]
Importing Currencies from Microsoft Excel [page 1038]
Importing G/L Account Opening Balances from Microsoft Excel [page 1050]
Importing a Single Journal Entry from Microsoft Excel Files [page 514]
Preparing a Microsoft Excel Import File for Items [page 544]
Preparing a Microsoft Excel Import File for Serial Numbers [page 654]
Preparing a Microsoft Excel Import File for Batches [page 656]
Preparing a Microsoft Excel Import File for Business Partners [page 430]

1.23 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 1148]

1.23.1 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.

1.24 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 1150]
Working with Process Maps [page 1151]
Predefined Process Maps [page 1154]

1.24.1 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 1151].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 75].

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 1149]
Working with Process Maps [page 1151]
Predefined Process Maps [page 1154]

1.24.2 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 opens 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 1149]
Managing Process Maps [page 1150]
Predefined Process Maps [page 1154]

1.24.2.1 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.

1.24.3 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 1154]
Procure to Pay [page 1155]

1.24.3.1 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 1154]
Procure to Pay [page 1155]

1.24.3.2 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 1154]
Quote to Cash [page 1154]

1.25 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

1.26 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 1157]

Installing the App [page 1157]

Upgrading the App [page 1159]

Uninstalling the App [page 1161]

Using the App in Microsoft Teams [page 1161]

Supported View Names [page 1167]

1.26.1 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.

1.26.2 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:

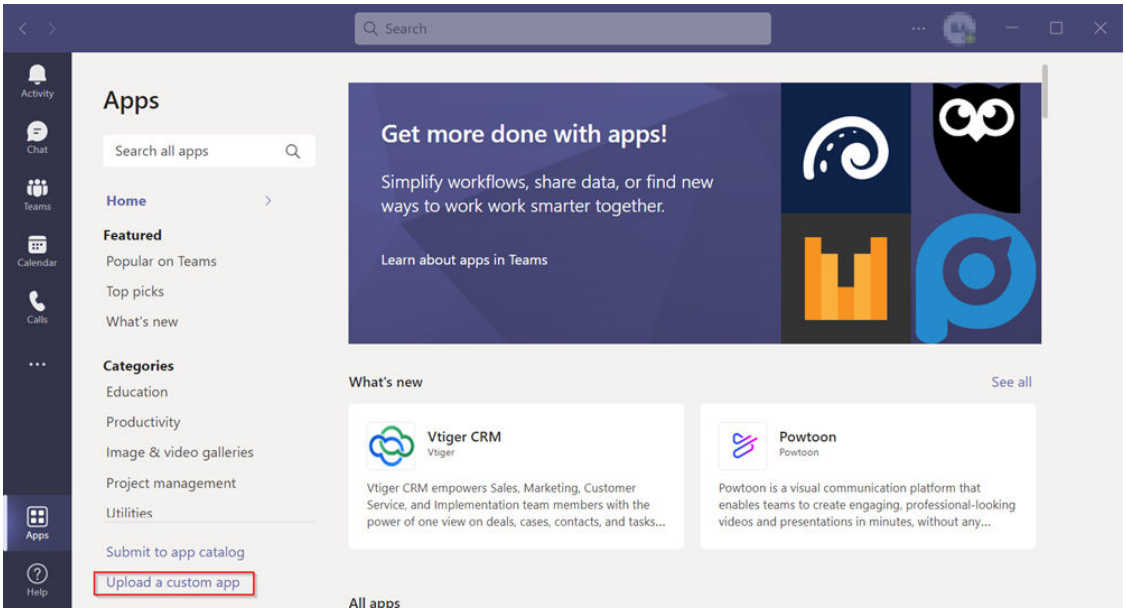
   Sample Code

   ```
   "validDomains": [
       "b1teamsapp.cfapps.sap.hana.ondemand.com",
       "abc.def.com[:port]"
   ]
   ```

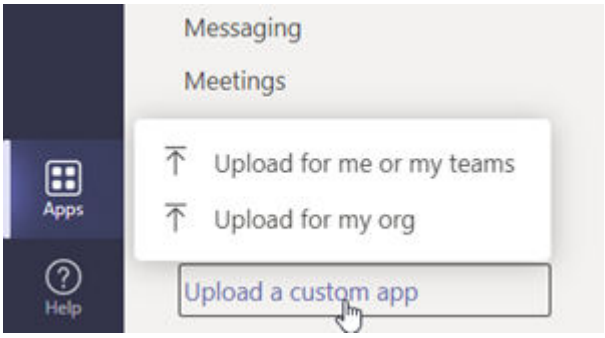
   Note

   - `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.

