SAP Business One Integration Hub
Overview

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PUBLIC

THE BEST RUN SAP

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.
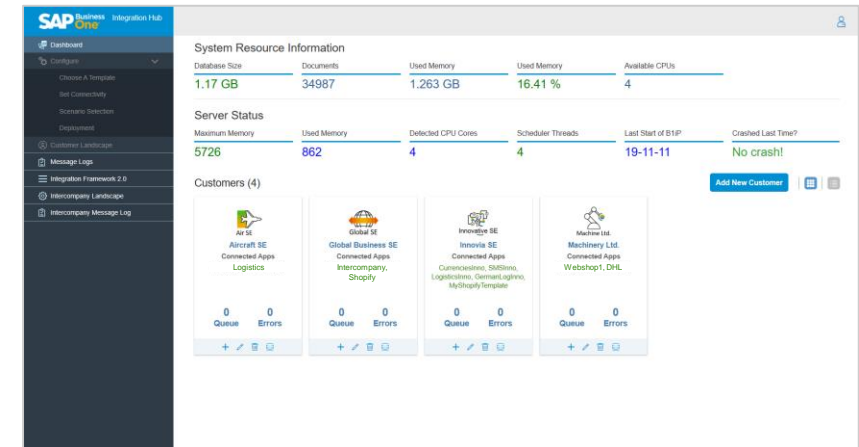
The SAP Business One Integration Hub

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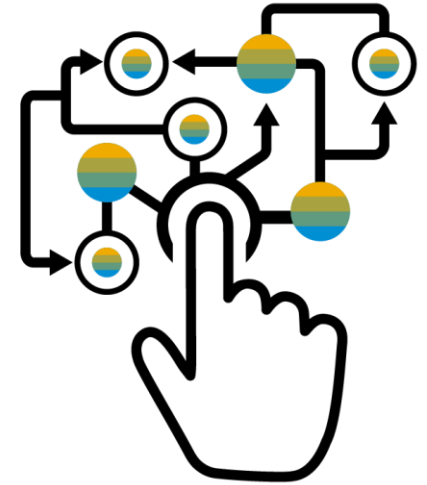
**This add-on from SAP significantly expands SAP Business One by**

- 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

Template Overview

Check this blog how to give feedback for additional templates
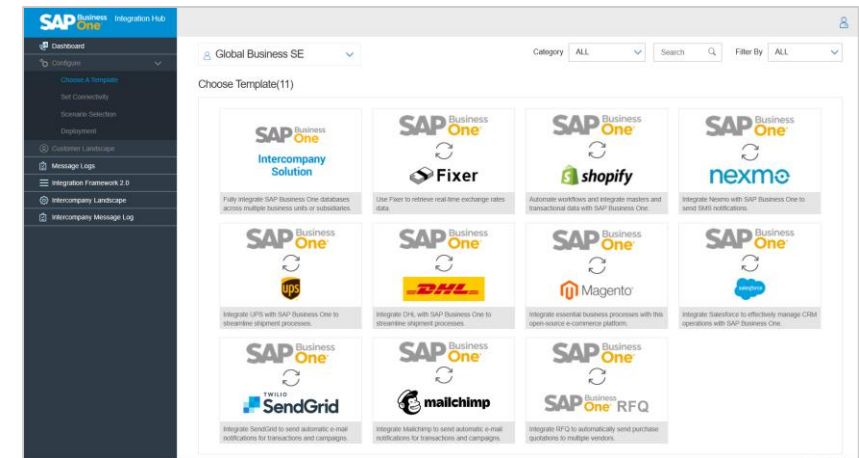
Integration Hub Flow

