

Enhancements in Sending E-Mail

SAP Business One 9.1

July, 2014



Welcome to the topic on Enhancements in Sending E-Mail in release 9.1

Objectives



At the end of this topic, you will be able to:

- Outline the enhancements in sending E-Mail in version 9.1.
- Define the settings for E-Mail sending.
- Send mail automatically when adding a document.
- E-mail multiple documents to multiple recipients.
- E-mail aging report specific information to multiple business partners.

After completing this topic, you will be able to:

- Outline the enhancements in sending E-Mail in version 9.1.
- Define the settings for E-Mail sending.
- Send mail automatically when adding a document.
- E-mail multiple documents to multiple recipients and e-mail aging report specific information to multiple business partners.

Enhancements. Benefits, and Motivation

Is there a way to mail quotations to all the customers I met in the conference last week?



Enhancements:

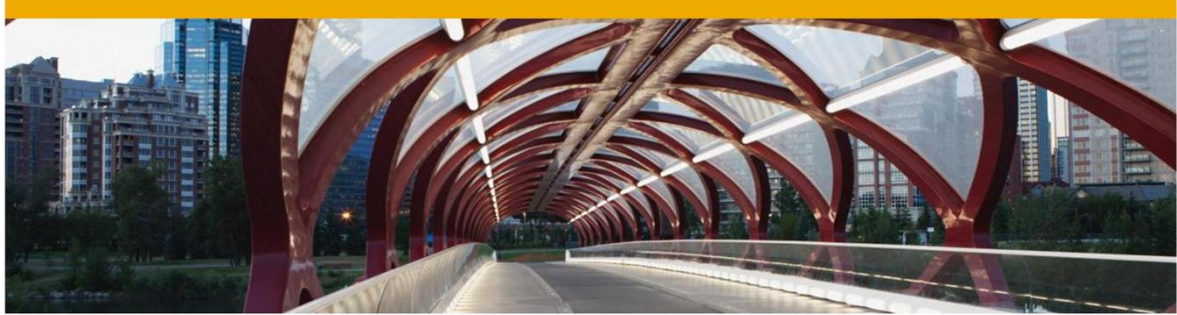
- Automatically create and send PDFs by mail when adding a document.
- Define a company default – whether to use SBO Mailer or MS Outlook.
- Define and assign e-mail groups to business partners to be used as distribution lists.

Benefits:

- E-mail multiple documents to multiple recipients, all in one go.
- From the aging report, e-mail each customer their own specific aging information.

Motivation: Improve the flow of documents between the company and its customers, vendors and leads.

- In version 9.1 you can automatically create and send PDFs by mail when adding a document.
- You can define a company default on whether to use SBO Mailer or Microsoft Outlook.
- You can also assign e-mail groups to business partners to be used as distribution lists.
- As a result you will be able to e-mail multiple documents to multiple recipients, all in one go.
- And from the aging report, e-mail each customer their own specific aging information.
- In summary, you improve the flow of documents between the company and its customers, vendors and leads.



E-Mail Methods

You can use the SBO Mailer or Microsoft Outlook when sending mails automatically



First, let us discuss the methods for sending mails.

SBO Mailer and Microsoft Outlook

E-Mail Methods:

- SBO Mailer
 - In the SAP Business One Service Manager, start the SBO Mailer service.
- Outlook E-Mail
 - Ensure that MS Outlook is installed in your working station.



- In previous versions you could use the SBO Mailer when sending mails from SAP Business One. When this is used, the SBO Mailer service must be configured and started in the SAP Business One Service Manager.
- Starting at release 9.1, you can also use Microsoft Outlook when sending mails automatically.
- For this option, you only need to have MS Outlook installed in your working station.