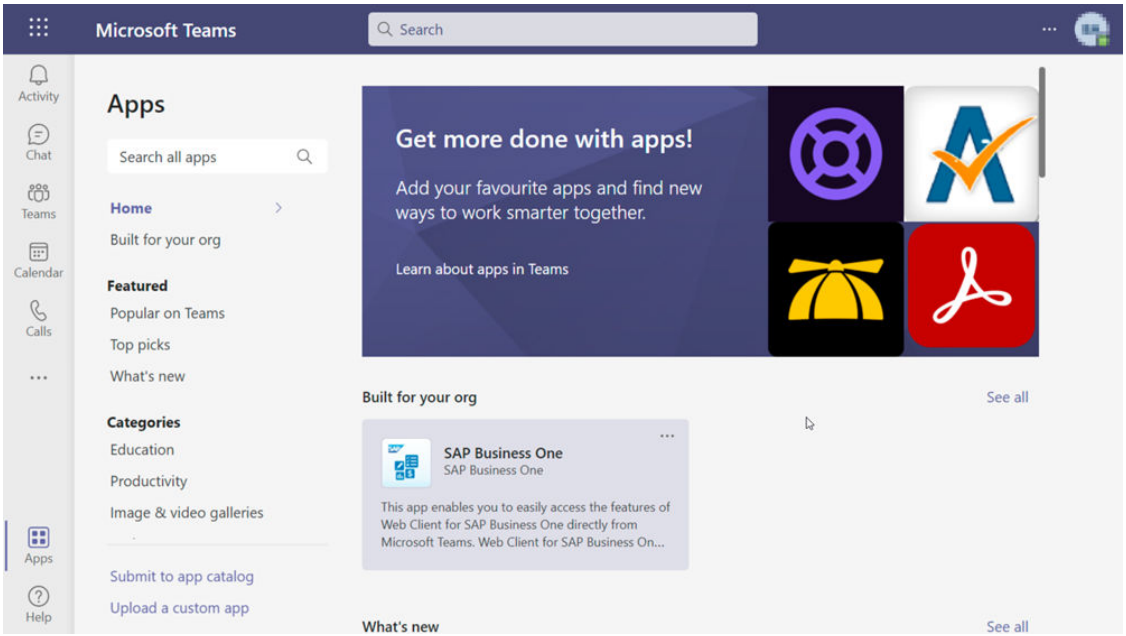
3. Upload the app package to Microsoft Teams.
   1. In the `SAPBusinessOne` folder, compress the above three files into a new zip file.
   2. Log in to Microsoft Teams as the organization admin.
   3. Navigate to *Apps* in the sidebar.
      In the lower left corner, find and choose the option *Upload 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.



1.26.3 Upgrading the App

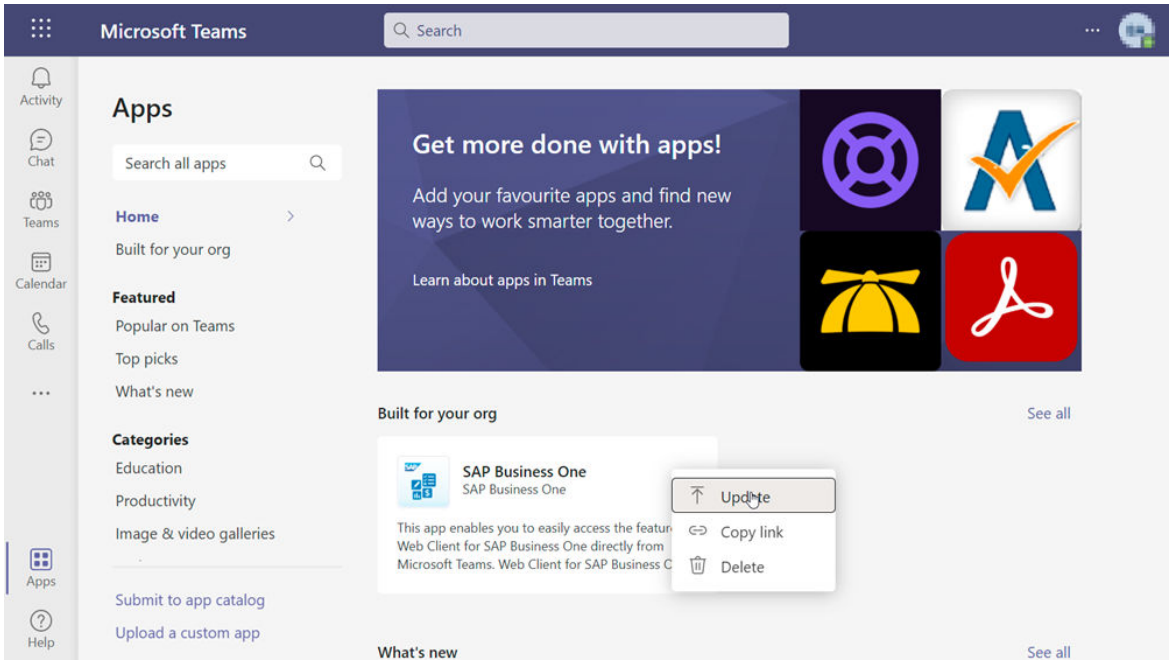
Context

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.

