



SAP Business One Integration Hub

Overview

January 13th, 2020

PUBLIC

Be a successful digital company

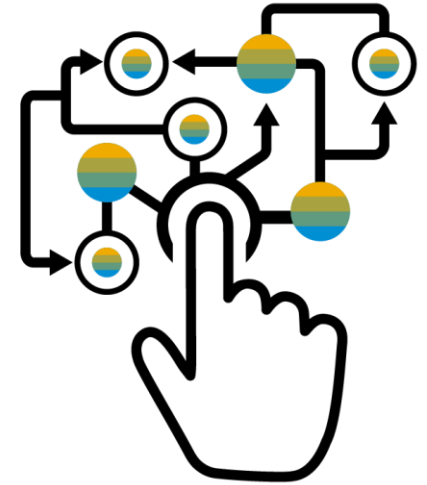
More and more companies are using established business platforms and service providers to be successful.

When using web shops, CRM systems, logistics services, communication providers, or other, the following questions always arise:

- *How can these cloud systems be integrated into the existing business processes of the company and ultimately into the ERP system, best highly automated?*
- *What does it cost? How long does it take?*

Here partners and customers always have the option of either programming customer-specific or using existing third-party solutions.

Now there is an additional option from SAP, the SAP Business One Integration Hub.



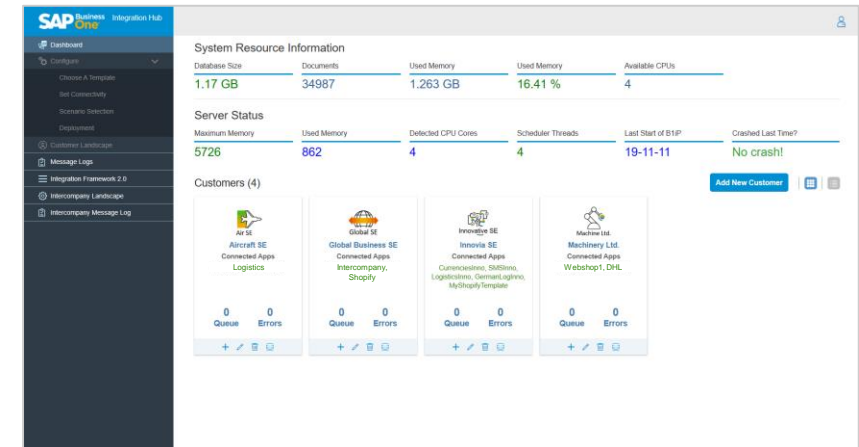
The SAP Business One Integration Hub

This add-on from SAP significantly expands SAP Business One by

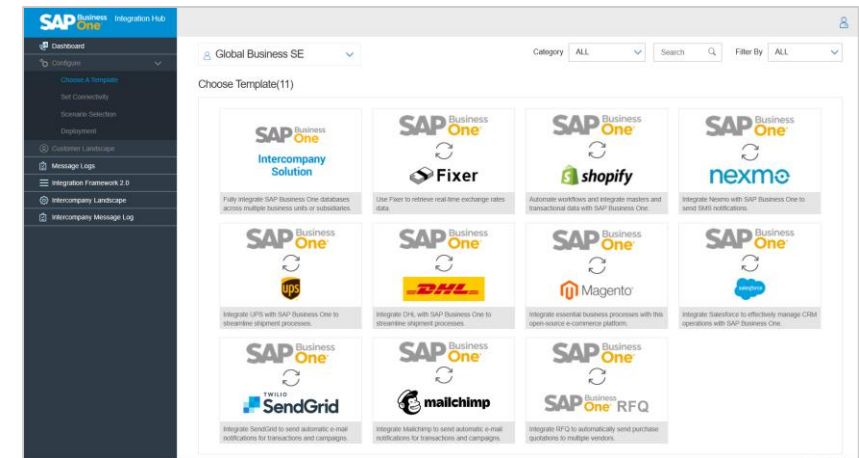
- Connecting cloud-based business applications and services to SAP Business One
- Harmonizing technology across multiple systems, data consistency across applications
- Delivering preconfigured integration templates with mapping and configuration defaults
- Guiding the user with very intuitive interfaces and wizards
- Placing UI elements per scenario seamlessly into SAP Business One