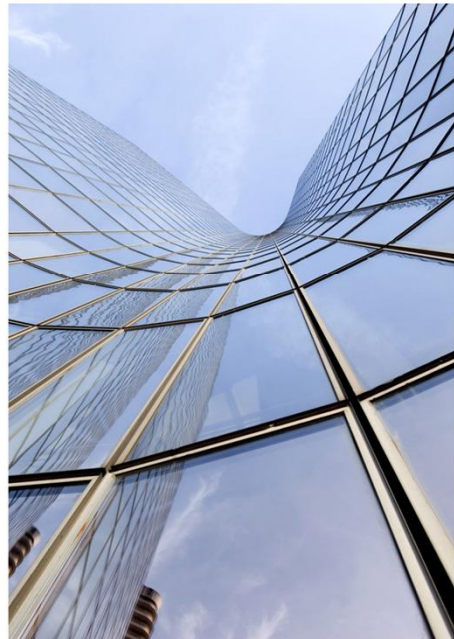
Settings at the **Company** Level SBO Mailer or MS Outlook

**Administration → System Initialization →
General Settings → Services tab.**

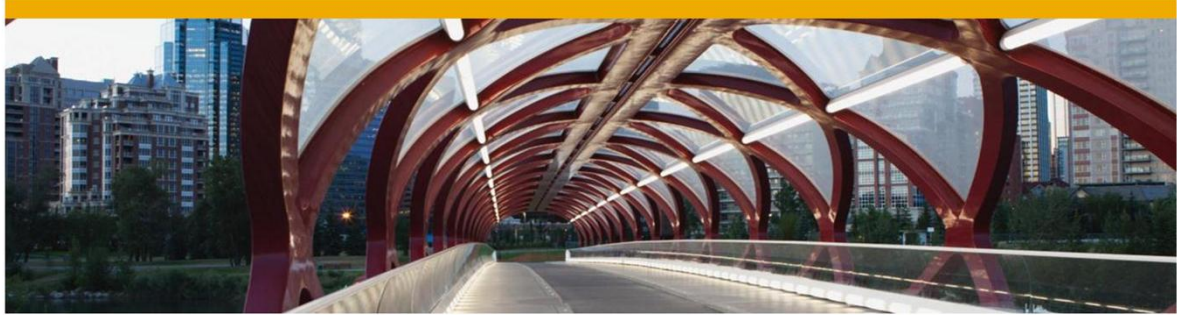
Default E-Mail Method:

- E-Mail (SBO Mailer)
- Outlook E-Mail

Ensure to define the *Attachments* folder under the *Path* tab.



- You can now define a company default on whether to use the SBO Mailer or Microsoft Outlook when sending mails automatically.
- This is done on the *Services* tab of the *General Settings*.
- The first option E-mail sets SBO Mailer as the default.
- The second option sets MS Outlook as the default.
- Note that a user has the ability to change the mailing method for single mail sending.
- Also note that the document will be attached as a PDF file to the mail. Therefore, ensure to define the *Attachments* folder under the *Path* tab.



E-Mail Document Automatically

Automatically create and send PDFs by mail when adding a document



Next, let us discuss the option to automatically create and send PDFs by mail when adding a document.

Business Example #1

E-Mail Documents Automatically

OEC Computers set environment saving as one of their objectives for the coming year. Therefore, they use e-mail to send documents electronically to customers and vendors.

To streamline this process further, they want the system to automatically send the e-mail when a document is added.

Jean, the sales manager, wants to use this option for the sales quotations her department creates.



- Here is a business example:
 - **OEC Computers** set environment saving as one of their objectives for the coming year. Therefore, they use e-mail to send documents electronically to customers and vendors.
 - To streamline this process further, they want the system to automatically send the e-mail when a document is added.
 - Jean, the sales manager, wants to use this option for the sales quotations her department creates

Settings at the **Document** Level Automatically Create PDF/ E-Mail

**Administration → System Initialization → Print Preferences →
Per Document:**

Print Preferences

General | **Per Document** | Per Report

Document: Sales Quotation

Permanent Remarks for Printing

Print Layout Designer and Crystal Reports Preferences

When Adding Document:

- ☐ Export to MS-Word
- ☐ Print Document
- ☒ E-Mail Document
- ☐ Export to PDF

Copies (Incl. Original) 1

Copies for Manual No. Assignment 1

Print Layout Designer Preferences Only

☒ Print Discount Data

☐ Print Mfr Catalog No. Instead of Item Number

Choose the document type and check the relevant boxes.

