



SAP BUSINESS ONE
IMPLEMENTATION METHODOLOGY



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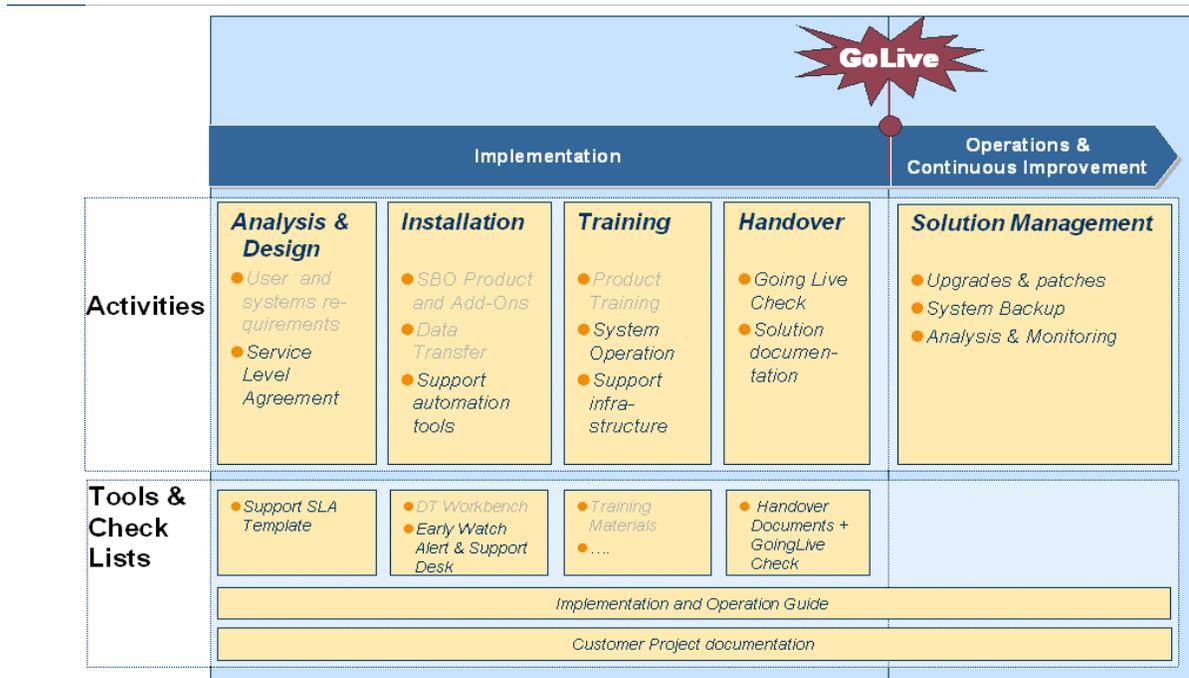


1 Implementation Methodology Concept

To achieve a smooth and efficient implementation, we recommend that you follow the processes described in this document and use all supporting materials such as the implementation guide, system set up guide, the SAP Business One Implementation Project Plan, the Pre & Post Go Live check lists, etc. All documents can be found on the Service Market Place at www.service.sap.com/smb/support.

- This document is structured as a complete process, but you can also skip stages and focus on the relevant information according to your needs.
- This is not a technical document. To learn more about a SAP Business One features, please use the knowledge base documentation in the Service Market Place.
- The implementation guide provides you with templates which you can use as base documents and customize according to the concrete project plan.

In a high level, this is a description of the entire implementation project of SAP Business One:



After the going live stage, to continue to operate SAP Business One, you may analyze and monitor user’s activity using the Post Going Live check list and offer new features provided by SAP with new upgrades and patches.

2 Project Plan Template:

(Also provided in Microsoft Excel and Project)

2.1 Implementation Hand off from Pre sales

- a. Collect as much information from the Pre-sales stage:
 - Get First Meeting - Conversational Role Questions from Pre-sales.
 - Get Evaluation Plan from Pre-Sales
 - Get Organizational Impact Map from Pre-Sales
 - Get Functional Requirements Assessment from Pre-Sales
 - Get the Pre-Sales Representative to present the PROOF PRESENTATION to you. Ideally, join the Pre-Sales Representative at the customer site at that stage.
- b. Identify unconventional business processes
- c. Identify proposed solutions
- d. Identify activity amount and data conversion amount if possible

2.2 Kick off Meeting with Customer

- a. Present implementation methodology
- b. Review Resources Available
- c. Create Skills Matrix to Leverage Team Members Experience

2.3 Scope Analysis

- a. Clarify and elaborate on All Business Processes defined in the pre-sales phase
- b. Get customers business process needs in details. Divide into subjects:
 - Sales Process
 - Purchasing Process
 - Inventory management
 - Production process
 - Financials and Chart of Accounts
 - Sales Opportunities
 - Service
 - Banking
 - SAP Business One hardware requirements vs. existing hardware (Allow time for any upgrades to hardware)
 - Review Data conversion needs - type and amount of Data
 - Establish any required integration points for third party
 - Determine Backup and restore Strategy
- c. Review Critical Success Factors in each section
- d. Identify any limitations in the out-of-box solution and discuss work around
- e. Document all major business process
- f. Create a list of limitations or opportunities of the design
- g. Review results of limitations and suggest improvements to current B.P.

