

**SAP Functions in Detail**  
**SAP Best Practices**



# **SAP® BEST PRACTICES FOR WHOLESALE DISTRIBUTION**

**Prepackaged Business Expertise for  
Small and Midsize Enterprises**

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## EXECUTIVE SUMMARY

SAP for Wholesale Distribution is a fully integrated solution portfolio designed to address the business requirements of wholesale distribution and trading organizations of all sizes. The solution portfolio enables you to deliver world-class services to your ecosystem and to master the challenges of managing a high-volume, low-margin business that constantly responds to regulatory pressure, competitive pressure, and market consolidation throughout the value chain.

The SAP® Best Practices for Wholesale Distribution offering supports small and midsize enterprises that require rapid implementation and large enterprises that want to create a corporate template for their subsidiaries. Whether you are a new or existing SAP customer, using SAP Best Practices for Wholesale Distribution gets your solutions up and running quickly.

SAP Best Practices for Wholesale Distribution describes exactly how best to implement various key business processes in your system – including how to set up and configure your SAP software. The SAP Best Practices family of offerings is delivered as an unrivalled combination of detailed business documentation that describes first-in-class wholesale business practices and a complete set of technical information to help you implement business processes.

## PRODUCT OVERVIEW

### Product Components

SAP Best Practices includes three elements:

- A detailed step-by-step implementation procedure, including automated activities
- Extensive, reusable documentation that you can use for self-study, evaluation, and training of the project team and end users
- Preconfigured settings that give you everything you need to run key functionality specific to small and midsize enterprises out of the box and with minimal installation effort. The configuration is fully documented and includes support for business processes, training material, user roles, data conversion tools, and test catalogs. It uses the latest technology, so you can adapt it quickly and easily.

## INDUSTRY-SPECIFIC BUSINESS CONTENT

Apart from a progressive technology that enables you to implement software solutions, the market needs solutions that rapidly implement the requirements of the market from a **business point of view**. To acknowledge this reality, it is the strategy of SAP Best Practices to deliver the crucial business content that you need for an industry solution specific to the market. The technical information needed to implement system functionality complements the business documentation on industry-specific scenarios. SAP Best Practices for Wholesale Distribution includes preconfigured settings for functionality that supports the most important requirements of wholesale distributors, including enterprise resource planning (ERP) – key functionality from the mySAP™ ERP solution has been designed specifically for wholesale distributors.

Other functionalities also complement the wholesale distribution industry:

- **Supply chain management (SCM)** – Preconfigured SCM content supports adaptive supply chain networks in which suppliers, manufacturers, distributors, and customers work together.
- **Customer relationship management (CRM)** – All CRM content helps establish a customer-centric e-business solution that leads to satisfied and loyal customers.
- **Business intelligence (BI)** – This content provides flexible reporting and analysis tools for analyses and decision-making support.
- **Supplier relationship management (SRM)** – SRM content focuses on automation of sourcing processes across the entire supply base.

# ENTERPRISE RESOURCE PLANNING

## Enterprise Management: Financial Services, Procure to Pay, Logistics Execution, Order to Cash, and Analytics

The following describes best practices for ERP in the areas of financial services, procure to pay, logistics execution, order to cash, and analytics for the wholesale distribution industry.

### Financial Services

#### SAP Biller Direct

You can use best practices with the SAP Biller Direct application to support the process of presenting invoices and bills and processing them electronically (electronic bill presentment and payment) over the Internet. You can use this feature to offer customers the option of viewing and paying bills over the Internet or creating inquiries, comments, or disputes that you can reply to or resolve online. Integration of this feature with the SAP Dispute Management application allows your customers to create and display billing dispute cases from within the SAP Biller Direct application. You can use SAP Biller Direct if you want to present information about customer accounts using the Internet and offer your customers the following capabilities:

- To pay bills on the Internet and to create inquiries and complaints
- To maintain address, credit card, and bank information
- To confirm a balance on the Internet, to create payment advice notes, and to display monthly balances and line items

