

## Sap Warranty Claim Processing

The accountant is responsible for many activities, which may require years of training and experience to fully comprehend. The breadth of knowledge required can seem overwhelming. The Accountants' Guidebook is designed to simplify matters by providing the accountant with a practical knowledge of how to complete many accounting tasks, while also imparting an understanding of the more critical accounting standards. Topics covered include accounting procedures, GAAP for common transactions, closing the books, producing financial statements and other reports, collection tactics, payroll management, budgeting, and much more. In short, this is the essential desk reference for the accountant.

The approach used on a given spend item should largely depend on the balance between supply power and demand power. That is the logic behind the bestselling Purchasing Chessboard®, used by hundreds of corporations worldwide to reduce costs and increase value with suppliers. The 64 squares in the Purchasing Chessboard provide a rich reservoir of methods that can be applied either individually or combined. And because many of these methods are not customarily used by procurement, the Purchasing Chessboard is also the perfect tool for helping buyers to think and act outside the box and find new solutions. A well-proven concept that works across all industries and all categories in any given situation, it is little wonder that business leaders and procurement professionals alike are excited by, and enjoy strategizing around, the Purchasing Chessboard. This second edition of The Purchasing Chessboard addresses the new realities of a highly volatile economic environment and describes the many—sometimes surprising—ways in which the Purchasing Chessboard is being used in today's business world. Yet despite all of the great achievements of procurement executives and their teams, they do not always receive the recognition they deserve. In response, the authors have developed and outlined within the book an unequivocal approach to measure procurement's impact on a company's performance—Return on Supply Management Assets (ROSMA®).

CD-ROM contains: Examples presented in text.

Implement a comprehensive, integrated application platform Take full advantage of the power, flexibility, and adaptability of SAP -- the premier solution for service-based, enterprise-scale business processes. SAP R/3 Handbook, Third Edition offers complete coverage of installation, implementation, operation, and support. You'll get full details on all the components, including SAP Web Application Server, SAP NetWeaver, the ABAP workbench, and more. Administration, security, and integration with other systems is also covered. ESSENTIAL SKILLS FOR SAP TECHNICAL CONSULTANTS Get an overview of SAP business, integration, and collaboration solutions Understand SAP Web Application Server architecture Get details on the SAP NetWeaver platform Access SAP systems through the SAP presentation interface Use the ABAP workbench development environment Handle system administration and implement security Manage system-wide changes with the Transport Management System (TMS) Analyze performance and troubleshoot SAP solutions

Centralize and Control Enterprise Project Management Plan, execute, and track projects across the entire lifecycle using SAP Project System (PS) and the in-depth information contained in this comprehensive volume. SAP Project System Handbook explains how to configure PS for optimal performance, design structures and networks, create project blueprints, generate cost estimates and materials demands, and use the latest SAP tools. You will find full details on scheduling work, automating and tracking billing and POs, triggering events, and integrating with most other SAP modules. An invaluable reference to PS transaction codes is also included. Configure and customize SAP Project System Build PS objects, networks, and Work Breakdown Structures Use customer and service projects to track sales and billing Understand Assembly Processing concepts Create integrated cost, settlement, and resource plans Develop financial, workforce, and materials management blueprints Perform resource-related billing using Dynamic Item Processor Profiles Simulate and automatically generate sales documents, POs, and quotations Manage corporate investments with IM structures and AUCs Construct timesaving Project, Network, and Milestone Templates Extend functionality with the Project Builder, Planning Board, and ProMan

This up-to-date quick reference guides the reader through the most popular SAP module. It includes material on SAP ERP Financials, SAP FICO, and SAP R/3. Unlike most books that only provide questions and answers for certification or interview preparation, this book covers fifty common business situations related to ERP Financials/FICO and provides practical solutions for them. In addition, the book begins with over 200 FAQs and certification questions for those who need a quick review of the material. A CD-ROM with FICO templates, short cuts, and color figures from the book is included with the text.

It is now possible to gain competitive advantages based on consolidated R/3 system implementations. One of the most important optimisation aspects is a more consistent process integration in order to bring about fast, secure and cost effective business processes. This approach inevitably leads to Workflow Management and for SAP users to SAP® WebFlow®. This book introduces the topic of Workflow Management, gives an overview of the technical possibilities of SAP® WebFlow® and allows the reader to assess SAP workflow project risks and costs/benefits based on real life examples. Check lists and technical hints not only aid the reader in evaluating potential projects but also in the management of real life workflow project engineering.