- h. Work Around possibilities - UDF's/Formatted Search/Queries/SDK
- i. Establish the post production review parameters. (See Going Live Check List)
- j. Create Project Plan and assign Tasks
- k. Once all steps in the Scope Analysis phase have been completed, send to the client for sign off

2.4 Create and Agree on Monitoring Methods

- a. Who on the team is responsible for tasks
- b. What are the agreed upon benchmarks to judge the projects success
- c. Determine how often will you check on the progress
- d. Prepare periodic progress reports

2.5 Install and configure server and client machines

- a. Install SAP Business One on Server per Install Guide
- b. Install SAP Business One on Client Machines per Install Guide
- c. Request & Install License from Service Market Place
- d. Create databases for SAP Business One

2.6 Configure System set up

- a. Complete System Initialization in SAP Business One
- b. Complete Definitions in SAP Business One

2.7 Data Conversion

- a. Establish data migration methodology based on import capabilities of each module and export capabilities of current system and prepare import data files
- b. Deliver relevant template to customer, including user fields needed to be imported
- c. Review Conversion Strategy doc - (See Section 4)
- d. Refer to open balances document for specific information related to converting data (See Section 5)
- e. Determine a timeline for data conversion based on the technical survey
- f. Receive raw data for manipulation
- g. Allow client to test the validity of their data once it has been converted
- h. Obtain client sign off for imported data

2.8 Business Process Requirements - Execution Phase:

- a. Create DB Backup after every major step has been completed
- b. Create users and authorizations
- c. Create User Defined Fields
- d. Print out Templates
- e. Define Numbering Series for Documents

- f. Create queries as defined
- g. Create formatted searches as defined
- h. Create Reports as defined
- i. Create Alerts as defined
- j. Define Approval Procedures in Administration module
- k. Configure Sales A/R
- l. Configure Purchasing A/P
- m. Configure Inventory
 - 1. Define Alternative Items
 - 2. Define Catalog Numbers
 - 3. Define Serial Numbers
 - 4. Define Batches
 - 5. Define Price Lists information that was not imported
- n. Configure Production
- o. Configure Service
- p. Configure HR
- q. Configure Sales Opportunities
- r. Configure Financials
 - 1. Budgets
 - 2. Cost Accounting
- s. Configure Banking
- t. Configure Reports
- u. Review users authorizations and adjust as necessary
- v. Create customizations specific to users
 - 1. Screen Layouts
 - 2. Queries
 - 3. Reports templates - design and printing
- w. Configure Service Manager per documentation in the installation package

2.9 User Acceptance Testing

- a. Perform any necessary upgrade if a new patch was released.
- b. Review the results and decide if ready for production
- c. Simulate all major business processes defined above
- d. Simulate major business processes with super user from the client side
- e. Compare the data to established reports
- f. Review results and have client sign off

2.10 Pre Go-Live Phase

- a. Review go-live check list
- b. Create or import Opening Balances
- c. Create custom user manuals



Provide users with Training

- a. Basic Navigation - All users must attend
- b. Individual business process training as defined above
- c. Take users through SAP Service Market Place
 1. Searching Knowledgebase
 2. Creating CSN messages
 3. SAP support contact information

2.12 Post Go-Live

- a. It is recommended the system be used for a least 1-2 months prior to making any customizations
- b. Once the 2 month period has been completed access all business processes and reporting needs (See Section 8.2)

3 Questionnaire for Business Process Analysis

When you are learning the customer’s business processes, it is important to let the customer lead the discussion and describe in his own words, the process as it occurs today.

It is highly recommended to receive any documentation from the customer prior to the meeting. That will encourage the customer to try and define the process themselves before the meeting. The meeting will be short and clear, if the customer can describe all of his/her business process.

The questionnaire will help you direct the customer to any unusual business processes.

3.1 Sales & Purchasing

#	Question	Remarks
1	What are the criteria for choosing the Business Partner in a marketing document?	Helps you decide on BP Groups, coding convention, parent accounts
2	Which Information needs to be displayed from the Business Partner on the screen?	Helps you identify any gaps, and need for user fields in the marketing document and in the Business Partner master
3	How many addresses need to be printed/ displayed?	You might need a third address in addition to the Bill to and Ship to
4	What are the criteria for choosing items in the marketing document?	Helps you decide on Items groups, type of items, coding convention
5	Which information needs to be displayed from the item master in the document?	Helps you identify gaps and need for user fields. Determine which system fields should be visible and active in the document in the row level
6	How are freight and additional expenses calculated? Is there a third party involved?	If there is a specific need to consider use of SDK or formatted search
7	Get a current print out of every type of document screen, investigate whether users need different templates for the same document	Helps you identify if there is a need of separate templates and how complicated. If the templates are identical or similar, you can use the SQL script to duplicate. See section 9
8	Purchase and Sales report – get a print out from customer	The printout will help you recognize a need for additional user fields, and a need to create printout templates for the reports.
9	Are there restrictions for users, from creating marketing documents?	Helps you define user authorization, workflow and alerts

3.2 Inventory

#	Question	Remarks
1	Which costing method is being used in the company?	Identify whether a Continues Stock system is relevant, and choose between Standard Cost, Moving Average and FIFO.
2	Are different costs maintained for separate warehouses?	Identify whether to handle price system by warehouse
3	Are there separate inventory accounts linked to the different warehouse	In the setup stage, make sure to link the relevant inventory account to the relevant WH
4	Is there a need to serialize items	When you import items, make sure the relevant items are marked as serial numbers
5	Does the company provide services to sellable items? If so, are the items identified by a serial number?	Link a template contract to serialized items for the system to create a customer equipments card automatically.
6	Do the items have more then one unit of measure for sales and purchasing?	Identify whether the use of factors, or items per purchase/ sales unit is needed
7	What is the pricing method for purchasing and sales?	Helps you define the number of price lists, and special prices in the DB

3.3 Production

#	Question	Remarks
1	Is there a need for assembly of any kind?	Identify if there is a need to implement Bill of Material functionality
2	When using an assembly, do the child items need to be displayed in the marketing document? If so, can the child items be replaced for a specific document?	Helps you decide which type of BOM you will implement (Sales, Assembly or Template)
3	What is the level of complexity of the Production piece used in the company? (is it a simple assembly, or is a MRP run is needed)	Helps you decide if there is a need to implement the full production module (including lead time and forecast calculations).
4	Are there multiple levels of BOM?	
5	What is cost used to calculate the parent item cost? Is there a cost allocation from the child items to the parent?	Helps you identify the price list that should be used in the BOM. Also, you can choose to implement the Update Parent Item Prices Globally functionality