The Integration Hub currently includes preconfigured templates for

- (1) **Shopify®** – Cloud-based e-Commerce platform
- (2) **Magento®** – Cloud-based enterprise e-Commerce
- (3) **UPS®** (United Parcel Service) – Global shipping and logistics provider
- (4) **DHL®** – Global shipping and logistics provider
- (5) **Salesforce®** – Cloud-based CRM Suite
- (6) **Fixer®** – Exchange rates API
- (7) **Nexmo®** – SMS service
- (8) **Mailchimp®** – Cloud-based marketing and e-mail platform
- (9) **SendGrid®** – Cloud-based marketing and e-mail platform
- (10) **RFQ** - Request For Quotation with SAP Business One
- (11) **Intercompany solution** - Intercompany activities across databases



Dashboard



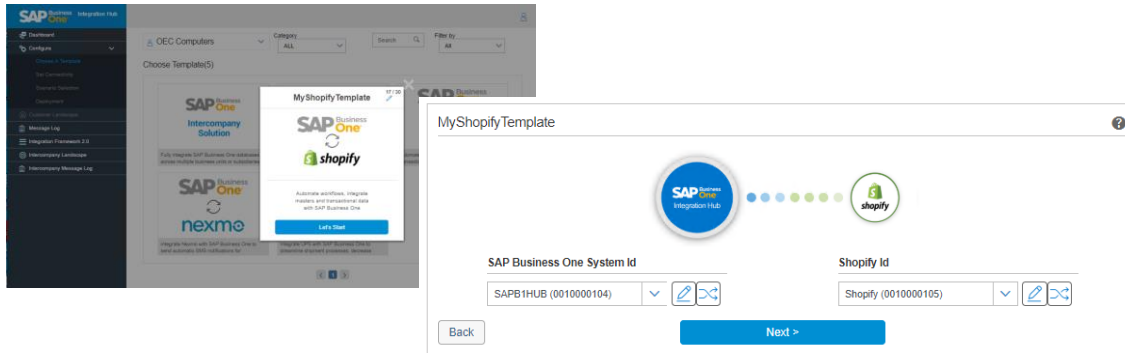
Template Overview

Integration Hub Flow

1)

Install the Integration Hub

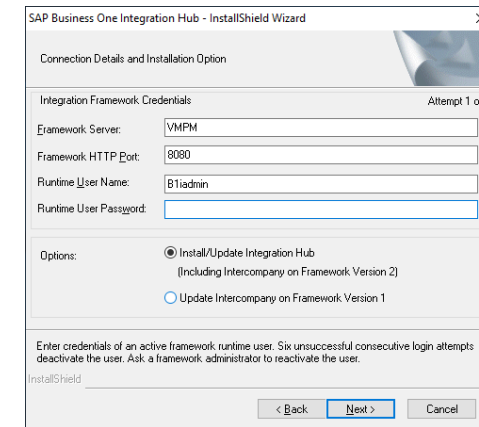
- Uploads the integration solution scenario package to B1iF 2.0
- Installs the Integration Hub Add-On on SAP Business One Client
- Sets up the SAP Business One Integration Hub Administration Console



2)

Administrate the Hub

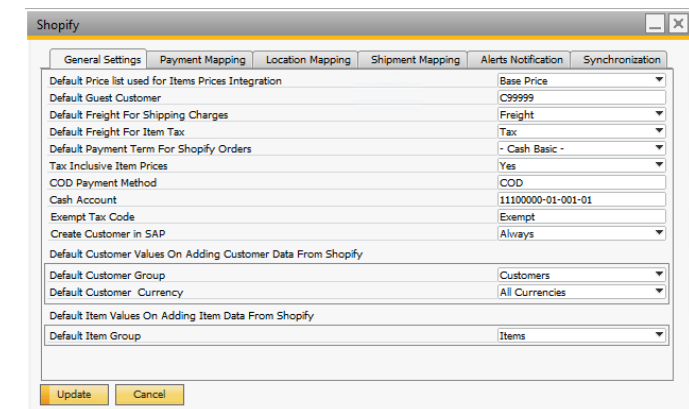
- Register Customer in the Integration Hub
- Set connectivity to Business One Database
- Select templates in the Hub
- Confirm mapping and configuration defaults
- Adds relevant UDF & UDT/new fields to document windows



3)