To the E-Mail address defined for the document contact person.

- In the Print Preferences window, you can now define for each document type whether to:
 - Automatically export it to PDF and/ or
 - Send it by mail when adding a document. The document will be attached as a PDF file to the mail.
- Use the menu path shown on the graphic. Choose the document type and check the relevant boxes.
- In the example shown Jean, the sales manager of OEC Computers, decided that she wants to automatically create and send PDFs by mail when adding a sales quotation.
- The mail will be automatically sent to the E-Mail address defined for the document contact person.

Settings at the **Document** Level

Default Text for Automatic Mail Sending

The screenshot shows the 'Print Preferences' dialog box with the 'Per Document' tab selected. The 'Document:' dropdown is set to 'Sales Quotation'. The 'When Adding Document:' section has checkboxes for 'Export to MS-Word', 'Print Document', 'E-Mail Document' (checked), and 'Export to PDF'. The 'E-Mail Subject' field contains the text 'OEC Computers offers you the best value for your money'. The 'E-Mail Body' field contains the text: 'Dear Customer, Here is our offer for the products you were interested in. Thank you for your time and consideration. Please don't hesitate to call/ write me. Warm Regards, Jean, sales manager at OEC Computer'. There are 'Update' and 'Cancel' buttons at the bottom.

Print Preferences

General Per Document Per Report

Document: Sales Quotation

Permanent Remarks for Printing

Print Layout Designer and Crystal Reports Preferences

When Adding Document:

☐ Export to MS-Word

☐ Print Document

☒ E-Mail Document

☐ Export to PDF

☐ Print Mfr Catalog

☒ Print Amounts

E-Mail Subject

OEC Computers offers you the best value for your money

Inserted Predefined Texts

E-Mail Body

Dear Customer,

Here is our offer for the products you were interested in.
Thank you for your time and consideration.
Please don't hesitate to call/ write me.

Warm Regards,
Jean, sales manager at OEC Computer

Inserted Predefined Texts

Update Cancel

- When you define the print preferences for a document type, you can also define default text for the automatic e-mail subject and body.
- Use the *Insert Predefined Texts* button to copy text that is already defined in the system.
- For the sales quotation, Jean entered default text in the *E-Mail Subject* and the *E-Mail Body* fields.

E-Mail Document Automatically SBO Mailer

Default E-Mail Method:
SBO Mailer



Add a
Sales
Quotation

The screenshot illustrates the SBO Mailer process. It starts with a 'Sales Quotation' dialog asking, 'Do you want to attach an edited report to the E-Mail?'. The 'Yes' button is highlighted with a red arrow. This leads to the 'Send Message' window, which is also highlighted with a red arrow. The 'Send Message' window shows a subject line 'OEC Computers offers you the best value for your', a priority of 'Normal', and a table of recipients. The 'Text' tab is selected, showing a default email body. The 'Data' and 'Attachments' tabs are also visible.

#	To	Int.	E-Mail	E-Mail Address	SMS	Telepho...	Fax	Fax No.
1	Jim Miller	<input type="checkbox"/>	<input checked="" type="checkbox"/>	jim.miller@parameter.	<input type="checkbox"/>		<input type="checkbox"/>	

Text tab content:
Dear Customer,
Here is our offer for the products you were interested in.
Thank you for your time and consideration.
Please don't hesitate to call/ write me.
Warm Regards,
Jean, sales manager at OEC Computer

- Let us see what happens when adding a document.
- If the company default is the SBO mailer, then when adding the document, the system populates a message asking if you want to attach an edited report to the E-Mail.
- When choosing Yes, the *Send Message* window appears with the details of the contact person defined in the document
- In the *Text* tab you can see the default text that Jean entered in the *E-Mail Subject* and the *E-Mail Body* fields (in the *Print Preferences* window). You can change this text.
- The sales quotation document you have just added appears under the *Data* tab and the created PDF file to be sent in the mail appears under the *Attachments* tab.
- Choose the *Send* button to send the mail.