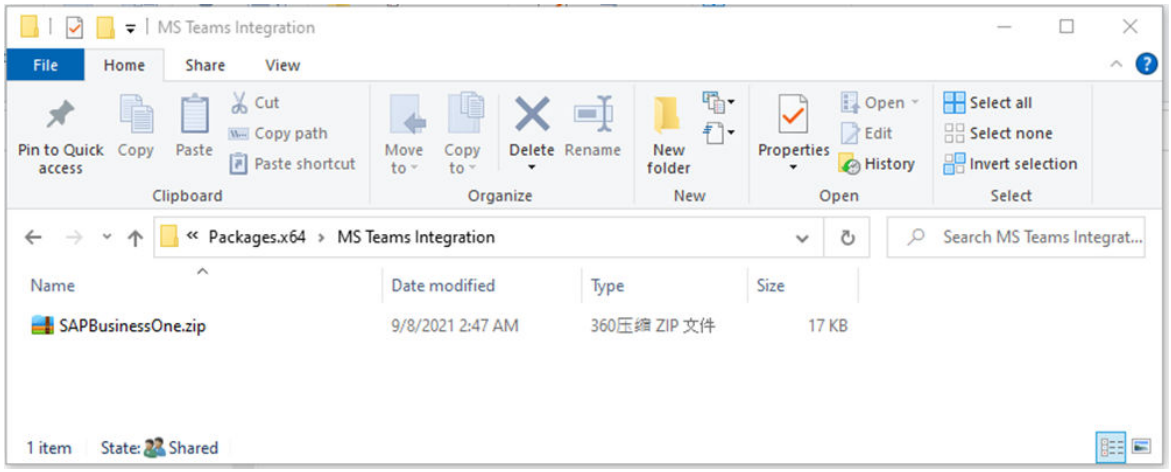
Procedure

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.



1.26.4 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*.