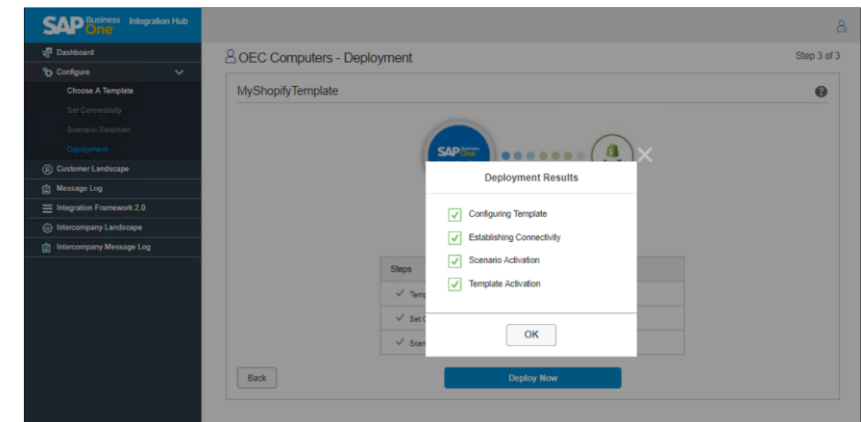
Finalize Customization in Business One Client

Check settings for Payment, Locations, Shipment, Alerts, and Synchronization



Quick Facts

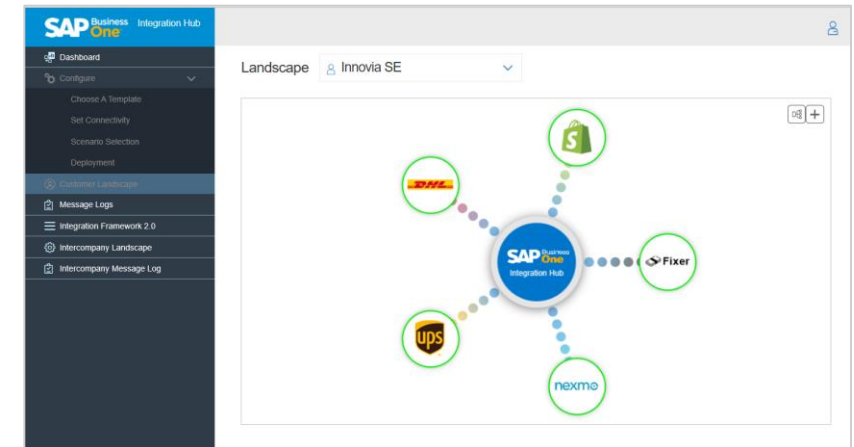
- Target group:** New and existing SAP Business One customers
- Positioning:** Predefined templates cover typical requirements of medium-sized customers
- Implementation:** Consultants or professionals at the customer
- Technical:** Based on latest SAP B1iF 2.0 technology
- Deployment:** On-premise or Cloud
- Licensing:** Intercompany Integration Solution License is required (each SAP Business One user), it covers the use of all scenarios
- Localization:** Currently localized for Germany, United Kingdom, and US. For any need beyond current localizations, see SAP Note [2844963](#)
- Languages:** All SAP Business One languages since PL35
- Download:** Included in Intercompany integration since PL34, installation requires SAP Business One 9.3 PL11 or higher.



Deployment Overview

Companies benefit more from digitization and increased efficiency:

- Integration, embedded data, and harmonization power the Intelligent Enterprise
- Streamlined operations, automated and optimized end-to-end business processes and data handling
- Seamless user experience by embedded UI-elements, easy to use
- Advantages and security of a standard solution by SAP, no 3rd party extension. Full support by SAP and embedded in other processes
- Predictable costs, one-time license. No transaction costs, monthly pricing or volume fees. Different scenarios can be used together, all have one license



Example of customer landscape

Additional advantages of the SAP Business One Integration Hub:

- Rising demand for integration and complementary services can be answered with an SAP solution, Partners can better position SAP Business One
- Fast implementation. Scenarios with external platforms and services can be setup quickly, no technical/programming knowledge required, high ROI
- One common platform for various integration needs, no additional middleware and no external, additional data storage
- On-premise or cloud deployment gives full flexibility to customers and partners

Shopify (Cloud-based e-Commerce Platform)



Supported Transactions:
Orders, Payment, Cancellation,
Fulfillment, and Refund

Data synchronization:
Customer, Product,
Order, and Inventory



Setting	Value
Default Price list used for Items Prices Integration	Base Price
Default Guest Customer	C99999
Default Freight For Shipping Charges	Freight
Default Freight For Item Tax	Tax
Default Payment Term For Shopify Orders	- Cash Basic -
Tax Inclusive Item Prices	Yes
COD Payment Method	COD
Cash Account	11100000-01-001-01
Exempt Tax Code	Exempt
Create Customer in SAP	Always
Default Customer Values On Adding Customer Data From Shopify	
Default Customer Group	Customers
Default Customer Currency	All Currencies
Default Item Values On Adding Item Data From Shopify	
Default Item Group	Items

Features

Easy customization of predefined master data and transaction synchronization.