E-Mail Document Automatically Outlook E-Mail

Default E-Mail Method:
Outlook E-Mail

Add a
Sales
Quotation



Send

To... Miller, Jim

Cc...

Subject: OEC Computers offers you the best value for your money

Attached: Sales Quotation 20140504 190822.pdf (58 KB)

Dear Customer,

Here is our offer for the products you were interested in.
Thank you for your time and consideration.
Please don't hesitate to call/ write me.

Warm Regards,
Jean, sales manager at OEC Computer|

OEC Computers
95 Morton Street
Suite 200
New York NY 10014
USA

Original **SALES QUOTATION**

Document Number: 363 Document Date: 05/04/2014 Page: 1/2

Customer No.: C23900 Federal Tax ID - Business Partner: US54-837635

Your Reference:

Your Contact: Jim Miller

Delivery Address: Same as Bill-to

Description	Quantity	Unit	Price	Tax %	Total
001 USB Flashdrive 128GB Item Code: 200003	1		30.00	6.000	30.00
002 USB Flashdrive 256GB Item Code: 200004	1		45.00	6.000	45.00
003 KG USB Travel Hub Item Code: 200011	1		18.00	6.000	18.00

- If the company default is the Outlook E-Mail, then when adding the document, a mail window opens with the contact person mail in the *To* field.
- The default text that Jean entered appears in the *E-Mail Subject* and the *E-Mail Body* fields.
- And the document is attached as a PDF file to the mail.
- Choose the *Send* button to send the mail.



E-Mail Documents in a Bundle

E-mail multiple documents to multiple recipients, all in one go.

Send to several customers their aging report.



Next, I will show you the option for e-mail documents in a Bundle. That is, e-mail multiple documents to multiple recipients, all in one go.

In addition, we will see the option of sending several customers their aging report.

Business Example #2

E-mail multiple documents to multiple recipients

Recently, OEC Computers introduced their new products to prospects and existing customers at an industry conference.

Jean, the sales manager, created sales quotations to customers and leads who approached her during the conference.

Now, she is looking for a way to mail these quotations in one go.

She also wants to address the relevant person in the business partner organization.



- Here is another business example:
- Recently, OEC Computers introduced their new products to prospects and existing customers at an industry conference.
- Jean, the sales manager, created sales quotations to customers and leads who approached her during the conference. Now, she is looking for a way to mail these quotations in one go.
- She also wants to address the relevant person in the business partner organization.

Settings in the **Business Partner Master Data** E-Mail Group

E-Mail Group:



- When using the option to automatically e-mail a document, the mail is sent to the mailing address defined for the contact person in the document.
- You can now define E-Mail Groups to specify the recipients within the business partner organization that will receive the e-mail. The e-mail group then acts as a distribution list; for example, to send various A/R Invoices created for different customers to their respective accountants.
- You do that by assigning an E-Mail group to given contact person in the business partner master data record to be used as a distribution list.
- This way, whenever documents are sent via e-mail to the selected e-mail group, this contact person receives the document produced for his company.
- In the example shown OEC Computers has defined three e-mail groups to be assigned to contact persons:
 - One for the warehouse manager.
 - Another for the Chief Information Officer.
 - And the last one for the company accountant.
- Most likely that sales quotations will be sent to the chief information officer, deliveries to the warehouse manager and A/R invoices to the accountant.

Settings in the Business Partner Master Data E-Mail Group

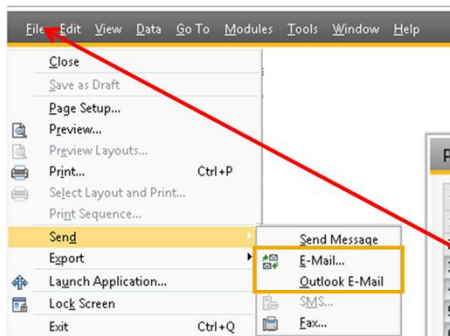
Define and assign E-Mail group:

- Select a contact person in the Business Partner Master Data window, and assign this person to an e-mail group.
- To define a new e-mail group, choose the *Define New* option.