3.4 Financials & Chart of Accounts

#	Question	Remarks
1	Does the customer wish to import his existing Chart of Accounts?	If there is not a legacy COA, the SAP Business One template can be used with manual modifications
2	How many segments are being used, and what are the criteria for the segment definition?	Helps you identify whether you need to add or remove segments in the DB, and understand the division of departments in the company
3	Get a print out of their financial reports	Identify if there is a need for creating financial reports templates, in addition to the COA
4	How is the budget determined for a fiscal year?	Helps you identify whether the budget is imported from previous year, or determined independently each year.
5	Is there a need for more than one budget scenario?	Create the relevant budget scenarios with the appropriate ratio if relevant
6	What are the restrictions and alerts needed incase of budget deviation?	Helps you define user authorization, workflow and alerts
7	Are there recurring transactions conducted on a regular frequency	Helps you identify whether to implement the recurring posting and Posting Template functionality
8	Is there a need to define Profit Centers to evaluate profitability of the different departments?	Identify the need of profit centers, or the use of Account Segmentation fulfills this need.
9	Is there a need for consolidating financials statements in case of multiple companies?	Helps you identify the number of DB's to be created, inter company functionality and whether a third party solution is needed

3.5 CRM & Service

#	Question	Remarks
1	What are the different sales stages used for lead generation?	Identify which sales stages to define, and whether there is a need in defining territories, channel management and industry specific
2	Does the Lead Generation personal have additional rules on the company?	Helps you identify Authorization and create a profile which can be copied to the other users.
5	Does the company bill for Labor and Travel?	Create items for labor and travel, and identify whether they are included in the contract or not.

6	Is there a need to synch Outlook with SAP Business One?	Identify whether to implement the Outlook integration add-on.
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3.6 Banking

#	Question	Remarks
1	Does the company process credit cards?	Helps you configure the credit card definition, and identify whether there is a need for a third party for credit card validation.
2	Will the company process payments automatically?	Identify whether to implement and configure the payment wizard functionality. Add user reports for monthly payments needed.
3	Are advance payments being submitted?	Helps you determine a strategy of linking invoices for advance payments and which information is needed to be recorded in the payment to identify the relevant invoices.
4	How many transactions need to be recorded for each reconciliation?	Helps you identify if there is a need for automatic import of bank statement or a manual update is sufficient.
5	What format is the AP check (check-stub-stub, stub-stub-check, stub-check)?	Prepare and test the check in Business One. (also Identifies if there is a need for a different format)

3.7 Integration points

#	Question	Remarks
1	Which applications are currently used within the company, and which ones will be replaced with SAP Business One	The goal is to replace as many existing applications with SAP Business One. Helps you understand the company activity, and potential integration point.
2	Which applications will not be replaced with SAP Business One and what type of functionality does it serve?	Is there a way to integrate this with SAP Business One?
3	Which data needs to be integrated with SAP Business One (Items, BP, Quotation etc.)	Identify which data needs to be migrated to and from SAP Business One and the third party application and whether those objects are supported by the SDK
4	Which platform is used in the application needed to be integrated? (DOS, SQL...)	Identify how easy it is for SAP Business One to integrate with this application.

*For more information on solution partners and integration with SAP Business One see the Useful Links and Folder section.

4 Steps for Migrating Data from a Legacy System to SAP Business One

With a new customer coming aboard, prior to importing data using the data transfer workbench, please follow these steps. The different steps may vary according to the type of data you need to import.

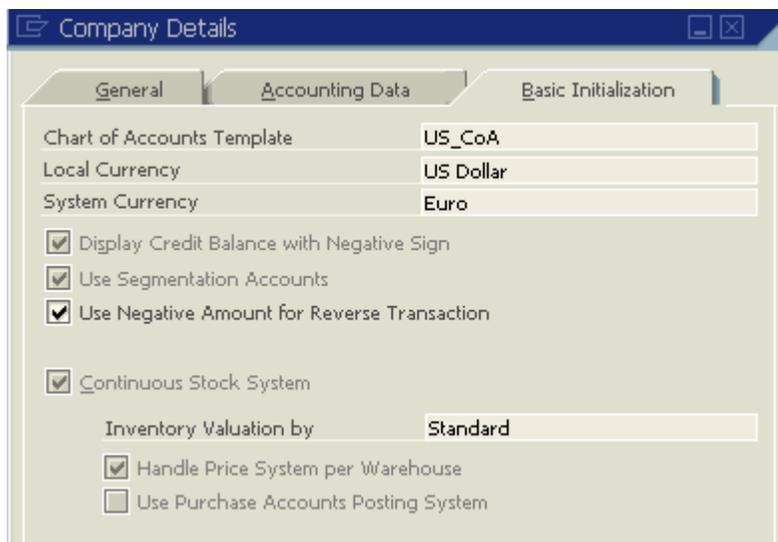
The following process will cover all the objects supported by the workbench. You may skip some of them, according to your needs.

Note: this document is not meant to describe the technical side of execution, just the theoretical side.

The steps are divided to 3 main stages- COA, BP, and Items

Prior to Importing the Chart of accounts

1. SAP Business One - Create the DB.
2. SAP Business One - Administration -> System initialization -> Company details -> Basic initialization, define the relevant definitions for the company you are setting up:



Field	Value
Chart of Accounts Template	US_CoA
Local Currency	US Dollar
System Currency	Euro
Display Credit Balance with Negative Sign	<input checked="" type="checkbox"/>
Use Segmentation Accounts	<input checked="" type="checkbox"/>
Use Negative Amount for Reverse Transaction	<input checked="" type="checkbox"/>
Continuous Stock System	<input checked="" type="checkbox"/>
Inventory Valuation by	Standard
Handle Price System per Warehouse	<input checked="" type="checkbox"/>
Use Purchase Accounts Posting System	<input type="checkbox"/>

- a. COA Template – if you intend to load the COA, keep the default which is User Defined. Otherwise, you can use the SAP Business One template as a start and create manual modifications to those accounts as necessary.
- b. Local/System Currency – choose the relevant currencies. You might need to add additional currencies manually. To do that, open Administration -> Definitions>Financials>Define Currencies.
- c. Display Credit Balance with Negative Sign – choose between the 2 options. Typically you would check this box.