SAP is a market leader in enterprise business application software. SAP solutions provide a rich set of composable application modules, and configurable functional capabilities that are expected from a comprehensive enterprise business application software suite. In most cases, companies that adopt SAP software remain heterogeneous enterprises running both SAP and non-SAP systems to support their business processes. Regardless of the specific scenario, in heterogeneous enterprises most SAP implementations must be integrated with a variety of non-SAP

enterprise systems: Portals Messaging infrastructure Business process management (BPM) tools Enterprise Content Management (ECM) methods and tools Business analytics (BA) and business intelligence (BI) technologies Security Systems of record Systems of engagement The tooling included with SAP software addresses many needs for creating SAP-centric environments. However, the classic approach to implementing SAP functionality generally leaves the business with a rigid solution that is difficult and expensive to change and enhance. When SAP software is used in a large, heterogeneous enterprise environment, SAP clients face the dilemma of selecting the correct set of tools and platforms to implement SAP functionality, and to integrate the SAP solutions with non-SAP systems. This IBM® Redbooks® publication explains the value of integrating IBM software with SAP solutions. It describes how to enhance and extend pre-built capabilities in SAP software with best-in-class IBM enterprise software, enabling clients to maximize return on investment (ROI) in their SAP investment and achieve a balanced enterprise architecture approach. This book describes IBM Reference Architecture for SAP, a prescriptive blueprint for using IBM software in SAP solutions. The reference architecture is focused on defining the use of IBM software with SAP, and is not intended to address the internal aspects of SAP components. The chapters of this book provide a specific reference architecture for many of the architectural domains that are each important for a large enterprise to establish common strategy, efficiency, and balance. The majority of the most important architectural domain topics, such as integration, process optimization, master data management, mobile access, Enterprise Content Management, business intelligence, DevOps, security, systems monitoring, and so on, are covered in the book. However, there are several other architectural domains which are not included in the book. This is not to imply that these other architectural domains are not important or are less important, or that IBM does not offer a solution to address them. It is only reflective of time constraints, available resources, and the complexity of assembling a book on an extremely broad topic. Although more content could have been added, the authors feel confident that the scope of architectural material that has been included should provide organizations with a fantastic head start in defining their own enterprise reference architecture for many of the important architectural domains, and it is hoped that this book provides great value to those reading it. This IBM Redbooks publication is targeted to the following audiences: Client decision makers and solution architects leading enterprise transformation projects and wanting to gain further insight so that they can benefit from the integration of IBM software in large-scale SAP projects. IT architects and consultants integrating IBM technology with SAP solutions.

The first and only book to offer detailed explanations of SAP ERP sales and distribution As the only book to provide in-depth configuration of the Sales and Distribution (SD) module in the latest version of SAP ERP, this valuable resource presents you with step-by-step instruction, conceptual explanations, and plenty of examples. If you're an SD consultant or are in charge of managing an SAP implementation in your enterprise, you'll want this valuable resource at your side SAP is one of the leading Enterprise Resource Planning (ERP) software products on the market, with over 40,000 implementations Covers the latest version of SAP ERP-ECC 6.0 Covers common through advanced configurations, so it's helpful no matter what your level of experience with SAP Explains the conceptual framework behind the configuration process If your company uses the SD module, keep this indispensable guide on hand.

Teaches how to design, configure, and implement the FSCM Collections, Dispute, Credit, and Biller Direct components Provides proven guidance and real case studies for extending an ERP Financials infrastructure with FSCM Includes coverage of advanced topics including extensions, re-reporting with NetWeaver BI, and workflow design The book provides you with a complete, detailed overview of each of the four major components in the SAP Financial Supply Chain Management receivables and collections management application You'll learn how to implement and use the Credit Management, Dispute Management, Biller Direct, and Collections Management subcomponents, as well as best practices for integrating them with other SAP ERP applications and with SAP ERP Financials. In addition to the coverage of the four major components, the book also features chapters on integrating FSCM with ERP Financials and NetWeaver BW/BI reporting architecture, and customizing the implementation or upgrade with available extensions. You'll learn the best practices and configuration steps necessary for seamless implementation and integration of FSCM into an existing ERP Financials architecture and SAP infrastructure. Whether you are an experienced SAP professional working with SAP Financial Supply Chain Management for the first time, a new user trying to learn the ropes and implement the processes, or an implementation or project management professional looking to optimize the SAP Financial Supply Chain Management integration with SAP ERP Financials and other applications, this resource will help you make the most of your efforts.