Unidirectional synchronization from Shopify to SAP Business One for:

- Customer Data
- Orders (Order ID, Payment Method, Products, Discounts, Tax amounts, Freight, and more), Reserve Invoices, Incoming payment
- Credit Memo, Outgoing Payment

Unidirectional synchronization from SAP Business One to Shopify:

- Inventory information

Bidirectional synchronization for:

- Products, Price, as well as delivery details

Benefits

Streamlined and automated business processes over numerous touch points

- Correct inventory info and accurate product listings in Shopify prevents overselling
- Immediate order information and handling ensures timely shipment to customers
- Accurate customer information avoids potential shipping problems
- No manual interaction and less erroneous data

Magento (Cloud-based enterprise e-Commerce)



Supported Transactions:
Orders, Payment, Cancellation,
Fulfillment, and Refund

Data synchronization:
Customer, Product,
Order, and Inventory



Features

Easy customization of predefined master data and transaction synchronization.

Unidirectional synchronization from Magento to SAP Business One for:

- Customer Data (message appears when customer data is synchronized)
- Orders (Order ID, Payment Method, Products, Discounts, Tax amounts, Freight, and more), Reserve Invoices, Incoming payment

Unidirectional synchronization from SAP Business One to Magento for:

- Products, Prices, and Inventory information

Bidirectional synchronization for:

- Credit Memo

Creation of Outgoing Payments in SAP Business One

Benefits

Streamlined and automated business processes over numerous touch points

Correct inventory info and accurate product listings in Magento prevents overselling

- Immediate order information and handling ensures timely shipment to customers
- Accurate customer information avoids potential shipping problems
- No manual interaction and less erroneous data

United Parcel Services (Shipping and Supply Chain Management)



Features

- Business partner address validation of the Ship to and Bill To in Business Partner Master Data and Delivery documents (for US and Puerto Rico)
- Checking freight quotes based on the selected package type and defined dimensions per item
- Shipment tracking number

Benefits

- A smooth shipping process and efficient supply chain by having the relevant information
- Reduced manual interaction by automated processes to lower erroneous data

Delivery

Customer: C23900
Name: Parameter Technology
Contact Person: Daniel Brown
Customer Ref. No.:
Local Currency:

No.: Primary 1162
Status: Open
Posting Date: 11/15/2019
Delivery Date: 11/15/2019
Document Date: 11/15/2019

Contents Logistics Accounting Attachments Integration Hub

Ship To: 743 Filbert St
Main WH: Philadelphia PA 19106 USA

Bill To: 743 Filbert St
Bill To: Philadelphia PA 19106 USA

Shipping Type: UPS
Service: UPS Standard

Language: English

Tracking No.:
Stamp No.:

Pick and Pack Remarks:
BP Channel Name:

DHL (Global shipping and logistics provider)



Features

- Business partner address validation of the Ship to and Bill To in Business Partner Master Data and Delivery documents
- Checking freight quotes based on the selected package type and defined dimensions per item
- Shipment tracking number

Benefits

- A smooth shipping process and efficient supply chain by having the relevant information
- Reduced manual interaction by automated processes to lower erroneous data
- Automated routine tasks

Salesforce (Cloud-based CRM Suite)



Opportunity Stage	Mapped to Salesforce Stage
Lead	Prospecting
1st Meeting	Qualification
2nd Meeting	Needs Analysis
Quotation	Value Proposition
Negotiation	Id. Decision Makers
Order	Closed Won