The screenshot shows the 'Business Partner Master Data' window with the 'Contact Persons' tab selected. The contact 'Jodi Hummel' is highlighted in the list. The 'E-Mail Group' dropdown menu is open, showing a list of options: 'CIO', 'Accountant', 'CIO', 'Warehouse Manager', and 'Define New'. The 'Define New' option is highlighted with a red box. The 'Active' checkbox is checked.

- After you have defined e-mail groups, you select a contact person in the *Business Partner Master Data* window, and assign this person to an e-mail group.
- You can define new e-mail groups from here by choosing the *Define New* option.

Send Multiple Documents to Multiple E-Mail Recipients



Sales A/R → Document Printing → Sales Quotations:

Print Sales Quotations

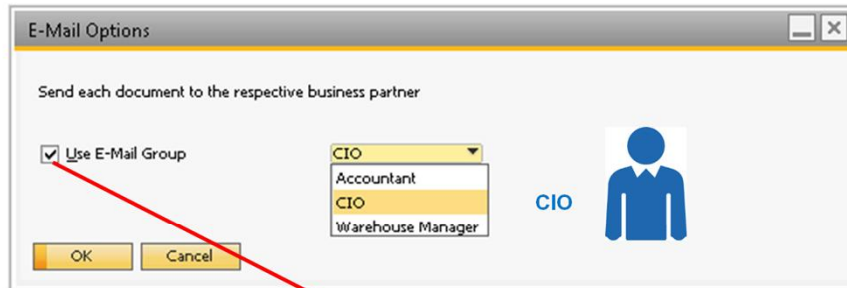
#	Document No.	Posting Date	Due Date	BP Code	Total (LC)
1	362	05/04/2014	06/04/2014	C20000	1,478.70
2	363	05/04/2014	06/04/2014	C23900	98.58
3	364	05/04/2014	06/04/2014	C30000	1,819.96
4	365	05/04/2014	06/04/2014	C40000	1,839.38
5	366	05/04/2014	06/04/2014	C42000	1,815.25
6	367	05/04/2014	06/04/2014	L10001	2,625.00
7	368	05/04/2014	06/04/2014	L10002	8,250.00
8	369	05/04/2014	06/04/2014	L10002	600.00
9	370	05/04/2014	06/04/2014	C23900	477.00
10	371	05/04/2014	06/04/2014	C30000	541.25
11	372	05/04/2014	06/04/2014	C20000	95.40
12	373	05/04/2014	06/04/2014	C40000	20.45

Print Cancel

Note that the selection of multiple documents requires Crystal Reports Layout.

- In order to send a batch of documents, for example sales quotations created for different customers, to the respective contact persons of these customers, use the document printing window:
- After generating the list of the documents you wish to send by E-Mail, sales quotations in our example, select the documents by clicking the first record and then choose the other records with Control or Shift.
- From the *File* menu choose *Send*, and then either *E-Mail* or *Outlook E-Mail*.
- Note that the selection of multiple documents requires Crystal Reports Layout. The PLD layout supports mailing a single document only.

Send Multiple Documents to Multiple E-Mail Recipients



Select this box to email the documents to the contact persons associated with the specified E-Mail group.

- After you have selected the documents to be printed, The *E-Mail Options* window appears.
- First, you define how to send the selected documents. You can choose whether to use an E-Mail group or not.
- Select the *Use E-Mail Group* box and specify the required group to email the documents to the contact persons associated with the selected E-Mail group.
- If you clear this box, the selected documents will be sent to the E-mail address of the contact person defined in the document. If there is no contact person in the document, then the E-Mail address defined for the business partner master data under the *General* tab will be selected.
- You can change the default contact person and the email address in the next window.

Send Multiple Documents to Multiple E-Mail Recipients

The screenshot shows the 'E-Mail Sales Quotations' window with a table of documents and a 'Row Text Details' dialog box open for row 9.