- d. Use Segmentation Accounts – if you chose SAP Business One template, this box is automatically checked and the segments will be defined. If you load the COA choose whether you wish to use segmented COA.
 - e. Continuous stock system – check the box if relevant, chooses between the 3 valuation methods – Standard, Moving Average and FIFO.
 - f. Handle Price System by Warehouse – choose whether you need different costs for each item in each WH or to have one cost for all the WH's.
3. SAP Business One - Define Account Segmentation under the Administration> Definitions>Financials (if you are using the segment functionality).

Note – The above options cannot be changed once you create the master data!

4. SAP Business One - If you have a project/profit centers which you need to link to GL account, create them manually at this point.

Prior to Import (make sure you follow this order):

1. Business Partners, Item Master, Items Prices and special prices

2. Import Bill of Materials

3. Import Alternative Catalog Numbers.

4. Import Contacts with Business Partners

5. SAP Business One - Administration > Definitions > Financials > GL Account Determination.

The mandatory fields needed in order to continue the import are:

- a. Sales Tab- Accounts receivables, Revenues. If you intend to import Incoming payment – Checks and Cash clearing, Realized exchange rate diff. gain/ loss and Cash discount.
 - b. Purchase tab – Accounts payables, expenses. If you intend to import Out Going Payments - Realized exchange rate diff. gain/ loss, Bank transfer and Cash Discount.
 - c. Inventory tab – all of the accounts are mandatory.
6. SAP Business One – Administration> Definitions, configure the following definition before importing Business Partners and Items.
 - a. General – define sales employees and commission groups.
 - b. Financial – Tax
 - c. Business Partners – configure definitions according to data you need to import, E.G if you attach BP groups or Priorities. Define the Customers and

Vendor's groups.

- d. Inventory – configure definitions according to the data you need to import.
7. SAP Business One - Administration > System initialization >General Settings - > Sales tab, choose the default payment terms for customers and vendors.
8. SAP Business One - Administration > System initialization >General settings > Items tab, choose the GL method for creating new Items and make sure the WH auto update box is checked.
9. SAP Business One - Administration > System initialization >General settings >Display, choose the relevant decimal places for prices if you wish to import Items prices. Also, choose the default UOM for length and weight.
10. SAP Business One – create user defined fields for Master data if you need to import data into the UDF fields.
11. SAP Business One – if you intend to import contacts, make sure you pre-define the Activity, Type, Subject and Location values found in the contact with Business Partners window.
12. Perform a back of the DB

Prior to Import (make sure you follow this order):

- 1. Import all types of Sales, Purchasing and Inventory documents.**
- 2. Import Journal Entries, Currency Rates and Bank Pages**

13. SAP Business One - If you wish to calculate Gross profit in sales document, go to Administration > System Initialization > Document settings > General tab. Choose to calculate gross profit, and the relevant price source for the calculation.
14. SAP Business One – create user defined fields for Marketing Documents if you need to import data into the UDF fields.
15. SAP Business One - Administration> System initialization >Document Numbering, define the numbers and series (if you have any) for all types of documents.
16. SAP Business One - Administration> System Initialization >Document Settings > Per Document tab. Make the necessary definitions.
17. Perform a back of the DB.

Prior to Importing Incoming Payments, and Vendor Payments

18. SAP Business One - Administration>Definitions>Banking>Define Banks, Define Credit Cards, Define Credit Cards Payments and Define Credit Cards Payments Methods.

Recoding Master Data:

Implementing a new system, is a good time to rearrange the data, and perhaps choosing different coding for the master data.

- Before importing the data files, make sure you change the master data codes to the new ones.
- Keep the old code by importing it to a separate field which is not in use.
- If you import opening balances or any open documents, make sure you replace the old code with the new one, prior to the import. Otherwise, the import will fail.

How to work with a Test DB parallel to Production:

1. Once you create a DB you can always use the backup and restore function of SQL to duplicate a DB. This will allow you to have one for testing and one for production with real data.
2. Make sure your production DB will always contain real data only.
3. The Original DB will be the production one. Every time you add any set up, definition, user fields and tables, backup the DB, and restore it to the test DB to perform any type of testing.
4. After every major import, again, back up the real DB into the test one. This will ensure you that you always have a clean test DB with real data and a test environment which uses the most up to date data as well.

5 Create Opening Balances in SAP Business One

As a new customer comes on board, opening balances (OB) need to be recorded in the new DB of SAP Business One.

There are 3 objects for which you might need to record opening balances:

1. Business Partners
2. Inventory
3. General Ledger Accounts

You may choose between importing the OB using the Data Migration workbench or type them into the system manually. For each option the effect on the system will be explained. With both methods you may choose to have the OB as one flat amount for each master data or divide it to detailed transactions.

- Note – All the master data and setups should be defined in the DB prior to creating Opening Balances.
- According to the historic time line you wish to record in the system, create the relevant Posting Periods. For example, if you want to have the history of the last 2 years, create 3 periods – 2 for the history, and 1 for the current. If you already have the DB, with the current period, you may change the code and name to match the historical periods and then create new ones.

5.1 Business Partner Opening Balances

Using the Opening Balances Utility

When you record OB as one amount every Business Partner Account will be offset by an OB account. Eventually, when the process is finished for BP's, GL, and Inventory the OB account should have a zero balance.

Administration>System Initialization>Opening Balances>Business Partners Opening Balances

- When the BP OB is updated, the control account linked to it, will be updated as well.
- If you type in the full amount for the beginning of the fiscal year, you will not be able to view open invoices / Credit memos of the Customer/Vendor.
- In the Aging report – just one amount will be displayed as the OB.

Customer/ Vendors Open Transactions:

If you wish to have the outstanding Invoices of the Customer/ Vendors you may follow this process.