#### SAP Credit Management, SAP Dispute Management, and SAP Collections Management

SAP Best Practices for Wholesale Distribution helps you enjoy the full benefits of the SAP Credit Management, SAP Dispute Management, and SAP Collections Management applications and support financial decisions. SAP Credit Management helps you determine the risk of losses on accounts receivable from business partners as early as possible and make more effective credit decisions. You also manage receivables in SAP Collections Management by tracing and collecting outstanding receivables. In this application, you have ready access to data that helps you monitor customer accounts. With this information, you can easily contact customers and notify them about outstanding receivables. SAP Dispute Management contains functions for processing disputes related to receivables. It supplements the logistics process chain (purchase order → delivery → invoice → payment) between invoice and payment if discrepancies with your customer arise. This business process procedure (BPP) illustrates some of the features of the three applications and their integration with accounts receivable and sales and distribution functions of mySAP ERP. The key functions include the following:

- Checking the credit of a business partner at the time of sales order entry and blocking a sales order due to the existence of a past-due item
- Using information in SAP Collections Management to review a customer's open-item status and recording customer contact
- Creating a dispute case in SAP Dispute Management to document and resolve a customer complaint regarding an outstanding receivable

### **SAP In-House Cash**

SAP Best Practices helps you take full advantage of the SAP In-House Cash application of the SAP Financial Supply Chain Management set of applications. You can optimize cash flow within wholesale enterprises by centralizing payments within a group of subsidiaries. In this context, the parent company serves as an internal bank for the subsidiaries.

All incoming and outgoing payments with external entities are processed through the in-house cash center of the parent company. The in-house cash center is used to manage all payments between company units and thus keeps cash resources within the group and optimizes their application.

### **Procure to Pay**

Best practices for procure to pay demonstrate the entire process chain in a typical procurement cycle for a wholesale distributor, including the following activities:

- Source determination
- Vendor selection and comparison of quotations
- Determination of requirements
- Purchase order processing
- Purchase order follow-up
- Goods receiving
- Inventory management
- Invoice verification
- Payment execution

A quality management check upon goods receipt is also performed on materials.

### **Procure to Pay with Load Building**

Best practices for procure to pay with load building minimize transport costs by making the best possible use of the means of transport (ship, rail freight container, and truck, for example), reduce stock on hand as much as possible by ordering as late as possible, and achieve more favorable purchase price conditions by ordering whole truckloads. You can use best practices to optimize quantities for procurement from a single supplier and convert all existing purchase requisitions into a collective purchase order or into multiple purchase orders. If necessary, you can generate new purchase orders (if the range of coverage is increased, for example). You can combine several purchase orders into a load under one collective number to fulfill the existing load conditions and then execute it through the rest of the procurement process.

### **Procurement of Stock Material**

Best practices for procurement of stock material are similar to procure-to-pay processing. Such procurement begins with a request for quotation (RFQ) mailed to vendors to inquire about prices. A price comparison references the completed RFQs and determines the best offer for a product. A contract follows. At this point, a purchase requisition and a purchase order that references the requisition are created. The activity continues with goods receipt; batch numbers are created automatically. A quality inspection must be performed before the goods can be placed into unrestricted stock. A usage decision posts the goods into unrestricted or restricted stock. Best practices for procurement of stock material support quotation handling, procurement contracts, automatic batch management, and quality inspection in purchasing.

### **Procurement Contract**

Best practices for a procurement contract begin with the creation of a basic agreement between the purchasing organization and a supplier that is concluded as a quantity contract. This contract defines the material (or material group) and the quantity. The quantity contract is assigned as the source of supply, based upon a purchase requisition. In the next step, the purchase requisition is converted into a purchase order. Invoice verification takes place after goods receipt.

### **Internal Procurement**

Best practices support three methods of internal procurement:

#### ■ **Stock transfer with delivery**

The first is cross-plant, internal procurement of materials for a single company code. This method's standard functions include material requirements planning (MRP), purchase requisitions, stock transport orders, transportation planning, and handling of internal deliveries.