1.26.5 Using the App in Microsoft Teams

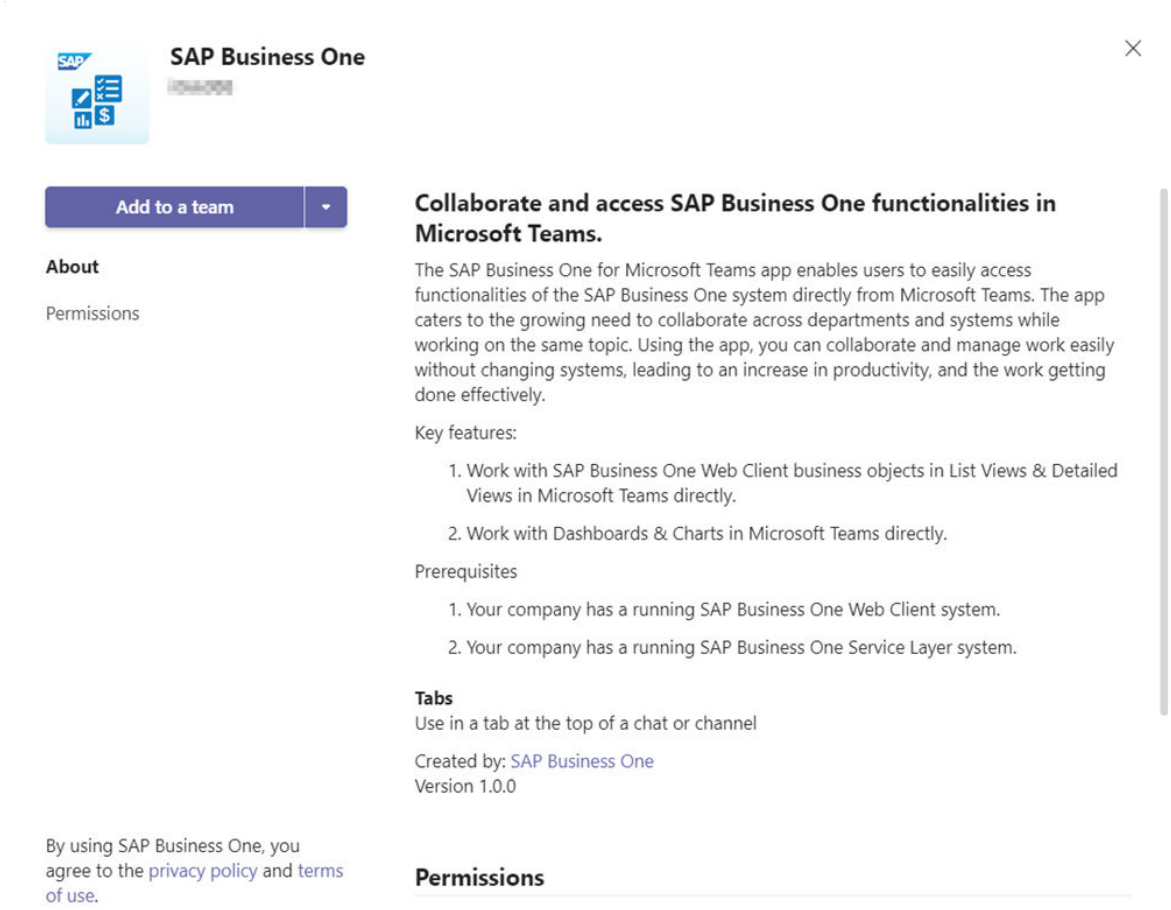
Context

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.

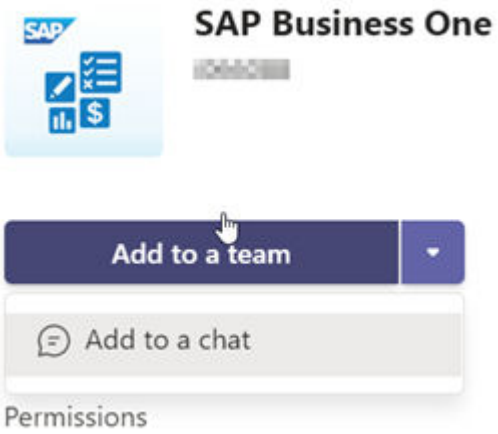
1.26.5.1 Setting Up a Tab

Procedure

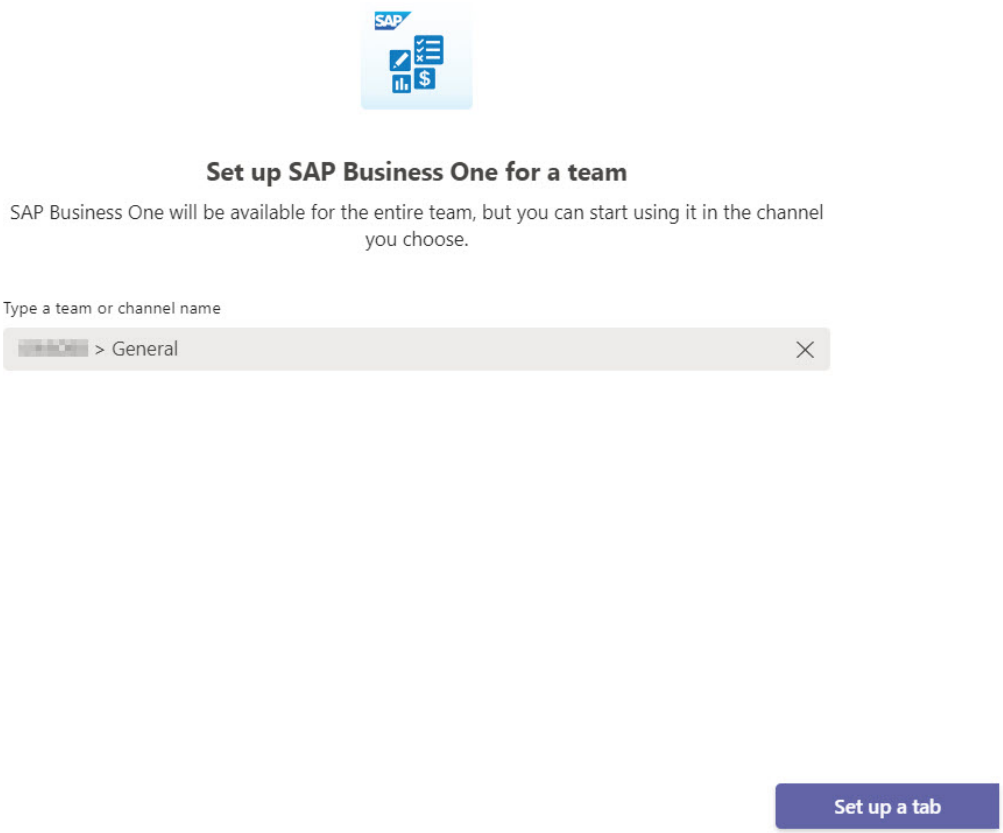
1. In the Apps store, choose the SAP Business One app to launch it. Here's a preview of the app details page:



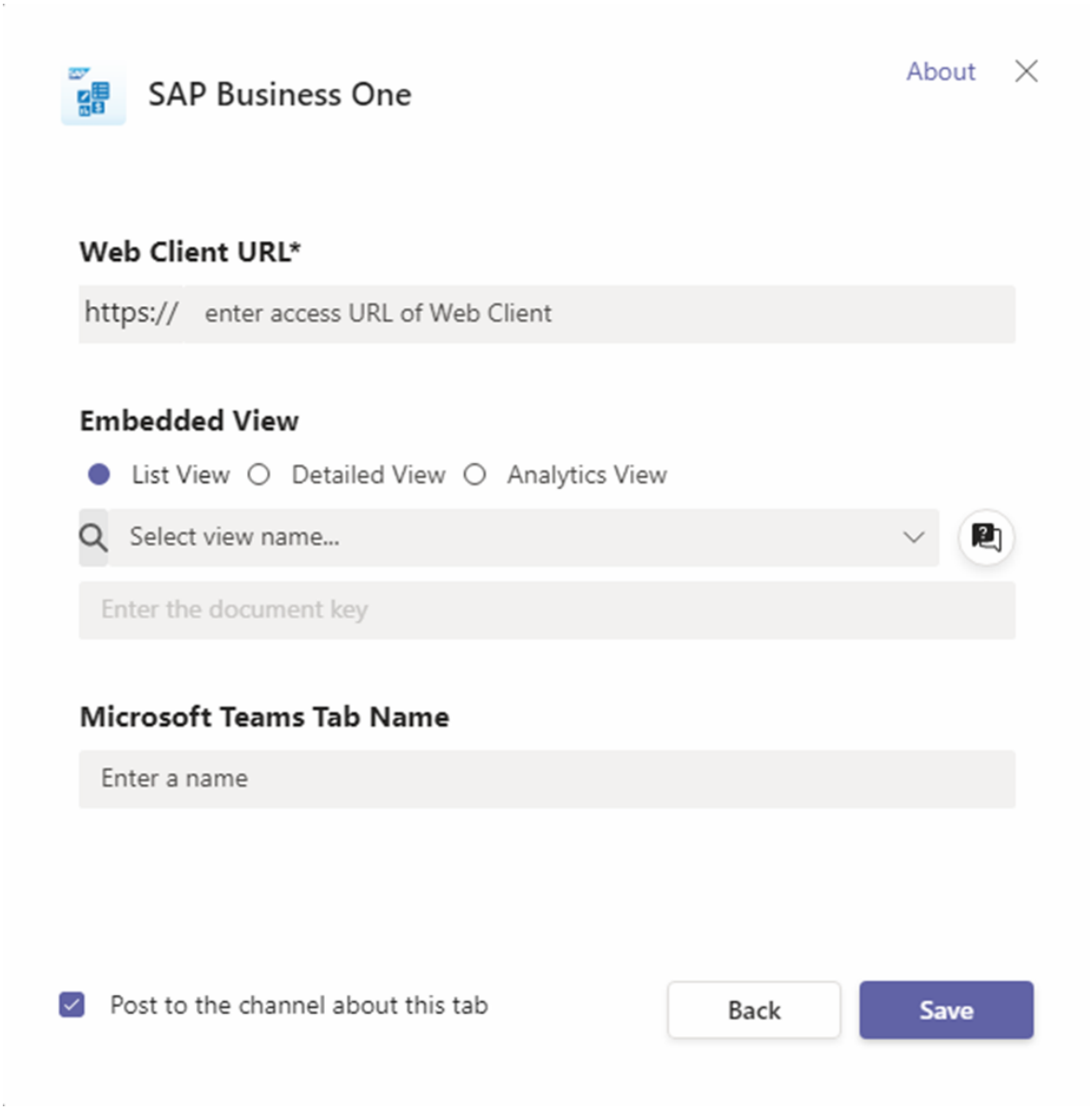
2. On the details page, find the dropdown button with two options: *Add to a team* and *Add to a chat*.
   - To add this app to an existing team, choose *Add to a team*.
   - To add this app to a group chat, choose *Add to a chat*.



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.

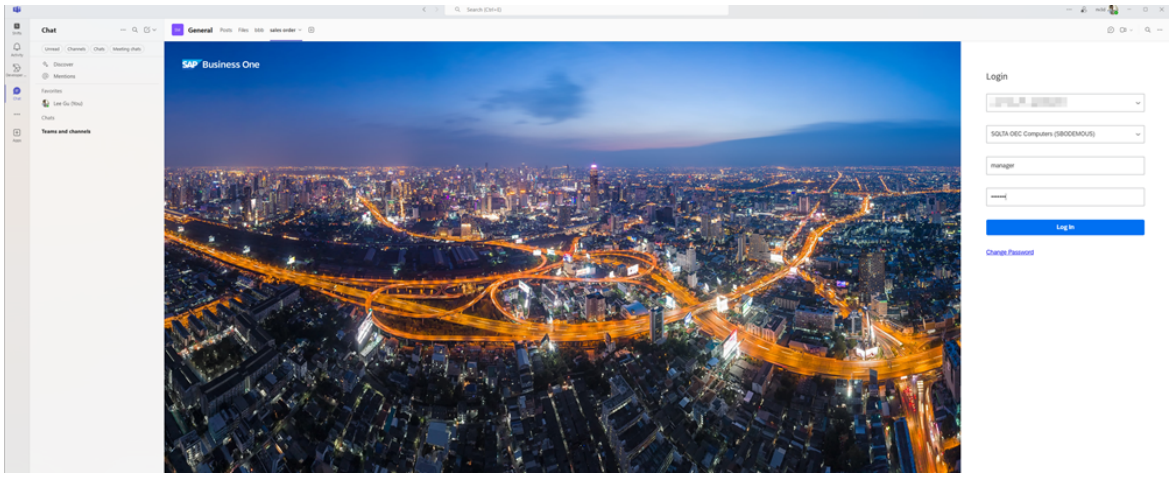
Microsoft Teams Tab Name	Enter a tab name for the selected view. If you leave it blank, the default name is `My Tab1`.