#	Document ...	Source Path	File Name	Attachment Date	To	E-Mail	E-Mail Address	Subject	Body
1	364	C:\Program Files	Sales Quotation_2014\06/12/2014		Megan Jubinville	<input checked="" type="checkbox"/>	megan.jubinville@micr	OEC Computers offers you	Dear Customer, Here is our offer for the products you
2	365	C:\Program Files	Sales Quotation_2014\06/12/2014		Jim Miller	<input checked="" type="checkbox"/>	bob.makensly@earth	OEC Computers offers you	Dear Customer, Here is our offer for the products you
3	366	C:\Program Files	Sales Quotation_2014\06/12/2014		Jennifer Herren	<input checked="" type="checkbox"/>	jennifer.herren@math	OEC Computers offers you	Dear Customer, Here is our offer for the products you
4	367	C:\Program Files	Sales Quotation_2014\06/12/2014		Lisa Breeveld	<input checked="" type="checkbox"/>	lisa.breeveld@ackermi	OEC Computers offers you	Dear Customer, Here is our offer for the products you
5	368	C:\Program Files	Sales Quotation_2014\06/12/2014		Vince Wilfork	<input checked="" type="checkbox"/>	vince.wilfork@werner	OEC Computers offers you	Dear Customer, Here is our offer for the products you
6	369	C:\Program Files	Sales Quotation_2014\06/12/2014		Vince Wilfork	<input checked="" type="checkbox"/>	vince.wilfork@werner	OEC Computers offers you	Dear Customer, Here is our offer for the products you
7	370	C:\Program Files	Sales Quotation_2014\06/12/2014		Jodi Hummel	<input checked="" type="checkbox"/>	jodi.hummel@paramet	OEC Computers offers you	Dear Customer, Here is our offer for the products you
8	371	C:\Program Files	Sales Quotation_2014\06/12/2014		Megan Jubinville	<input checked="" type="checkbox"/>	megan.jubinville@micr	OEC Computers offers you	Dear Customer, Here is our offer for the products you
9	372	C:\Program Files	Sales Quotation_2014\06/12/2014		Max Teq	<input checked="" type="checkbox"/>	max.teq@maxi-teq.sap	OEC Computers offers you	I write me.Warm Regards,Jean, sales manager at OEC
10	373	C:\Program Files	Sales Quotation_2014\06/12/2014		Jim Miller	<input checked="" type="checkbox"/>	bob.makensly@earth	OEC Computers offers you	Dear Customer, Here is our offer for the products you

The 'Row Text Details' dialog box for row 9 shows the following text:

```

Dear Customer,
Here is our offer for the products you were interested in.
Thank you for your time and consideration.
Please don't hesitate to call/ write me.
Warm Regards,
Jean, sales manager at OEC Computer
    
```

Buttons at the bottom of the dialog: OK, Cancel, Insert Predefined Texts.

- After approving the *E-Mail Options* window, the E-Mail window appears for the document type, listing the selected documents.
- The name of the contact person and its E-Mail address appear depending on the selection you did in the previous window. If an E-Mail group was selected then the details of the contact person associated with the selected E-mail group appear.
- If the selected E-mail group does not contain a contact person who is associated with the respective business partners, no name or E-Mail address will appear.
- You can update the name and the E-mail address manually if required.
- The *E-Mail* column is selected by default. If you want to cancel sending a certain document, deselect this option.
- In the *Subject* and *Body* columns the text inserted for the given document type in the *Print Preferences* window appears. To edit the text, double-click the field in the required line. A text editor appears, enables you to add and edit text, or insert any existing predefined text.
- Finally, choose *Send*.
- As a result, the document will be mailed to each contact person defined in this window, and therefore to each company.

Send Aging Report to Several Business Partners

Your Account at OEC Computers

Collins, James

Sent: 10:02 22/05/2014 יום ה

To: Max Teq

Message Customer Receivables Aging_20140504_150023.pdf (47 KB)

Dear Customer

This is to inform you that your account with us is now past due.
Please contact us today or mail your payment as soon as possible.