- Assuming the balance of your Customers and Vendors are composed of open invoices only, if you record those invoices, your customer and vendors will have the list of open transactions from previous periods.
- Create the Invoices in the system, with their original Posting date. Naturally, the posting date will be historical, therefore make sure you set the relevant period as current when you type those invoices.
- It is recommended to create Service type of document instead of items so not to influence your inventory.
- If you have any additional balances outside of the open invoices total, record this balance using the regular OB screen.
- Affect on P&L:
 - Revenues and expenses will be affected as a result of creating AR and AP invoices.
 - Record OB for the P&L minus the open invoices totals, so at the end of the year, your P&L will have the complete historical OB.
 - Conduct the Period End Closing process in the current go live period, in order to balance the P&L to have 0 balances.

Note – alternatively you may choose to simply record every JE from the legacy system so each master data will have the full history of transaction. In both cases, conduct the Period End Closing process.

Data Transfer Workbench Method

- Using the Data Transfer Workbench to import OB, will follow the same logic explained in the Manual section.
- Use the Sales Invoice/AP Invoice object for importing the open documents.
- It is recommended to import the open documents as a Service type instead of items type so you do not influence your inventory balance.
- Follow the same logic as above.

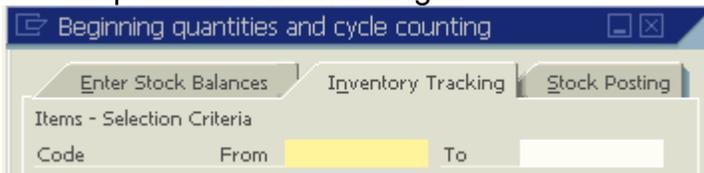
5.2 Inventory Items

Using the Cycle Counting Utility

Using the Cycle counting functionality, you can enter your inventory beginning balances manually using an existing price list and influencing the appropriate inventory accounts.

- Inventory>Inventory Transactions>Beginning Quantities and Cycle Counting.

The process contain 2 stages –



1. Inventory Tracking – type in your beginning quantities for each item. No transaction is created at this stage.
2. Stock Posting – Reconcile the inventory differences. This stage will create the stock transaction and the appropriate Journal Entry to reflect the stock value in the GL.

Inventory tracking:

1. Choose the filtering criteria and press OK.
2. In the Counted in WH column, type your beginning balances and update

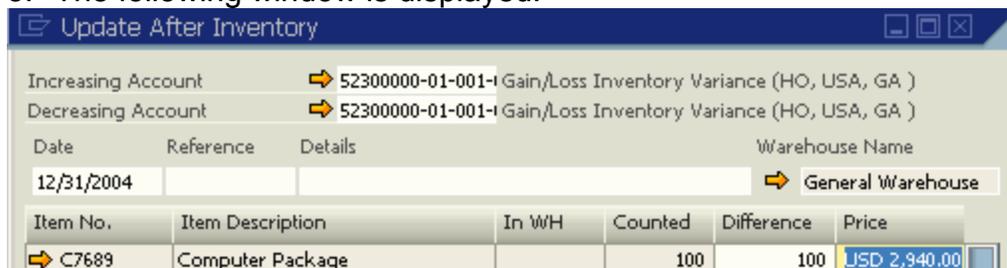
Stock Posting:

1. Choose the filtering criteria of Items and WH
2. Choose the prices to use for the stock transaction. You can choose between 3 options:



If you choose By Price List, another field appears to choose the relevant price list existing in the system. Press OK

3. The following window is displayed:



1. The value you typed in the Inventory Tracking will appear as counted.



2. Note, if you have quantities different than 0, the system will calculate the difference between the counted and the In WH. The difference will be the quantity for the stock transaction.
3. Make sure the Date is set for the beginning of the current fiscal period.
4. Choose the Increasing and Decreasing accounts. The decreasing will be used in case the difference is negative. The offsetting account will be the main Stock account linked to the item of the relevant WH.
5. Press Reconcile to complete the transaction.
6. if you don't run the Continuous Stock System, only stock transaction will be created.

Workbench Method

In the work bench, use the function of Stock Taking.

The stock taking is parallel to the Stock tracking option in SAP Business One. There for after you have completed the import; make sure you complete the Stock Posting section, to update the DB with the appropriate beginning quantities.

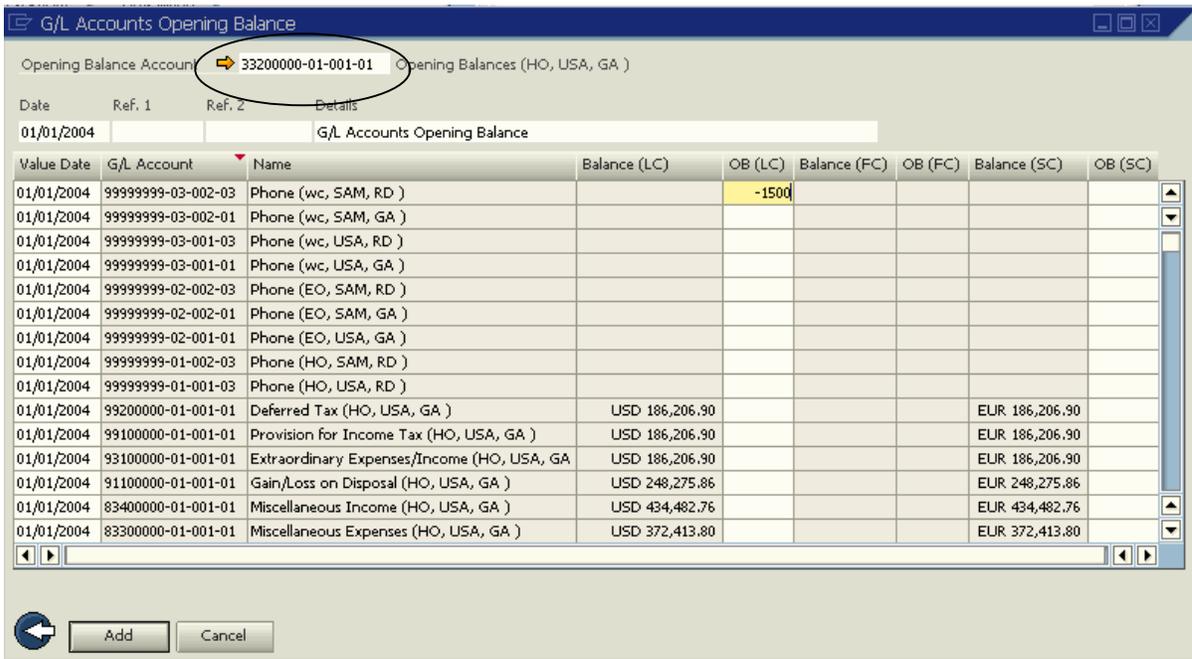
Note – since the inventory accounts are affected there is no need to update the stock accounts as well. To make sure that is correct; check the Stock account balance in SAP Business One, versus the stock account balance in your previous system. If there is a variance, and you double checked that your cycle count is correct, you can create an OB to the stock account for the difference only.