#### ■ **Stock transfer without delivery**

The second method simplifies the process and omits the delivery documents. Best practices for cross-plant, internal procurement of materials can be executed within one company code (intercompany) or by using several company codes (cross-company). You can deal with this activity using standard functions, such as MRP, purchase requisitions, stock transport orders, transportation planning, and the handling of internal deliveries.

#### ■ **Cross-company stock transfer**

The third method allows stock transfers among several company codes. Best practices for cross-company stock transfer describe the stock transfer between two plants with different company codes. The materials required are located in the stock available at the supplying plant. A purchase order is created, outbound delivery is generated, the materials are picked, and a goods receipt is posted.

### **Purchase Rebate**

Best practices for purchase rebates support vendors who agree to reductions in the purchase price on the condition that a certain quantity or value of goods is bought. This condition requires the performance of settlement accounting at the end of an agreed-upon period. The activity includes creation of a purchase's rebate arrangements, creation of purchase orders, posting of goods receipts, execution of invoice verifications, checking of updated business-volume data, execution of interim billing, execution of business-volume comparison and agreement, and execution of the final settlement.

### **Extended Rebate Processing for Customers**

Best practices for extended rebate processing focus on the use of sales data to determine the success of a new product or a new display, regional differences, and so on. To acquire this information, a supplier or distributor requires its wholesalers to report their sales by material. Using information on the actual sales quantities and sales values reached by various sales outlets, you can prepare business analyses.

### **Special-Order Processing**

Best practices for special-order processing support procuring material specifically for a single customer. A purchase requisition is generated from a sales order item and then converted into a vendor order. You do not have to subject the material to inventory management in your own company. The material is sent from the vendor to your warehouse, where it is administered as sales-order stock. The complete shipping processing then takes place from your own shipping point.

## **Logistics Execution**

### **Batch Recall**

Best practices for batch recall describe all steps required to recall materials of a defective batch that has already been delivered to customers. A sales activity is created to record the recall. If a batch does not fulfill the customer's quality demands or if a defect is discovered, a notification letter is sent to all customers who have received the batch. An automatic follow-up activity is created to handle the returns of the defective batch. During follow-up, a return can be created and processed. Batch recall uses the functionality of sales support to trigger batch-specific returns processing. A report determines the addresses of the affected customers.

### **Advance Shipping Notification with EDI – Outbound**

Best practices for advanced shipping notification (ASN) documents processing with electronic data interchange (EDI) encompass an exchange of business documents between business partners over EDI, which is typical for issuing delivery documents. The outbound ASN uses the EDI file from the wholesale distributor to create a delivery notification automatically with EDI for the customer. When an outbound ASN is generated for a delivery, the outbound EDI file (invoice) is generated automatically and refers to the sales order that was created.

### **ASN with EDI – Inbound**

Best practices for ASN document processing with EDI encompass an exchange of business documents between business partners over EDI, which is typical for issuing delivery documents. The inbound ASN uses the EDI file from a supplier to create a delivery notification automatically with EDI for the wholesale distributor.

## **Yard Management**

Best practices for yard management extend warehouse management beyond the physical walls of the warehouse, enabling management and control from the time that goods are scheduled to arrive at the warehouse. The content demonstrates how to track the movement of trailers and provide inventory visibility with the receiving and shipping yards. A yard can be a physically enclosed area outside the warehouse where trucks and vehicles are processed, stored, or available for pickup by an external carrier. The yard can also be virtual: only trucks and vehicles are visible for planning. This best practice shows a vehicle being checked into the yard, moved within the yard, scheduled to a dock, loaded with an outbound delivery, and checked out of the yard.