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
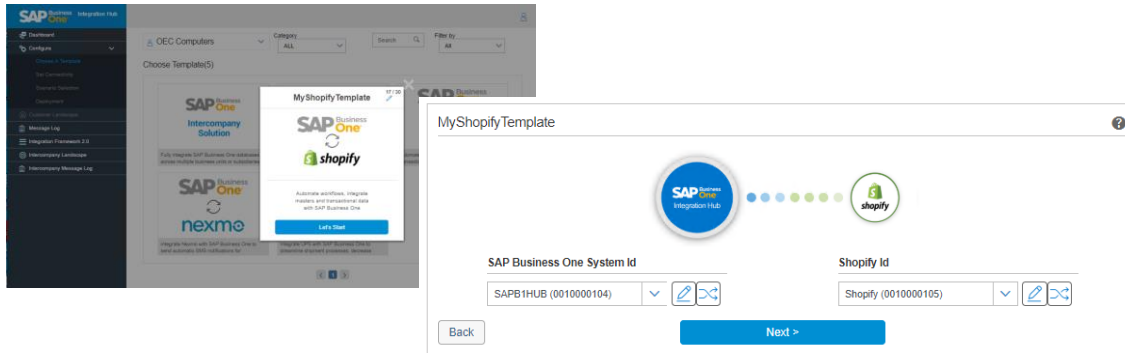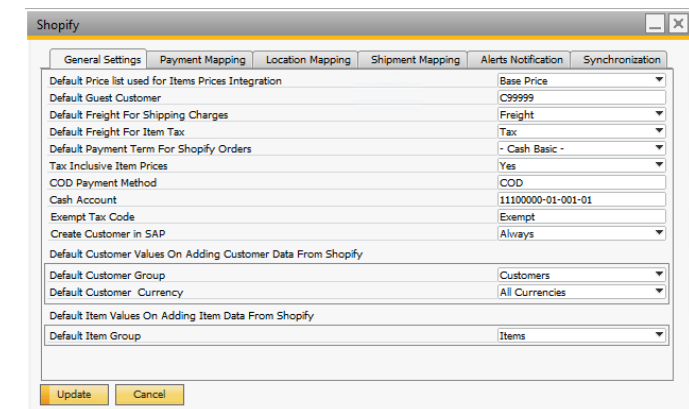

Administrate the Hub

2)
- 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
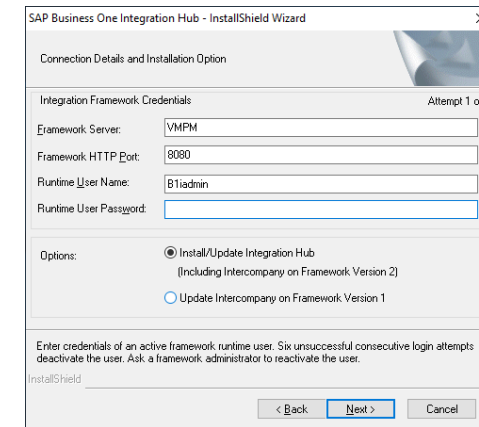
3)

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.
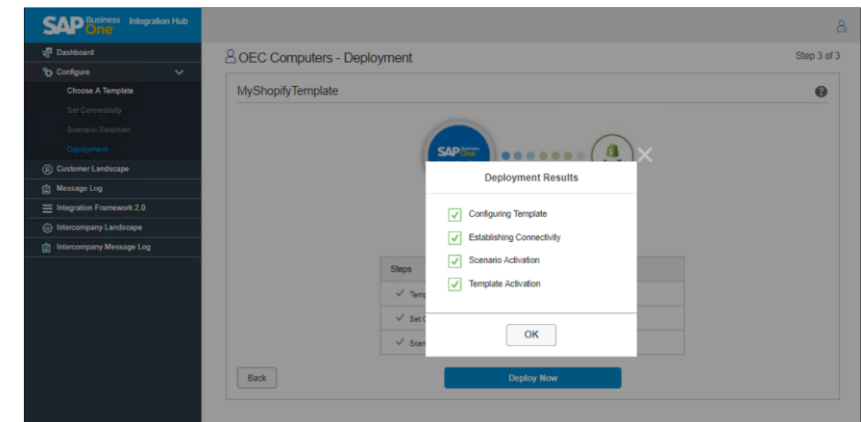
Deployment Overview