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`**.

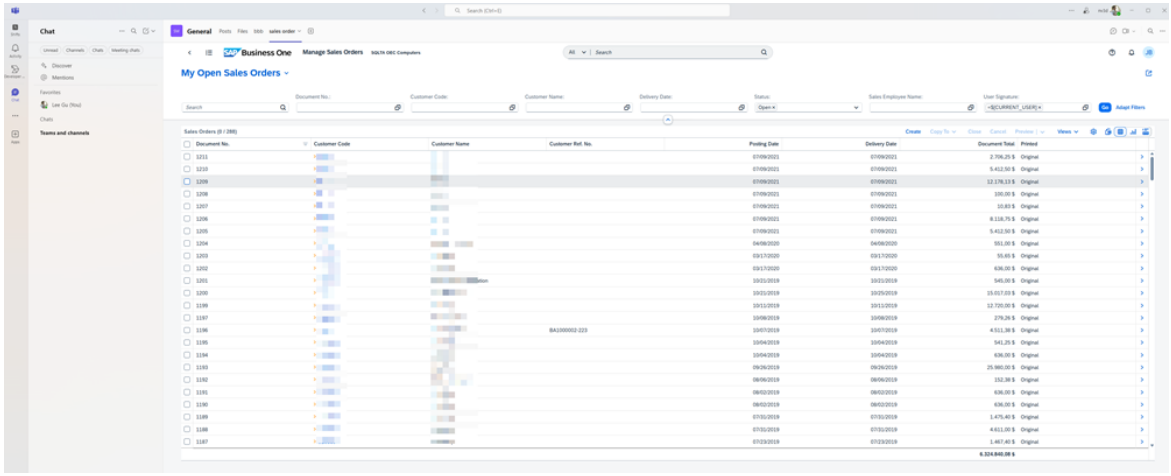
After the configuration is complete, choose *Save* to continue.

> **Note**
>
> For lists of all supported view names, see Supported View Names [page 1167].
>
> 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.

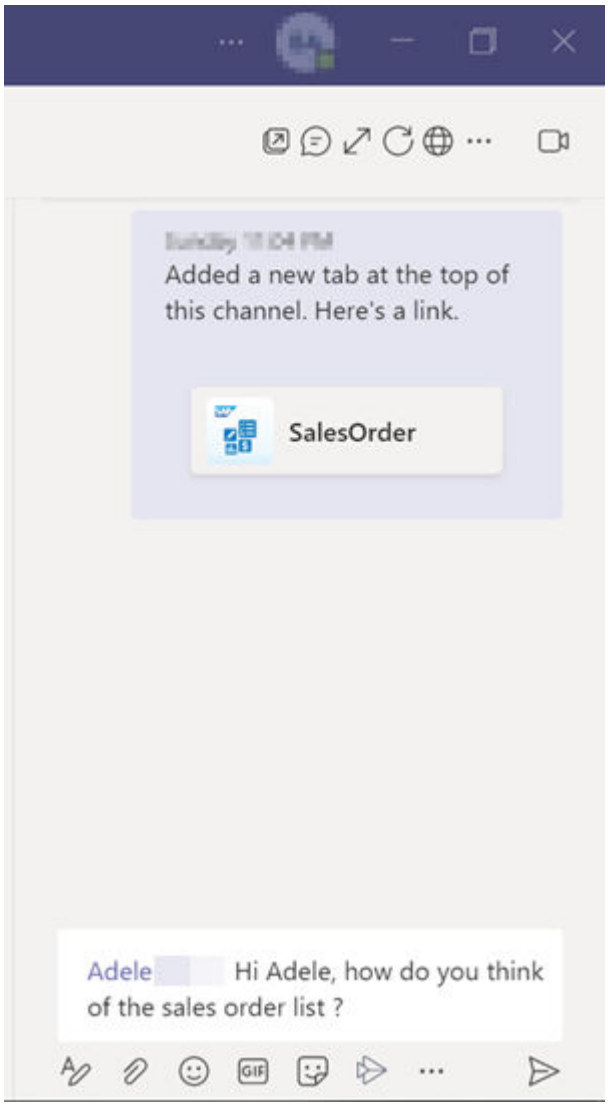
5. After the configuration, the **`sales order`** tab appears in your Microsoft Teams along with the Web client login page. Enter your credentials to log in.