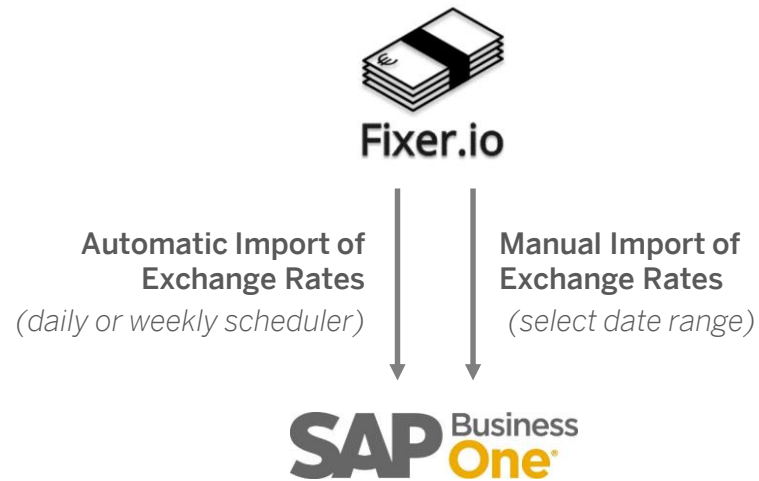
Features

- Object synchronization of Account, Contact, Lead, Product, Opportunity, Sales Quotation, and Sales Order
- All customer master data, Leads and Contacts can be synched between Salesforce and SAP Business One (bidirectional, preconfigured mapping)
- All item master data along with Product Prices integrates to Salesforce (unidirectional). Item Code is mapped with Stock Keeping Unit (SKU), Prices and Product Code in Salesforce. New or updated Product synchs also to Salesforce
- Opportunities from Salesforce integrate to SAP Business One on entering the Expected Revenue for an Opportunity in Salesforce (unidirectional)
- Sales Quotations in Salesforce integrate to SAP Business One on enabling the Quotes on Quote Settings window in Salesforce (unidirectional)
- Orders in Salesforce integrate to Sales Orders in Business One (unidirectional)
- Adds fields to SAP Business One Opportunity, Sales Quotation and Order screens

Benefits

- Information about customers in better quality and quantity
- Marketing automation with better account planning, time management, team collaboration, and high accessibility

Fixer (Currency Exchange Rate Import)



Features

- Automated retrieval of exchange rates via a simple API into SAP Business One
- Getting latest and historical exchange rates
- Converting amounts from one currency to another
- Automatically retrieve exchange rates daily or weekly by scheduler
- Retrieve exchange rates manually at any time (date range)

Benefits

- Up-to-date exchange rate information
- Reduces manual effort and error rate

Nexmo (SMS Service)



Features

- Automatic SMS Notification based on Print Preferences in marketing documents: *Sales Quotation, Sales Order, Delivery, Return Request, Returns, A/R Down Payment, A/R Invoice, A/R Credit Memo, Purchase Quotation, Purchase Order, Goods Receipt PO, Goods Return Request, Goods Return, A/P Down Payment, A/P Invoice, A/P Credit Memo*
- Manual SMS notification
- SMS Notification for SMS type Campaigns

Benefits

- Better and faster communications with Customers or Business Partners

The screenshot shows the 'Send Message' dialog box in SAP. The 'Subject' field is 'Sales Order # {DocNum}' and the 'Priority' is 'Normal'. Below is a table with columns: #, To, Int., E-Mail, E-Mail Address, SMS, Telepho..., Fax, and Fax No. The first row shows '1' in the # column, 'Max Teq' in the To column, and 'max.teq@maxi-teq.saj' in the E-Mail Address column. The 'SMS' checkbox is checked. Below the table are tabs for 'Text', 'SMS Text', 'Data', and 'Attachments'. The 'Text' tab is selected, showing a message template: 'Hi {CardName}, Your order # {DocNum} has been successfully created. Your order total is {DocCur} {DocTotal} & will be delivered by {DocDueDate}.' At the bottom are buttons for 'Send', 'Cancel', 'Send via HUB', 'Save as Distribution List', and 'Add Recipient'.

#	To	Int.	E-Mail	E-Mail Address	SMS	Telepho...	Fax	Fax No.
1	Max Teq	<input type="checkbox"/>	<input checked="" type="checkbox"/>	max.teq@maxi-teq.saj	<input checked="" type="checkbox"/>	91965026320	<input type="checkbox"/>	555-0138

Mailchimp (Cloud-based marketing and e-mail platform)



Send Message

Subject: Sales Quotation # {DocNum} Priority: Normal

#	To	Int.	E-Mail	E-Mail Address	SMS	Telepho...	Fax	Fax No.
1	manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>	robert@gmail.com	<input type="checkbox"/>		<input type="checkbox"/>	

Text SMS Text Data Attachments

Hi {CardName},

Sale Quotation # {DocNum} with total amount of {DocCur} {DocTotal} has been raised. It is valid till {DocDueDate}.