5.3 General Ledger Accounts Using the Opening Balances Utility

- Administration>System Initialization>Opening Balances>GL Accounts Opening Balances
 - Choose the relevant group name you wish to display in the report



Press OK

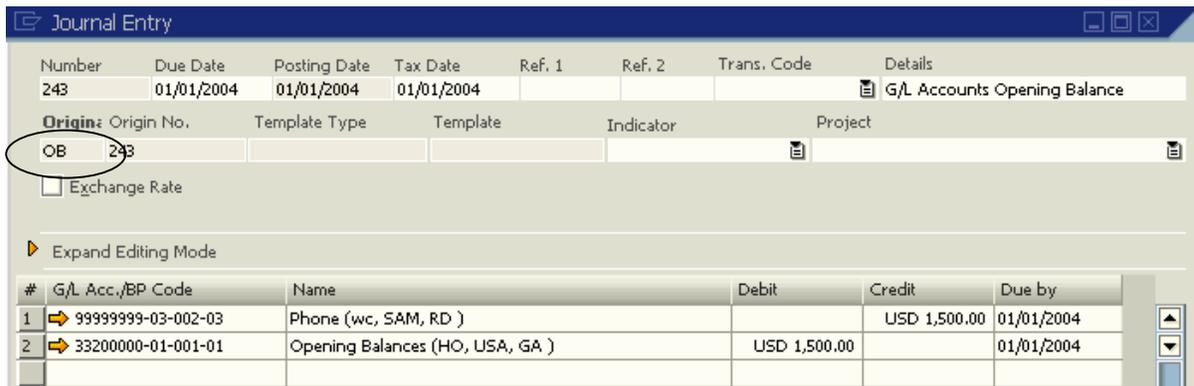


- Opening Balance Account – press Tab to choose your OB account
- Date – choose the posting date of the OB. If the OB, is for the entire history, type in the beginning of the current go live fiscal year. If the OB is divided to different

periods, for example, you want to have monthly historical balances; the date will be the end of each month.

- Value date – automatically set as the posting date, can be changed manually.
- OB (LC) - in this column, type the OB amount in local currency. For credit balance, type the minus sign.
- OB (FC) – in this column, type the OB in Foreign currency. The field will be enabled, if the account is a foreign currency one. For credit balance, type the minus sign.
- Press Add
- You may repeat this process multiple times.
- Make sure, your current period matches the posting date you chose.

The following JE will be created for each GL Account:



The screenshot shows the SAP Journal Entry window. The 'Origin' field is set to 'OB' and the 'Origin No.' field contains '243', which is circled in red. The 'Details' field shows 'G/L Accounts Opening Balance'. Below the form, the 'Expand Editing Mode' section displays a table with two rows:

#	G/L Acc./BP Code	Name	Debit	Credit	Due by
1	99999999-03-002-03	Phone (wc, SAM, RD)		USD 1,500.00	01/01/2004
2	33200000-01-001-01	Opening Balances (HO, USA, GA)	USD 1,500.00		01/01/2004

- Note – the Original Journal (transaction type) of an OB JE will get the OB, journal number (-2) which helps you identify those specific JE. Later on, you can choose whether to display them in the financial reports.
- If the OB contains amounts for the beginning of the year only, you should not create OB for Profit and Loss account
- If you record OB for previous periods, including Profit & Loss accounts, conduct the Period End Closing process in the current go live period, in order to balance the P&L to have 0 balances for the beginning of the current fiscal year. See “Period End Closing” document.
- Control accounts (receivables/payables) will not show up in this screen.
- Do not enter the OB for your inventory accounts. Those accounts will be affected when you create the OB for your items when you work with continuous stock system.

Workbench Method

In the work bench, use the function of importing JE into the DB.

You have 2 Options in this case:

1. Import the entire history, meaning the full JE from the legacy system.
2. Import just the final balances (or monthly balances)

When Importing a Full JE, please pay attention to the following:

- P&L will be affected, so make sure you conduct the Period End Closing at the beginning of your go live fiscal year.
- If you import open invoices as well, make sure not to import the JE of those invoices to avoid double entry.
- The Original Journal (transaction type) will be recorded as manual JE (no. 30) not as OB (no.-2)

When importing final balances (or monthly balances) please pay attention to the following:

- Export your trial balance from your legacy system to excel
- Create the file format according to workbench requirements.
- Make sure you balance each transaction, or the entire file with the OB account as explained earlier.
- If you import monthly balances, make sure you add the difference only each month, and not the entire balance of the account. If it is possible, when you conduct the trial balance in the old system, filter it by dates to match your selection.

In both cases do not import JE directly to control accounts or inventory accounts, if you intend to create OB for your inventory items.

6 System Testing Scenarios & User Acceptance

Please take the time to run these tests; these will help to ensure that your configuration has been completed correctly and that your database will be ready for the Go-Live phase

- Insert a transaction for all pertinent business processes and ensure that Business One is working as required for your clients needs
- Login to Business One with all end-user usernames to ensure security and authorization settings are correct, this way you will be certain that there are no users will more/less permissions than they require
- Let one user from each group login to the system using the appropriate user ID, to simulate the business process from start to finish.
- Print a copy of all forms and financial statements and have the client sign off upon acceptance of these
- Verify that your inventory booking value matches the value within the item valuation report
- Test your special prices and discounts with all possible sales/purchasing situations to ensure system is correctly calculating price/cost
- Verify that all opening balances are correct for business partners and that this value matches the amount in your control account
- Make sure all the formatted searches are set up correctly and working.
- Check any SDK developments done to accommodate the business processes are complete

Make the necessary changes based on the results of the testing phase and have the client sign off.