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
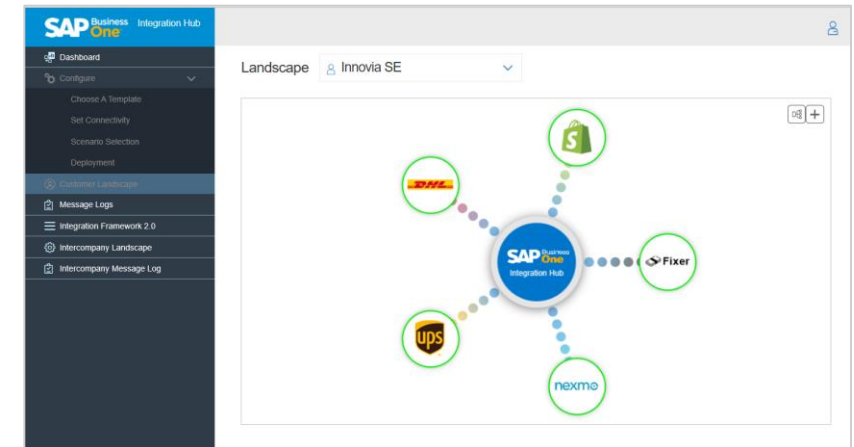
Example of customer landscape

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

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)

Freight Quotes

Shipment Tracking Number

Business Partner Address Validation

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

DHL (Global shipping and logistics provider)

Freight Quotes

Shipment Tracking Number

Business Partner Address Validation

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)

Product Masters and Product Prices (unidirectional)

Customer Masters, Leads and Contacts (bidirectional)

Opportunities, Sales Quotations, Orders (unidirectional)

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)

Automatic Import of Exchange Rates
(daily or weekly scheduler)

Manual Import of Exchange Rates
(select date range)
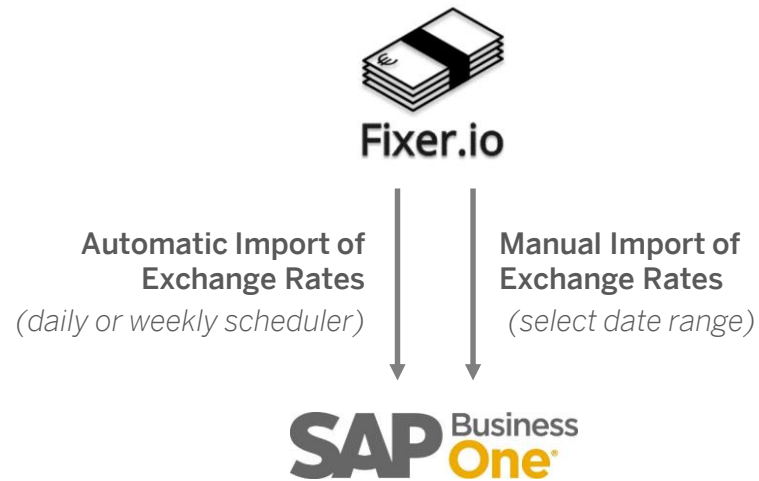
Features

- 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

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

**Automatic
e-mail Notification**

**Manual
e-mail Notification**

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)

TWILIO
SendGrid

↕ ↕

**Automatic
e-mail Notification**   **Manual
e-mail Notification**

SAP Business
One®

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
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  - Delivery
  - Return Request
  - Returns
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  - 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)

Vendors

Complete Web Form
& Submit Offer

Mail on
Purchase
Quotation

SAP Business One® RFQ

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

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](#)

- [Integration Hub and Customer Influence](#)
  Improve the Hub, give feedback on additional templates, and [find](#) open or accepted ideas

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