Thank you for your prompt attention in this mater.
The finance department

OEC Computers

Customer Statement

Posting Date: From To 05/04/2014

Aging Dates: 05/04/2014

Aged By: All

Due Date: All

Customer Group: All

Currency: \$

C20000 Maxi-Teq

Phone #: 555-0110 Contact Person: Max Teq Credit Limit: 0.00

Fax #: 555-0111 Sales Employee: Sales Manager Commitment Limit: 0.00

Address: 4417 Stonebridge Rd

Prior Period Balance

Document	BP Ref. No.	Post. Date	Due Date	Details	Amount	Balance
IN 333		10/01/2012	10/31/2012	Ausgangsrechnungen - C20000	620.10	****
IN 335		10/13/2012	11/12/2012	Ausgangsrechnungen - C20000	954.00	****
IN 341		11/01/2012	12/03/2012	Ausgangsrechnungen - C20000	13,093.65	****
IN 342		08/07/2012	09/06/2012	Ausgangsrechnungen - C20000	2,703.00	****
IN 346		08/07/2012	09/06/2012	Ausgangsrechnungen - C20000	12,076.05	****
Total						C20000

	Balance Due	Future Remit	0 - 30	31 - 60	61 - 90	91 - 120	121 +
Total	29,446.80						29,446.80

Aging (%)	100.000 %						100.000 %
-----------	-----------	--	--	--	--	--	-----------

- After generating the aging report, either for customers or for vendors, you can now e-mail the respective aging data to the relevant business partners.

Settings at the **Report** Level

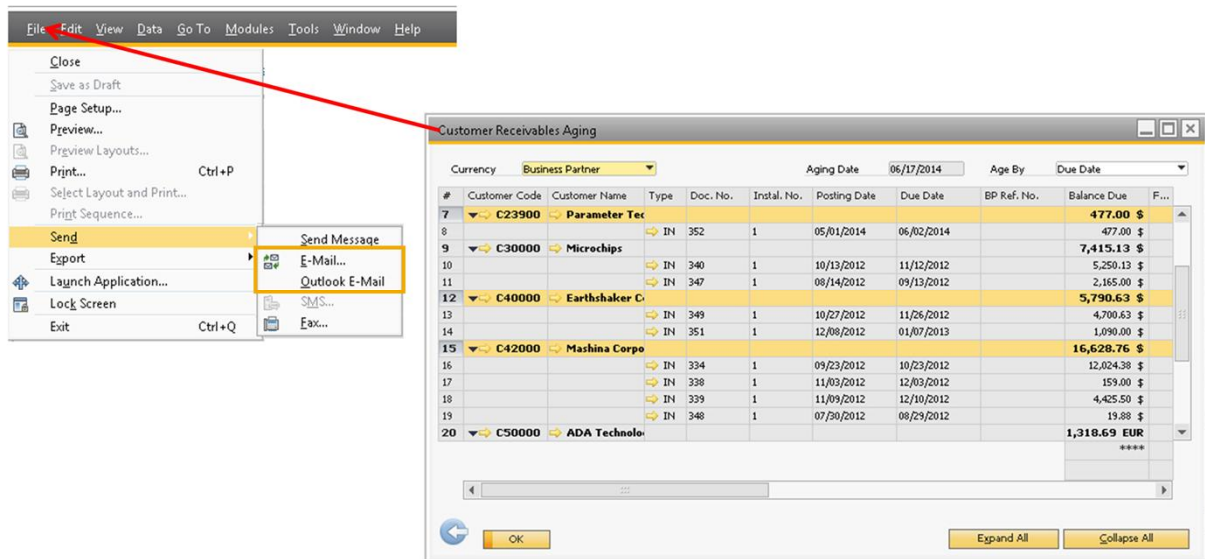
Default Text for Automatic Mail Sending

Administration → System Initialization → Print Preferences → Per Report:

The screenshot shows the 'Print Preferences' dialog box with the 'Per Report' tab selected. A red rectangle highlights the 'Report' dropdown menu, which is set to 'Aging Report'. Below this, the 'E-Mail Subject' field contains the text 'Your Account at OEC Computers'. The 'E-Mail Body' field contains a multi-line message: 'Dear Customer', 'This is to inform you that your account with us is now past due. Please contact us today or mail your payment as soon as possible.', 'Thank you for your prompt attention in this mater.', and 'The finance department'. Both the 'E-Mail Subject' and 'E-Mail Body' fields have an 'Inserted Predefined Texts' button to their right.