6. The *Manage Sales Orders* list view appears.



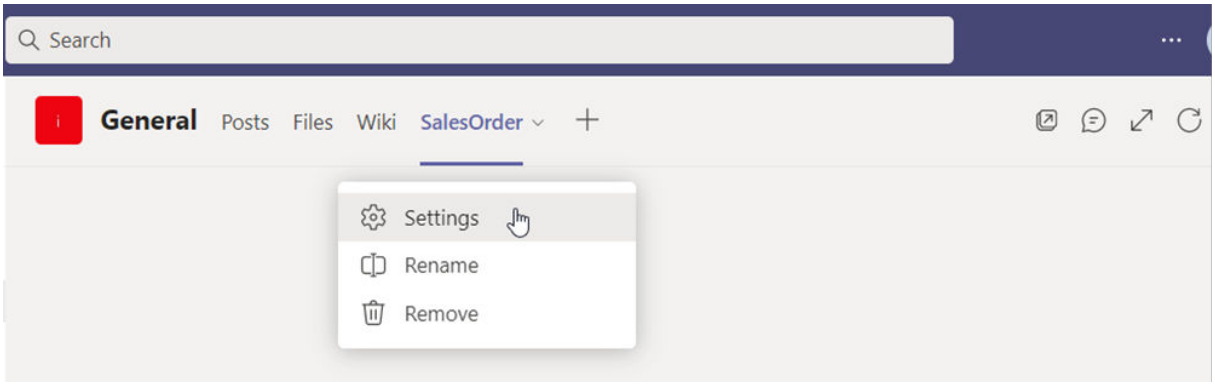
7. In the upper right corner in Microsoft Teams, choose the chat icon to open the chat box. You can see a message informing you that the **sales order** tab is added. You can mention (“@”) a member in your organization and collaborate on your business tasks.



1.26.5.2 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*.

1.26.6 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

1.27 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 1171]

1.27.1 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

1.27.1.1 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.

1.27.1.1.1 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

1.27.1.1.2 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.

1.28 Localization-Specific Information

1.28.1 Localization for Argentina

Localization for Argentina only describes features and functions in SAP Business One, Web client that are specific to Argentina.

1.28.1.1 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.

1.28.2 Localization for Australia and New Zealand

Localization for Australia and New Zealand only describes features and functions in SAP Business One, Web client that are specific to Australia and New Zealand.

1.28.2.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.

From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:

- *Journal Entry*
- *Incoming Payment*
- *Outgoing Payment*
- *Checks for Payment*
- *Deposit*

As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.

- Save statement details and transaction selection for future processing.
  Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.

6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.3 Localization for Brazil

Localization for Brazil only describes features and functions in SAP Business One, Web client that are specific to Brazil.

1.28.3.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> **Note**
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

→ Recommendation

When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.4 Localization for Canada

Localization for Canada only describes features and functions in SAP Business One, Web client that are specific to Canada.

1.28.4.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.

From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:

- *Journal Entry*
- *Incoming Payment*
- *Outgoing Payment*
- *Checks for Payment*
- *Deposit*

As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.

- Save statement details and transaction selection for future processing.
  Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.

6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.5 Localization for China

Localization for China only describes features and functions in SAP Business One, Web client that are specific to China.

1.28.5.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> **Note**
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

→ Recommendation

When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.6 Localization for Cyprus

Localization for Cyprus only describes features and functions in SAP Business One, Web client that are specific to Cyprus.

1.28.6.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.

From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:

- *Journal Entry*
- *Incoming Payment*
- *Outgoing Payment*
- *Checks for Payment*
- *Deposit*

As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.

- Save statement details and transaction selection for future processing.
  Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.

6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.7 Localization for Germany

Localization for Germany only describes features and functions in SAP Business One, Web client that are specific to Germany.

1.28.7.1 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, and data of G/L accounts, customers and vendors 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 1183]
Working with DATEV Export [page 1185]
Creating and Running DATEV Export [page 1187]

1.28.7.1.1 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 1185].

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 example view to create a custom view. For more information, see Views [page 61].

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 61].

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 75].

Duplicate Select an existing DATEV export run and choose the button to duplicate its parameters to create a new export run.

Create a Delta Run Choose to create a delta run to export the new or changed records or data based on a finished 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 75].

Related Information

Working with DATEV Export [page 1185]
Creating and Running DATEV Export [page 1187]
Working with List Views [page 60]

1.28.7.1.2 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 91].

Run Type Displays the type of the current export run:

- *Full Run* exports all records or data within the specified date range regardless of previous exports.
- *Delta Run* exports only new or changed records or data since the last finished export run.