7 Training of End users Concept

Since SAP Business One has a relevantly short implementation time, we believe the customer should have as much knowledge in the product as possible.

Super user training – during the implementation process, a super user from the customer should act as a project manager. This person will attend all analysis meetings and any type of training. After go live, this person will provide first level support, and will be the contact person for SAP or the partner for more complex questions.

Make sure at least one person in the company is trained in the following topics:

1. Creating and modifying users and authorizations
2. Creating basic queries
3. Creating system and user alerts
4. Basic knowledge in Document Editing

End user training - is divided into 2 stages:

1. Basic training for the entire group (1 day):
 - a. SAP Business One overview
 - b. Navigation
 - c. Creating BP's and Items
 - d. Creating Marketing documents
 - e. Navigating through the Service Market place
2. Individual training for target users: personal training will be provided to users according to their role in the process. This will be a customized training, which includes generic and customized processes in the field level. Ideally, this training will be done with custom user manuals that describe the specific process for each user. You may divide the personal training into the following groups:
Sales, Purchasing, Accounting, Sales Opportunities, Inventory.
Make sure each user knows how to run reports which are relevant to his/her role.



8 Check Lists

- This document is divided into Pre Go-Live and Post Go-Live.
- The purpose of the Pre Go-Live check list is to make sure the significant business requirements are defined and tested in the DB containing the real data from the partner’s perspective.
- The purpose of the Post Go-Live check list is to confirm with the customer that the significant processes are implemented according to his/her satisfaction and the customer himself/herself considers the project as Live.
- It is recommended to review these lists with the client project manager as well. Otherwise, the most relevant sections are marked as “confirm with customer”.
- You can use your project plan benchmark to identify any topics which can be a show stopper for going live including the post go-live phase.
- In the Post go-live phase you may need to fine tune the system according to the post go-live check list results.

8.1 Pre Go-Live Check

The best way to fill out this document is when you open it on your computer and click on the checkboxes where the work has been done.

System checks	Check
Hardware requirements checked?	<input type="checkbox"/>
All printers configured?	<input type="checkbox"/>
Service Manager configured?	<input type="checkbox"/>
Authorization concept for users introduced?	<input type="checkbox"/>
Password for manager changed?	<input type="checkbox"/>
Alerts defined for recurring administrative tasks?	<input type="checkbox"/>
Unique Business Processes implemented? (confirm with customer)	<input type="checkbox"/>
SDK Development and add-ons implemented? (confirm with customer)	<input type="checkbox"/>

Database checks	Check
Backup strategy implemented?	<input type="checkbox"/>
Backup and Recovery tested?	<input type="checkbox"/>
Recovery Model of SBO-Common is set to “Simple” in SQL?	<input type="checkbox"/>



<i>Print Documents (confirm with customer)</i>	<i>Check</i>
Print Preferences has been set?	<input type="checkbox"/>
Sales documents can be printed?	<input type="checkbox"/>
Purchase documents can be printed?	<input type="checkbox"/>
Checks for payment can be printed?	<input type="checkbox"/>

<i>Master Data & Opening Balances (confirm with customer)</i>	<i>Check</i>
All required master data imported from the legacy system?	<input type="checkbox"/>
GL Accounts Opening Balances recorded?	<input type="checkbox"/>
Business Partners Opening Balances recorded?	<input type="checkbox"/>
Inventory Items Opening Balances recorded?	<input type="checkbox"/>

<i>Training checks (confirm with customer)</i>	<i>Check</i>
All end users trained?	<input type="checkbox"/>
Administrator trained according to the Service Level Agreement?	<input type="checkbox"/>

<i>Documentation checks (confirm with customer)</i>	<i>Check</i>
Business Processes documented?	<input type="checkbox"/>
System settings documented?	<input type="checkbox"/>
Interfaces documented?	<input type="checkbox"/>
User defined fields documented?	<input type="checkbox"/>
Queries documented?	<input type="checkbox"/>
Formatted Search documented?	<input type="checkbox"/>
SDK Development documented?	<input type="checkbox"/>

<i>Support checks (confirm with customer)</i>	<i>Check</i>
Support process set up according to the Service Level Agreement?	<input type="checkbox"/>
Support contact known?	<input type="checkbox"/>
Escalation contact known?	<input type="checkbox"/>
S-User given to customer?	<input type="checkbox"/>
Webex-Connection tested?	<input type="checkbox"/>
SAP Early Watch Alert installed and tested?	<input type="checkbox"/>

8.2 Post Go-Live Check List

Perform the post going live check about 2-3 weeks after the official going live date.

Database checks	Check
Backup strategy is performed on regular basis?	<input type="checkbox"/>
Recovery is possible at any time using the current backups?	<input type="checkbox"/>

System checks	Check
System Performance is satisfactory?	<input type="checkbox"/>
Unique Business Processes are satisfactory?	<input type="checkbox"/>
SDK Development and add-ons are satisfactory?	<input type="checkbox"/>
Changes required in User authorizations?	<input type="checkbox"/>
Additional reports are needed?	<input type="checkbox"/>

Activity Check Since go Live Date	Check
Sales Documents have been created?	<input type="checkbox"/>
Purchase Documents have been created?	<input type="checkbox"/>
The customer is able to cut checks?	<input type="checkbox"/>
Inventory is managed in the system?	<input type="checkbox"/>
Bank reconciliation is being performed?	<input type="checkbox"/>
Have all required documents printed satisfactory?	<input type="checkbox"/>
Can the customer conduct all reports according to his/her needs?	<input type="checkbox"/>