This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises – many with solutions – and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

Implementing SAP R/3: The Guide for Business and Technology Managers provides a framework and a complete plan that enables business and technical managers to take the optimal decisions that are necessary for the successful implementation of SAP in their organizations. It presents the details needed to plan and present confidently a case for choosing SAP, without ever asking the software vendor or involving the vendor's personnel.

Supply Chain is a process and flow of activities that touch all the primary areas of Finance, Sales & Distribution and Materials Management plus (at least) Production and Quality management. The target audience of this book is the users in organizations and SAP consultants though the book is very exhaustive and is of use to practically anyone interested in SCM. This Supply Chain manual will thus involve all functions across this entire spectrum. It covers the important transactional functions relating to the entire Order to cash, Requisition to Pay, General Ledger & daily and periodic financial activities in any organization. In writing this book, I have stayed away from all frills and concentrated on providing only useful subject matter with tips and tricks based on over my multiple years experience in SAP implementations and consulting. This book is not a result of overnight arrangement but a composition of several years of training and understanding of Business processes across multiple industries in various disciplines. I believe it is as comprehensive as any book can be for users new and old, to conducting Supply Chain functions on SAP. This manual will be very useful to someone trying to make an entry into the field of SAP as a user and not knowing where to begin, to companies already implementing or running SAP and to consultants wanting to explore the user side better to become more comfortable with the Business lingo.

Generally Accepted Accounting Principles (GAAP) are used as the basis for financial reporting. The original GAAP documents span thousands of pages, and so are difficult to research. The GAAP Guidebook solves this problem by condensing GAAP into a single volume. This book describes the key elements of each topic, how accounting information is disclosed, and where to look in the FASB Codification source documents for additional information. The text contains hundreds of practical examples that show how to apply GAAP to real-world situations, as well as sample journal entries and usage tips. In short, the GAAP Guidebook serves as a handy reference for accountants who need quick answers to difficult problems.

Explaining the new SAP S/4HANA architecture and business models for customer management, this book will teach you how lead and opportunity management will help you generate and manage sales and shows how quotes, orders, and service management work. --

Over time, overemphasis and adherence to the same proven routines that helped your organization achieve success can also lead to its decline resulting from organizational inertia, complacency, and inflexibility. Drawing lessons from one of the best models of success, the evolutionary model, Inverting the Paradox of Excellence explains why your organization must proactively seek out changes or variations on a continuous basis for ensuring excellence by testing out a continuum of opportunities and advantages. In other words, to maintain excellence, the company must be in a constant state of flux! The book introduces the patterns and anti-patterns of excellence and includes detailed case studies based on different dimensions of variations, including shared values variations, structure variations, and staff variations. It presents these case studies through the prism of the "variations" idea to help you visualize the difference of the "case history" approach presented here. The case studies illustrate the different dimensions of business variations available to help your organization in its quest towards achieving and sustaining excellence. The book extends a set of variations inspired by the pioneering McKinsey 7S model, namely shared values, strategy, structure, stuff, style, staff, skills, systems, and sequence. It includes case history segments for Toyota, Acer, eBay, ABB, Cisco, Blackberry, Tata, Samsung, Volvo, Charles Schwab, McDonald's, Scania, Starbucks, Google, Disney, and NUMMI. It also includes detailed case histories of GE, IBM, and UPS.

Warranty Management and Product ManufactureSpringer Science & Business Media

A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case" on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's Project Management Case Studies features a number of new cases covering value measurement in project management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case studies drawn from real companies to illustrate both successful and poor implementation of project management Represents a wide range of industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam Project Management Case Studies, Fourth Edition is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, Project Management: A Systems Approach to Planning, Scheduling, and Controlling. (PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.)

The only recent book to cover "Stage 3" warranty management, linking strategic and operational aspects for manufactured products. Shows how to make warranty management an effective tool for enhancing customer satisfaction. Uses minimal mathematics and presents accounting and legal aspects of warranty management in an easily understandable style. Written by two of the world's leading experts in warranty management.