### **Cross-Docking**

Best practices for cross-docking support both opportunistic and planned cross-docking content, with and without handling units. They help you handle materials more efficiently and minimize unnecessary material handling to reduce cycle times, inventory, and handling costs. Planned cross-docking enables two-step cross-docking, in which goods to be cross-docked are first moved from the goods receipt area to a cross-docking storage type. The goods are subsequently moved to the goods issue area upon release of the outbound document. With opportunistic cross-docking, the system generates a cross-docking decision during creation of transport orders (after the arrival of the incoming stock or release of the outgoing document).

### **Integrated Warehouse Management with Purchase Order Return**

Best practices for warehouse management describe the business process typical for companies with warehouse management within a food or wholesale industry, including quality management. Batch management is used for the goods purchased. This best practice consists of the entire procurement and delivery cycle within the warehouse for the storage management and the quality inspection performed upon goods receipt. Rejected goods are returned to the vendor after a user decision is made.

### **Transportation Management**

Best practices for transportation management support standard transportation management functionality, including transportation planning, transportation execution monitoring, transportation cost calculation, and settlement so that you can use an overall limit in procurement to control expenses. The activity begins when a company issues a transportation-service purchase order that specifies an expense limit. The customer places an order, and the relative deliveries are generated. The route is determined, and, based upon the generated deliveries, a shipment document is generated. If the customer then places another order, you can combine both orders into a single delivery. Shipment execution is monitored by entering the finished time and setting the relative status. After the transportation process is finished, a shipment-cost document is generated based upon the shipment document. The shipment cost is posted to the appropriate general ledger accounts.

### **Order to Cash**

Best practices for order to cash support the entire process chain for a typical sales process with a customer. The business process chain encompasses all steps involved in creating an order, creating a delivery based upon a quotation, and billing. During the generation of the sales order, a credit check for the customer is executed and subsequent handling of blocked sales documents demonstrated. An availability check is performed, followed by product allocation. Product allocations represent an ordered allocation of production for certain periods, so that a partial quantity can be delivered if insufficient stock is available for further orders. Additionally, service charges are entered manually in the sales order, depending upon the quantity of goods ordered. In delivery processing, the delivery is created; the goods are picked, kitted, packed, and shipped; and the goods issue is posted. In the billing process that follows, an invoice is created and released to financial accounting. To complete the activity, the customer payment is posted to clear accounts receivable.

### **Sales Support with Dynamic Product Proposal**

Best practices for order to cash include additional presales support activities in addition to sales order processing, delivery, billing, and payment. This best practice begins with a sales inquiry captured in a sales activity document in sales support. The inquiry results in a sale, and the best practice shows how to link the initial sales activity to a sales document created in subsequent order processing. At the time of order creation, dynamic product proposals, material substitutions, free goods, and material exclusions are demonstrated. At delivery processing, the delivery is created, then picked, and a goods issue is posted. In the billing process that follows, an invoice is created and released to financial accounting. Incoming payments are documented in payment processing and then posted in financials.

### **Third Party with Shipping Notification**

Best practices for third party with shipping notification support transferring a customer order to a third-party vendor who ships the goods directly to the customer, bills you, and sends you a shipping notification. The shipping notification received is entered as a dummy goods receipt in consumption. This approach allows you to create the customer invoice before you receive the incoming invoice from the vendor.

### **Third Party Without Shipping Notification**

Best practices for third party without shipping notification support transferring a customer order to a third-party vendor, who then ships the goods directly to the customer and bills you. The vendor does not send a shipping notification. The incoming invoice from the vendor updates the billing quantity, so that you can create the customer-billing document only after entering the invoice from the vendor.

### **Customer Consignment Processing**

Best practices for consignment processing describe the process in which the products shipped to the customer are still owned by the company until the customer sells them to a third party. The descriptions cover the following steps: consignment fill-up, consignment issue, and consignment pickup.

### **Returns and Complaints**

Best practices for returns and complaints support all the activities necessary for reclamation processing. The complaints process focuses on processing credit memos if goods are not returned. During returns processing, goods are returned and a quality evaluation is performed.

### **Returns Processing**

Best practices for processing returnable goods comprise all activities necessary for the shipment of goods with standard packaging-material pallets. This approach is an alternative to handling-unit management.