- Similarly to the document option, you can define default text for the automatic mail subject and body.
- Use the menu path shown on the graphic.
- In the slide example, the finance department manager has entered default text in the *E-Mail Subject* and the *E-Mail Body* fields.

Send Aging Report to Several Business Partners



- After generating the aging report, for customers in our example, choose the business partners you wish to E-Mail their aging data.
- From the *File* menu choose *Send*, and then either *E-Mail* or *Outlook E-Mail*.

Send Aging Report to Several Customers

E-Mail Options

Send each document to the respective business partner

☒ Use E-Mail Group Accountant

OK Cancel

E-Mail Customer Receivables Aging

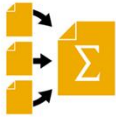
#	Customer /...	Source Path	File Name	Attachment ...	To	E-Mail	E-Mail Address	Subject	Body
1	C20000	C:\Program Files (x86)\S Customer Receivables 08/05/2014			Danny Bert	<input checked="" type="checkbox"/>	danny.bert@maxi-teq. Your Account at OEC Computers	Dear Customer This is to inform you that your account with us is no	
2	C23900	C:\Program Files (x86)\S Customer Receivables 08/05/2014			Daniel Brown	<input checked="" type="checkbox"/>	daniel.brown@parame Your Account at OEC Computers	Dear Customer This is to inform you that your account with us is no	
3	C30000	C:\Program Files (x86)\S Customer Receivables 08/05/2014			Judy Brown	<input checked="" type="checkbox"/>	judy.brown@microch Your Account at OEC Computers	Dear Customer This is to inform you that your account with us is no	

Send Cancel

Note that the PDF files with the aging data to be sent are already created and you can view them. Follow the details in the *Source Path* and the *File Name* columns.

- Similarly to the sending multiple documents to multiple E-Mail recipients options, in the *E-Mail Options* window define whether to use an E-Mail group or not.
- After approving the *E-Mail Options* window, the *E-Mail Aging* window appears, listing the selected business partners.
- The name of the contact person and its E-Mail address appear:
 - If an E-Mail group was selected then the details of the contact person associated with the selected E-mail group appear.
 - Otherwise, the E-Mail address defined for the business partner master data under the *General* tab appears.
- You can change the name and the E-mail address manually if required.
- Note that the PDF files with the aging data to be sent are already created and you can view them. Follow the details in the *Source Path* and the *File Name* columns.
- Finally, choose *Send*.
- As a result, each contact person defined in this window will receive the aging data relevant for his company.

Topic Summary



- In version 9.1 you can automatically create and send PDF files by mail when adding documents.
- You can define a company default on whether to use SBO Mailer or Microsoft Outlook.
- You can also define default text for the automatic mail subject and body.
- By assigning E-Mail groups to given contact person in the business partner master data record you create distribution lists to e-mail multiple documents to multiple recipients, all in one go.
- This way, whenever documents are sent via e-mail to the selected E-Mail group, this contact person receives the document produced for his company.
- With the e-mail groups you can also send to several customers their aging report specific information
- You can review the PDF files to be sent before sending them.

- In version 9.1 you can automatically create and send PDF files by mail when adding documents.
- You can define a company default on whether to use SBO Mailer or Microsoft Outlook.
- You can also define default text for the automatic mail subject and body.
- By assigning E-Mail groups to given contact person in the business partner master data record you create distribution lists to e-mail multiple documents to multiple recipients, all in one go.
- This way, whenever documents are sent via e-mail to the selected E-Mail group, this contact person receives the document produced for his company.
- With the e-mail groups you can also send to several customers their aging report specific information
- You can review the PDF files to be sent before sending them.



Thank you

Contact information:

Keren Erez
Training Developer
keren.erez@sap.com

© 2014 SAP AG or an SAP affiliate company. All rights reserved.

Thank you for your time.

© 2014 SAP AG or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP AG or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP AG or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP AG or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP AG or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP AG's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP AG or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.