In this IBM® Redbooks® publication we describe how to build an advanced business application from end to end. We use a fictional scenario to define the application, document the deployment methodology, and confirm the roles needed to support its development and deployment. Through step-by-step instructions you learn how to: - Define the project lifecycle using IBM Solution for Collaborative Lifecycle Management - Build a logical and physical data model in IBM InfoSphere® Data Architect - Confirm business rules and business events using IBM WebSphere® Operational Decision Management - Map a business process and mediation using IBM Business Process Manager - Use IBM Cognos® Business Intelligence to develop business insight In addition, we articulate a testing strategy using IBM Rational® Quality Manager and deployment options using IBM Workload Deployer. Taken together, this book provides comprehensive guidance for building and testing a solution using core IBM Rational, Information Management, WebSphere, Cognos and Business Process Management software. It seeks to demystify the notion that developing and deploying advanced solutions is taxing. This book will appeal to IT architects and specialists who seek straightforward guidance on how to build comprehensive solutions. They will be able to adapt these materials to kick-start their own end-to-end projects.

Your Hands-On Guide to SAP ERP Sales & Distribution Written by senior SAP consultant Glynn Williams, Implementing SAP ERP Sales & Distribution is packed with tested, time-saving tips and advice. Learn how to use SAP ERP Central Component 5.0 and 6.0 to create sales documents and contracts, control material and customer master data, schedule deliveries, and automate billing. You'll also find out how to deliver robust financial and transactional reports, track customer and credit information, and interoperate

with other SAP modules. Configure and manage the SAP ERP SD module Track sales, shipping, and payment status using master records Create multi-level sales documents and item proposals Develop contracts and rebate agreements Deliver materials and services requirements to the supply chain Plan deliveries, routes, and packaging using Logistics Execution Perform resource-related, collective, and self billing Generate pricing reports, incompleteness logs, and hierarchies Handle credit limits, payment guarantees, and customer blocks Integrate user exits, third-party add-ons, and data sharing Configure pricing procedures and complex pricing condition types

\* Your one-stop overview of SAP Product Lifecycle Management \* Master the functionalities and processes of SAP PLM \* Take your products from concept to delivery and beyond \* Up to date for SAP PLM 7.02 and SAP ERP 6.0, EHPs 5 and 6 This comprehensive guide to SAP Product Lifecycle Management walks you through the business processes, functions, and features of the software solutions that manage the countless product-specific business objects. From product innovation and design to product data management, from change request to execution, and from product compliance to analytics, leverage the best practices that will successfully keep your organization ahead of its competition. Product Development Full coverage of the product strategy and planning phase will help you develop product concepts, investigate opportunities, and track the product ideas to grow your product portfolio. Product Data Management Use the SAP ERP and SAP PLM data model to provide all relevant parties with the metrics they require as the product data evolves. Maintenance and Customer Service Explore the business processes that govern product maintenance and customer service, product quality management, product change management, product compliance, and operational risk management. Project Management Pipeline Learn to use monitoring tools for project budgets, costs, progress, and deliverables with SAP Project System and SAP Project and Portfolio Management solutions. Step-by-Step Coverage Examine the diagrams, workflows, and screenshots that complement in-depth text coverage of important processes. This IBM® Redbooks® publication provides performance tuning tips and best practices for IBM Business Process Manager (IBM BPM) V8.5.5 (all editions) and IBM Business Monitor V8.5.5. These products represent an integrated development and runtime environment based on a key set of service-oriented architecture (SOA) and business process management (BPM) technologies. Such technologies include Service Component Architecture (SCA), Service Data Object (SDO), Business Process Execution Language (BPEL) for web services, and Business Processing Modeling Notation (BPMN). Both IBM Business Process Manager and Business Monitor build on the core capabilities of the IBM WebSphere® Application Server infrastructure. As a result, Business Process Manager solutions benefit from tuning, configuration, and best practices information for WebSphere Application Server and the corresponding platform Java virtual machines (JVMs). This book targets a wide variety of groups, both within IBM (development, services, technical sales, and others) and customers. For customers who are either considering or are in the early stages of implementing a solution incorporating Business Process Manager and Business Monitor, this document proves a useful reference. The book is useful both in terms of best practices during application development and deployment and as a reference for setup, tuning, and configuration information. This book talks about many issues that can influence performance of each product and can serve as a guide for making rational first choices in terms of configuration and performance settings. Similarly, customers who already implemented a solution with these products can use the information presented here to gain insight into how their overall integrated solution performance can be improved.