### **Cross-Company Sales Order Processing**

Best practices support processing of sales orders across company codes. If a customer places an order that the vendor cannot fill, the vendor sends the goods to the customer from a plant that belongs to another company code.

### **Sales Order Processing with Dummy Customer**

Best practices for a dummy customer support you when your sales order processors need to investigate an order without first looking up the customer's account number. The sales order can be saved, but it remains incomplete until a valid customer account number has been entered on the sales order. This function is particularly useful for companies that take phone orders. A customer calls and requests pricing and information on a catalog item. The order processor can build the entire order without needing the customer's account number until the end. Once the customer's account number has been entered, all the customer-specific information is transferred from the customer master and other customer-specific records.

### **Sales Order Inbound with EDI**

Best practices for sales order processing with EDI encompass an exchange of business documents between business partners over EDI, which is typical for order processing. The inbound sales order uses the EDI file (PO) from a supplier to create a sales order automatically with EDI.

### **Billing Document Outbound with EDI**

Best practices for billing documents with EDI encompass an exchange of business documents between business partners over EDI, which is typical for billing. They enable customers and their suppliers to communicate over EDI. The supplier might be a manufacturer or a wholesaler. The approach shows how an outbound EDI document is automatically created from a billing document in the supplier's system. Once the supplier has completed a sales order, the goods issue can be posted. With the goods issue, a billing document is created, which is used in turn for creating an outbound EDI document in the supplier's mySAP ERP system. The billing document can then be sent to the customer by EDI exchange.

### **Extended Rebate Processing with Customer**

Best practices for extended rebate processing for customers focus on direct sales with a customer. The sales are saved as billing documents. A direct rebate agreement based upon direct sales is created and a rebate paid to the customer at the end of the agreed period – once the sales quantity agreed upon in the rebate agreement has been reached.

### **Direct Store Delivery with Empties**

Best practices for direct store delivery (DSD) encompass distributing products with empties directly to the end customer, bypassing the retailer's warehouse. They demonstrate how to make consumable goods available to stores and customers quickly, manage empties returned from customers, and directly influence end customers such as bars and restaurants. The information also helps beverage producers or distributors optimize process settlement in sales and distribution and reduce logistics costs by optimally planning visits to stores. This best practice focuses on the use of empties-specific functionality when processing customer orders and working with inventory management. Empties data is printed on delivery notes and on billing documents, enabling producers and distributors to learn about their complete empties stocks and empties balances with each customer. Empties-specific reports simplify management of empties inventory.

### **Empties Processing**

Best practices for empties processing focus on the use of empties-specific functionality when processing customer orders and working with inventory management. Empties data is printed on delivery notes and on billing documents, enabling producers and distributors to learn about their complete empties stocks and empties balances with each customer. Empties-specific reports simplify management of empties inventory.

### **Indirect Sales with Extended Rebate Processing**

Best practices for extended rebate processing focus on wholesalers' adherence to contractual obligations and suppliers' determination of the success of a new product or a new display, regional differences, and so on. This best practice requires information on the actual sales quantities and sales values realized by various sales outlets. Suppliers commit the wholesalers they supply to report the sales that the wholesalers have achieved – broken down by materials.

### **DSD Daily Fresh with Integrated Warehouse Management**

These best practices are similar to those for DSD but focus on distributing daily fresh products directly to the end customer. The best practice shows how to make daily fresh goods available to stores and customers quickly. The information also helps suppliers or wholesale distributors optimize process settlement in sales and distribution and reduce logistics costs by optimally planning visits to stores.