Please find the Sales Quotation copy in the attachment.

Regards,
{UserSign}

Send Cancel Send via HUB Save as Distribution List Add Recipient

Features

- Sends e-mail notifications automatically based on Print Preferences
- Supports e-mail type campaigns
- Send manual e-mail notifications from any marketing document to BPs
- Pre-populates e-mails by predefined templates and placeholders
- Automatic e-mail notification support for:
 - Sales Quotation
 - Sales Order
 - Delivery
 - Return Request
 - Returns
 - A/R Down Payment
 - A/R Invoice
 - A/R Credit Memo
 - Purchase Quotation
 - Purchase Order
 - Goods Receipt PO
 - Goods Return Request
 - Goods Return
 - A/P Down Payment
 - A/P Invoice
 - A/P Credit Memo

Benefits

- More personalized campaigns, less effort
- Engage customers with professional e-mail marketing
- Automated routine tasks
- Utilize insightful reporting and analytics of Mailchimp platform

SendGrid (Cloud-based marketing and e-mail platform)



Send Message

Subject: Sales Quotation # {DocNum} Priority: Normal

#	To	Int.	E-Mail	E-Mail Address	SMS	Telepho...	Fax	Fax No.
1	manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>	robert@gmail.com	<input type="checkbox"/>		<input type="checkbox"/>	

Text SMS Text Data Attachments

Hi {CardName},

Sale Quotation # {DocNum} with total amount of {DocCur} {DocTotal} has been raised. It is valid till {DocDueDate}.

Please find the Sales Quotation copy in the attachment.

Regards,
{UserSign}

Send Cancel Send via HUB Save as Distribution List Add Recipient

Features

- Sends e-mail notifications automatically based on Print Preferences
- Supports e-mail type campaigns
- Send manual e-mail notifications from any marketing document to BPs
- Pre-populates e-mails by predefined templates and placeholders
- Automatic e-mail notification support for:
 - Sales Quotation
 - Sales Order
 - Delivery
 - Return Request
 - Returns
 - A/R Down Payment
 - A/R Invoice
 - A/R Credit Memo
 - Purchase Quotation
 - Purchase Order
 - Goods Receipt PO
 - Goods Return Request
 - Goods Return
 - A/P Down Payment
 - A/P Invoice
 - A/P Credit Memo

Benefits

- Automated routine tasks, less effort
- More personalized campaigns
- Engage customers with professional e-mail marketing
- Smart email marketing with SendGrid's platform drives business

RFQ (Request For Quotation with SAP Business One)



Features

- SAP Business One sends purchase quotations to business partners electronically
- Automatically generate a Web-based quotation submission form
- Business partners can directly submit their offers, data in SAP Business One is updated accordingly

Benefits

- Vendors can respond to quotes online
- Information in SAP Business One is updated in real-time
- Buyers can compare quotes, and place a purchase order on the best option, automatic entry in SAP Business One
- Automated routine tasks

Purchase Quotation **SAP Business One**

Reference: 5 Valid Until: 08.10.2019 Date Format: dd.MM.yyyy

Buyer: OEC Computers Company Name: Acme Associates Vendor Ref. No: OECUB1420111118

Ship To: 1961 Mayfield Drive, Suite 200, New York NY 10005, USA Bill To: 879 Timbersprings Drive, Indiana PA 15701, USA

Contact Person: James Chan Requested Date: 18.10.2019

Line ID	Item ID	Item Description	Unit of Measure	Measure Unit	Required Quantity	Quoted Quantity	Price	Currency	Delivery Date	Remarks
0	A00001	J.B. Officeprint 1428	1.000000	1	50	50.000000	35.000000	\$	10.10.2019	
1	A00002	J.B. Officeprint 1111	1.000000	1	50	50.000000	38.000000	\$	10.10.2019	
2	A00003	J.B. Officeprint 1186	1.000000	1	50	50.000000	40.000000	\$	10.10.2019	

powered by Integration Framework

Cancel **Submit**



For more information, please see:

- SAP Business One Integration Hub on [SAP Help Portal](#)
All documents, enablement videos, and guides
- Administrator and User [Guide](#)
- [Video - A Quick Look SAP Business One Integration Hub](#)
- SAP Note [2838864](#) - *The SAP Business One Integration Hub*
- [Central Blog](#)
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