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 91].

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, and whether data of G/L accounts, customers and vendors is included in the export run.

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 1183]
Creating and Running DATEV Export [page 1187]
Working with Detailed Views [page 91]

1.28.7.1.2.1 Creating and Running DATEV Export

Prerequisites

- The DATEV add-on has been installed and started on the SAP Business One client.
- Enable the alert service for the current company in the System Landscape Directory, and start the alert and scheduling service on the Job Service. For more information, see Job Monitor [page 1138].
- 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 and choose whether to export data of G/L accounts, customers and vendors.

   > **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 57].

Related Information

Managing DATEV Export [page 1183]
Working with DATEV Export [page 1185]

1.28.7.2 Sachverhalte L+L Definition

Use this page to define code and name of Sachverhalte L+L for compliance with DATEV export requirements.

To access the page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Taxes* > *Sachverhalte L+L*.

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 905].

Related Information

DATEV Export [page 1182]

1.28.8 Localization for Greece

Localization for Greece only describes features and functions in SAP Business One, Web client that are specific to Greece.

1.28.8.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.

3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.9 Localization for India

Localization for India only describes features and functions in SAP Business One, Web client that are specific to India.

1.28.9.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> **Note**
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> **→ Recommendation**
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.10 Localization for Japan

Localization for Japan only describes features and functions in SAP Business One, Web client that are specific to Japan.

1.28.10.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.

3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.11 Localization for Singapore

Localization for Singapore only describes features and functions in SAP Business One, Web client that are specific to Singapore.

1.28.11.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> **Note**
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> **→ Recommendation**
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.12 Localization for South Africa

Localization for South Africa only describes features and functions in SAP Business One, Web client that are specific to South Africa.

1.28.12.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.

3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.13 Localization for South Korea

Localization for South Korea only describes features and functions in SAP Business One, Web client that are specific to South Korea.

1.28.13.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> **Note**
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> **→ Recommendation**
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.14 Localization for UK International and Republic of Ireland

Localization for UK International and Republic of Ireland only describes features and functions in SAP Business One, Web client that are specific to UK International and Republic of Ireland.

1.28.14.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.

2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.15 Localization for United Kingdom of Great Britain and Northern Ireland

Localization for United Kingdom of Great Britain and Northern Ireland only describes features and functions in SAP Business One, Web client that are specific to United Kingdom of Great Britain and Northern Ireland.

1.28.15.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.

- Save statement details and transaction selection for future processing.
  Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.

6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

1.28.16 Localization for USA and Puerto Rico

Localization for USA and Puerto Rico only describes features and functions in SAP Business One, Web client that are specific to USA and Puerto Rico.

1.28.16.1 Performing Manual Bank Reconciliations

Context

With the *Manual Bank Reconciliation* app, you can perform quick reconciliations with a physical bank statement by entering the ending balance and manually clearing open transactions.

> ⓘ Note
>
> If bank statement processing is activated in SAP Business One, you must perform external reconciliations directly within the bank statement processing functionality. Do not use this app to reconcile transactions from your bank statements. For more information, see *Setting Up Bank Statement Processing* and *Working with Bank Statement Processing* in the online help for SAP Business One.

> → Recommendation
>
> When you use this function for manually reconciling bank statements, to avoid creating duplicate reconciliations, do not **simultaneously** use the external statement processing function (see External Statements [page 486]) and the standard function for manually performing external reconciliations (see Manually Performing External Reconciliations [page 492]) for the same account. In addition, we recommend that you use exclusively either this function or the standard function for manually performing external reconciliations.

Procedure

1. Choose the *Manual Bank Reconciliations* tile.
2. Select an account for which you want to reconcile transactions, and then choose the *Reconcile* button. The *Bank Statement* dialog appears.
3. Enter the bank statement details and choose *OK*. The Web client displays all the open deposits and payments in which the selected account is involved.
4. Select the transactions to be cleared. When you select a transaction, the Web client recalculates the value in the *Difference* field. Reconciliation is performed only when the difference equals zero.
5. If the value in the *Difference* field is not zero, do either of the following:
   - Create an adjustment.
     From the *Adjustments* dropdown list, select one of the following types of transactions that you want to create:
     - *Journal Entry*
     - *Incoming Payment*
     - *Outgoing Payment*
     - *Checks for Payment*
     - *Deposit*

     As a result, the created transaction is added to the list. The value in the *Difference* field is updated accordingly.
   - Save statement details and transaction selection for future processing.
     Choose *Save*. The next time you select the same account, the *Bank Statement* dialog displays the saved ending balance and end date, and the transaction list displays the saved selection.
6. To perform the reconciliation, choose *Reconcile*.

Results

SAP Business One, Web client reconciles the selected transactions and sets the reconciliation type for this reconciliation to *Manual*.

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