End User Knowledge	Check
Does each user know his/her part of the system and how to operate?	<input type="checkbox"/>
Is there a need for any additional training? (could be additional modules which were not implemented yet or customization tools for the customer to implement himself)	<input type="checkbox"/>

General Issues and Problems	Check
Are there any issues that arose during the production time?	<input type="checkbox"/>
Is the customer satisfied with the support organization?	<input type="checkbox"/>
Can we get a reference from the customer?	<input type="checkbox"/>

9 Useful Links and Contacts

1. **Installation Guides:** with each release and patch, the following guides are attached to the package, located in the Documentation folder:
 - a. System Set up Guide - contains information such as System requirements, SQL installation guide, SQL maintenance, SAP Business One set up and upgrade guide and more.
 - b. Service Manager Guide to configure automatic backups, fax and E-mail.
 - c. Security Guide to configure SQL Security for SAP Business One.
 - d. Service Connection – Webex Guide
2. **Additional documentation in the Service Marketplace:**
 - a. Knowledge base. www.service.sap.com/smb/sbo/support (select the Knowledge & Services item).
 - b. Live sessions www.service.sap.com/rkt-smb (select the Live Expert Session item)
3. **Important tips & tricks to make your implementation easier :**

To duplicate printout template from one type of document to another E.G Quotation to Order see:

 - a. To transfer printout templates from one DB to another see note number 600813
 - b. To copy User Settings from one user to another see note number 614616
4. **Training** . As a new partner you are required to certify at least two consultants and two sales people on the SAP Business One product. The U.S. schedule is posted in our bi-weekly newsletter and class registration is completed by contacting eric.moreau@sap.com Please include the students name, contact information, email address, role in the organization (consulting or sales), and date of the class. For SDK classes, please see below.
5. Newsletter registration:
Contact angel.stickler@sap.com to register for either the consulting or sales newsletters
6. **Implementation Support:** SAP Business One, the solution for your growing business, is quick to implement, easy to use, and makes the best use of IT infrastructure. Let our team help your team by sharing our extensive knowledge of this powerful business solution. For the Canadian project plan, please contact idit.frydman.saguey@sap.com or a.williams@sap.com. You can also click www.service.sap.com/smb/solutions for our global documentation.

7. **Create new S-users:** S-users are designed to allow you to log into the SAP SMB service market place. An initial S-user is generated by SAP AG and is assigned to the principal in your organization that signed your SAP Business One Reseller contract. Click on www.service.sap.com/user-admin to request additional S-users and update authorizations.
8. **Product Support:** Within the SMB web site, we have an extensive offering of support services. Our site allows you to log message www.service.sap.com/smb/sbo/support (select the Messages item), request license keys www.service.sap.com/licensekey, download patches and upgrades www.service.sap.com/sbo-swcenter, update your product knowledge www.service.sap.com/rkt-smb. Click on www.service.sap.com/smb/support to start. The U.S. hotline number for both customer and partner support is 866-270-1116.
9. **Service Market Place for the U.S.:** The SAP Service Marketplace contains a variety of internet portals that enable true Collaboration among SAP, its Customers and partners. These portals offer target group specific navigation and content. While many areas are public, logging into the SAP Service Market place with your own S-user ID will give you access to the full range of information, self-services and support. Your own S-user ID enables you to personalize the SAP Service Marketplace to meet your specific needs. Click www.service.sap.com/smb/usa to begin.
10. **Sales & Marketing Support:**
www.sap.com/solutions/smb/businessone - Global site available to the public
www.saptime2market.com - US partner marketing portal
www.service.sap.com/smb - Global partner site for general SMB related info.
www.service.sap.com/smb/marketing - Global partner site for SMB marketing materials
11. **Solution Development:** To find out more about the SDK (software development kit) click www.service.sap.com/smb/development you can find software and solution certification guidelines, which ensure consistent and professional handling of solutions across the globe. To register for SDK classes, please contact james.kofalt@sap.com

Appendix A – Guideline for Quoting a Project

Implementation Time Estimates			
	Min	Max	
Kick off Meeting with Customer	4	10	
Scope Analysis	14	35	
Install and configure server and client machines	2	5	
System Configuration			
System Initialization	7	12	
Define Definitions	7	14	
Data Migration via DTW			
Business Partners	2	5	
Chart of Accounts	2	5	
Items	1	4	
Special Prices	1	4	
Bill of Materials	1	4	
Sales/Marketing documents	6	12	
Business Process - Execution Phase			
Inventory	4	6	
Configure Production	1	3	
Configure Service	2	4	
Configure HR	1	3	
Configure Sales Opportunities	1	4	
Configure Financials			
Budgets	1	3	
Cost Accounting	1	3	
Configure Banking	1	3	
Configure Forms	3	20	
Test user authorizations and adjust as necessary	2	6	
Create customizations specific to users			
Screen Layouts	2	6	
Queries	4	14	
Configure Service Manager per documentation in the installation package			
Pre Go Live Phase			
Review go-live check list	2	4	
Create or import Opening Balances	4	12	
Training			
Basic Navigation Training - All users must attend	4	8	
Individual Business Process Training as defined above	22.5	37.5	
Take users through SAP Service Market Place			
Searching Knowledgebase	1	2	
Creating CSN messages	1	2	
SAP support contact information	1	2	
	Hours	105.5	252.5
	Days (7.5)	14.07	33.67

Appendix B – Training Schedule Guideline

Training Time Estimates	USERS				
	Up to 5	Up to 10	Up to 15	Over 20	
System Initialization	1	1	1	1	
Bookkeeping	3	5	6	7	
Business Partner Management	3	4	6	8	
Purchasing & Sales	5	7	9	10	
Inventory	4	5	4	6	
Production	2	2	3	4	
Queries	2	3	4	4	
Document Editing	2	3	4	4	
CRM	3	4	5	6	
User Defined Fields & Formatted Search	3	4	5	6	
Drag & Relate	1	1	2	2	
Services	3	5	6	6	
Human Resources	1	1	1	1	
	Hours	33	45	56	65
	Days	4.4	6.0	7.5	8.7