### **Sales Returns**

Best practices for sales returns are used to manage full products that the customer has returned due to complaints. Standard SAP software handles incorrect deliveries, but this content treats a case in which merchandise is rejected exclusively because of poor quality. The path that the returned merchandise takes often has to be tracked in detail – the returned product must first be sent to a lab for inspection, for example. Once the analysis of the returned merchandise is complete, the vendor or manufacturer determines:

- The status of the merchandise and whether it can be reused
- Whether the customer will be credited for the merchandise and, if so, in what amount

### **Extended Sales Order Processing**

Best practices for extended sales order processing link all sales order activities in a chain of closely integrated processes. The sales and distribution cycle encompasses sales order processing, procurement, delivery, and billing. The sales and distribution functionality of mySAP ERP models those processes with electronic documents, each of which is linked to the preceding and subsequent documents. A sales document is created in order processing. At delivery processing, the delivery is created and then picked; a goods issue is posted. In the billing process that follows, an invoice is created and, if necessary, released to financial accounting. Incoming payments are documented in payment processing and then posted in financials. The content covers extended sales order processing, including functionalities such as material substitution, free goods, and material exclusion.

### **Analytics**

#### **Enterprise Management: Product Cost Planning, Sales Planning, and Overhead Cost Management**

Best practices for enterprise management help companies perform processes ranging from multilevel demand planning to cost-center planning, and from product costing to sales and profit planning. The best-practice information is compatible with other best practices for materials management, production planning and production, and sales processing.

#### **Profitability Analysis for Consumer Products**

Best practices support profitability analysis. This support enables the user to run reports adapted to the specific needs of the wholesale distribution industry. The enhancements include calculation of and reporting on contribution margins and sales figures. To accommodate the food service distribution industry for meat and beverages, this best practice also includes enhancements to report on empties, indirect sales using a pendulum list, and yield management.

## **CONCLUSION: BENEFITS OF SAP BEST PRACTICES**

### **Solutions Tailored to Meet the Needs of Small and Midsize Enterprises**

With SAP Best Practices, you can quickly turn your SAP software into a live system that handles small and midsize enterprise-specific business requirements. SAP Best Practices provides the tools, content, and methodology you need to implement and optimize your qualified mySAP All-in-One partner solution – from a functional and a technical perspective.

### **Rapid Implementation and Manageable Costs**

Rapid implementation techniques let you reduce costs by more than 50% over traditional approaches. And scalability means that a company invests only once – even when the organization changes or grows.

### **Prepackaged Business Expertise**

To a great extent, SAP Best Practices anticipates the common business requirements of small and midsize enterprises and delivers exactly the documentation and configuration that is needed for a smooth evaluation and implementation. All elements of SAP Best Practices are fully reusable, and you can easily adapt them to meet your specific needs.

### **Avoid E-Beginners' Mistakes**

As a proven offering, SAP Best Practices helps you avoid the system, business process, and configuration mistakes of those who start from scratch. SAP has already identified potential pitfalls up front and delivers the solutions in SAP Best Practices.

### **Extend Your Business Solution**

SAP Best Practices contains fully documented implementation procedures that include automated steps and are based upon a typical customer system. It runs with one or more components of the mySAP Business Suite family of business solutions, delivering up-and-running e-business processes that use your own systems and data.

### **Build a Working Prototype**

With SAP Best Practices, it only takes a few days to build a working, fully documented prototype that you can use as a starting point for your implementation.

### **Improve Project Performance and Communication**

SAP Best Practices includes integrated tools that can be used to evaluate and demonstrate qualified mySAP All-in-One partner solutions, train your project team, and implement solutions based upon qualified mySAP All-in-One partner solutions. All project members use the same tool, which leads to effective communication.

## **MORE INFORMATION**

### **How to Order SAP Best Practices**

SAP Best Practices is available free of charge. To order the entire CD set of SAP Best Practices – including the documentation and the preconfiguration CDs – contact the contracts department of your local SAP office. SAP customers and partners can also order online from the software catalog at SAP Service Marketplace.

### **Information on the Web**

To learn more about SAP Best Practices, go to

**[service.sap.com/bestpractices](https://service.sap.com/bestpractices)**

(the SAP Service Marketplace for customers and partners) or

**[www.sap.com/bestpractices](https://www.sap.com/bestpractices)**

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