In this IBM® Redbooks® publication, we give an overview of different data management topics related to a typical SAP® data center. The intrinsic functionality of SAP is not designed to completely handle all the tasks of a data center by itself, but the SAP system offers several interface possibilities to attach external tools to it to accomplish this task We explain SAP basic concepts and the issues with SAP data management. We introduce Tivoli® Storage Manager and all of its products that are related to SAP data management. We provide some comparison between database backup and recovery tools. Finally, we discuss data archiving using IBM DB2® CommonStore for SAP, and discuss high availability requirements and disaster recovery considerations. The second part of this book discusses a practical implementation of SAP backup and recovery with Tivoli Storage Manager. We implement this setup on two separate SAP systems: one running DB2 and the other running Oracle® database. We also implement LAN-free backup and FlashCopy® scenarios. In the sample implementation section, we show many different tasks, such as backup and restore, database recovery, backup monitoring, and tuning. We also cover some advanced backup/availability considerations, such as split mirror backup and standby databases. This book helps individuals that operate an SAP environment to devise a strategy for a sound and comprehensive data backup solution using the IBM Tivoli Storage Management product family.

Revised edition of Optimizing sales and distribution in SAP ERP, 2010.

SAP is a powerful software that can meet the needs of any business and for any type of business in any part of the world. Its all encompassing nature makes SAP complex. To understand SAP well, in this book on SAP MM Purchasing, like in his earlier four books on SAP (HR module), the author gives an indepth analysis of SAP, with its focus on materials management purchasing. Divided into 26 chapters, the book clearly explains both the SAP Menu and the Customizing Implementation Guide. It also indicates the chapter number where these are covered, thereby creating a direct link between the book and the SAP software. This well-organized book can be used to learn SAP from scratch. Being a learning guide, it would be immensely valuable for all those who are training to be SAP Consultant. The book would be especially useful to Business Process Owners and Senior Managers to get an overview of SAP and the important choices it offers. Salient Features • The book balances details with overviews which explain linkages between concepts. • Each chapter forms an important business concept and covers business processes carried out in SAP by the user. • The book can be used as a User Manual by SAP readers. • SAP implementation becomes easy by using the book.

Although tens of thousands of global users have implemented Systems, Applications, and Products (SAP) for enterprise data processing for decades, there has been a need for a dependable reference on the subject, particularly for SAP materials management (SAP MM). Filling this need, The SAP Materials Management Handbook provides a complete understanding of how to best configure and implement the SAP MM module across various types of projects. It uses system screenshots of real-time SAP environments to illustrate the complete flow of business transactions involved with SAP MM. Supplying detailed explanations of the steps involved, it presents case studies from actual projects that demonstrate how to convert theory into powerful SAP MM solutions. Includes tips on the customization required for procurement of materials and inventory management Covers the range of business scenarios related to SAP MM, including the subcontracting cycle and consignment cycle Provides step-by-step guidance to help you implement your own SAP MM module Illustrates the procure to pay lifecycle Depicts critical business flows with

screenshots of real-time SAP environments This much-needed reference explains how to use the SAP MM module to take care of the range of business functions related to purchasing, including purchase orders, purchase requisitions, outline contracts, and request for quotation. It also examines all SAP MM inventory management functions such as physical inventory, stock overview, stock valuation, movement types, and reservations—explaining how SAP MM can be used to define and maintain materials in your systems.

Utilize the power of SQL queries to bring Business Intelligence to your small to medium-sized business with this book and eBook. Are you ready for the latest process integration solution from SAP? Meet SAP Process Orchestration! This is your complete guide to the tools and components of SAP PO. Learn how to build and configure interfaces and use SAP BPM to manage your business processes. Thanks to both a practical and comprehensive approach, you'll find out how to configure the System Landscape Directory, create an iFlow, monitor message processing, create BPM processes, and so much more.

Introduction to IFRS 15 and SAP revenue accounting and reporting -- Project execution approach -- Configuring SAP revenue accounting and reporting -- Transition strategy and options -- Business cases: telecom and high tech -- Conclusion

Creating a Web site is easy. Creating a well-crafted Web site that provides a winning experience for your audience and enhances your profitability is another matter. It takes research, skill, experience, and careful thought to build a site that maximizes retention and repeat visits.

Incorporate the Benefits of Activity-Based Costing into the Efficiencies of Your SAP R/3 System Given SAP's dominance in the enterprise resource planning (ERP) market, many companies and their managers encounter SAP AG applications in some form or another. Many of these organizations have recognized the value of utilizing Activity-Based Costing/Management concepts to perform more accurate cost assignments or drive performance initiatives. Managers are then faced with trying to determine how Activity-Based Costing can be incorporated into the SAP environment. The 123s of ABC in SAP is the first book of its kind designed to help business managers understand the capabilities of the SAP R/3 business application to support Activity-Based Costing, Management, and Budgeting. Divided into three parts—the conceptual foundation, the capabilities of SAP ABC, and integration with other tools—the book provides readers with the following: An explanation of how Activity-Based Costing can be used with SAP Helpful hints for implementing ABC into SAP Insights into the most common difficulties and potential solutions when implementing ABC into SAP Summary tables that highlight key decisions to be made, implementation hints, and organizational challenges Detailed descriptions of SAP software applications to support the Activity-Based Costing approach as well as the integration of SAP R/3 with Oros software Examples of the tandem usage of Resource Consumption Accounting with Activity-Based Costing

Your company is now on SAP S/4HANA--so how do you run your plant maintenance operations on this new system? Between these pages, you'll find the detailed, step-by-step instructions you need for your routine (and non-routine) functions. Ample screenshots walk you through scheduling repairs, planning maintenance cycles, completing inspections, and all the tasks you perform to keep your assets in shape. With information on new UIs and mobile apps, this guide is the only one you need!

Highlights include: 1) Asset management 2) Organizational structures 3) Work orders 4) Notifications 5) Preventive maintenance 6) Repairs 7) Inter-department integration 8) Plant maintenance controlling 9) User interfaces 10) Mobile apps

In today's competitive business environment, maintaining a strong relationship with core customers is essential, particularly in the service area. With SAP CRM 2007, you can achieve optimal performance of your service processes and successfully position your company with your customers. This book covers the core business principles and mechanisms of CRM processes and teaches you how to implement and customize SAP CRM 2007 to achieve these goals and meet your specific requirements. Beginning with an introduction to the functionality, new interface, and relevant master data of SAP CRM 2007, readers get volumes of practical insights into the power of the service area. Everything from order management, resource planning, and mobile services to complaint management is covered. In addition, you'll find clear process descriptions, basic customizing settings, and step-by-step guidelines that illustrate the process design options. With this book, you'll discover critical success factors for your SAP CRM 2007 implementation, and gain practical insights from a real-life examples, that you can put to use immediately within your organization.

Master the SAP product ecosystem, the client environment, and the feasibility of implementing critical business process with the required technical and functional configuration. SAP Project Management Pitfalls is the first book to provide you with real examples of the pitfalls that you can avoid, providing you with a road-map to a successful implementation. Jay Kay, a SAP Program Manager for Capgemini, first takes a deep dive into common pitfalls in implementing SAP ERP projects in a complex IT landscape. You will learn about the potential causes of failures, study a selection of relevant project implementation case studies in the area, and see a range of possible countermeasures. Jay Kay also provides background on each - the significance of each implementation area, its relevance to a service company that implements SAP projects, and the current state of research. Key highlights of the book: Tools and techniques for project planning and templates for allocating resources Industry standards and innovations in SAP implementation projects in the form of standard solutions aimed at successful implementation Managing SAP system ECC upgrades, EHP updates and project patches Learn effective ways to implement robust SAP release management practices (change management, BAU) Wearing a practitioner's insight, Jay Kay explores the relevance of each failed implementation scenario and how to support your company or clients to succeed in a SAP implementation. There are many considerations when implementing SAP, but as you will learn, knowledge, insight, and effective tools to mitigate risks can take you to a successful implementation project.

This is the book you need to master reverse logistics. You'll learn how to configure and use SAP ERP to optimize reverse logistics practices, particularly returns, repairs, and refurbishment. And with the step-by-step instructions, real-world examples, and tips provided throughout, you'll find many ways to streamline your processes and make your business perform more efficiently. This is the book that will ensure you're getting the most out of the reverse logistics tools in SAP ERP. Basic Principles of Reverse Logistics Explore what reverse logistics is and how it can help you develop a more efficient and cost-effective business. Reverse Logistics Functionalities Get a thorough understanding of the various reverse logistics processes, and learn how they are executed within SAP ERP. SAP ERP Configuration Learn how to customize SAP ERP for reverse logistics to work for your needs. Finance in Reverse Logistics Learn how to recapture value for reverse logistics with accounting and valuation in SAP. Real-World Examples and Tips Use the insider tips provided throughout to find solutions to your own reverse logistics issues.