

## COVER STORY

- 12 ♦ On Logistics**  
**Detailed Work Scheduling in SAP PM: A Case Study, by Warren Bell.** In this edition's cover story, PM expert Warren Bell shares his personal account of implementing the SAP PM Scheduling Tool in a "difficult" environment. The lessons in this piece go beyond Plant Maintenance, as Bell underscores the importance of addressing the "human factor" in your SAP project plan.

## FINANCIALS

- 19 ♦ It's an Inside Job: Internal Order Processing in SAP – Part I, by Bill McNaughten.** Out of balance? FI/CO Editor Bill McNaughten shows you how to plan, collect, and settle the costs of internal projects.
- 36 ♦ Reconciliation Makes You Feel So Good: How to Reconcile Inter-Company Trade Receivables and Payables, by Sutrisno Japit.** Inter-company trade transactions require some special set up and procedures. FI/CO expert Sutrisno Japit shows you how it's done.

## BW

- 43 ♦ Exceptional Analysis of Query Results: Using Exceptions in SAP's Business Explorer (BEx) Analyzer, by Anurag Barua,** Use the BEx Analyzer tool to generate exception reports (from your BW data) that will give you greater insight into your firm's strengths and weaknesses.

## CRM

- 48 ♦ Getting It Together: SAP Human Resources and CRM Integration, by Scott Cameron.** It's the start of a beautiful relationship when you follow CRM Editor Scott Cameron's guide for integrating HR and CRM data.

## BASIS

- 55 ♦ SAP's Solution Manager: How Do You Get It, and How Do You Use It?, by Eric Walter.** Thinking about implementing Solution Manager? Basis Editor Eric Walter tells you everything you need to know to get started.
- 59 ♦ Setting Up an SAP Support Desk in SAP Solution Manager, by Kamran Ellahi.** Want to know more about Solution Manager? Learn how to set up the SM Help Desk to monitor and support your enterprise.



Jon Reed, Editor in Chief

## From the Editor in Chief

It's no longer a big-time buzzword, but it's still all about integration. Today's ERP market is driven by it: users are not interested in wasting time trying to coax software from different vendors to get along. SAP's key messages at SAPHIRE 2006 certainly reflected that sentiment. This year's themes were CRM and ESA, SAP's brand of Service-Oriented Architecture (SOA).

SOA is just integration by another name. The SOA market is powered by the frustrations of executives who are

*From the Editor continued on page 2*

## DEPARTMENTS

- 4 ♦ November 2006 Training Schedule**  
**5 ♦ SAPtips Training**  
**8 ♦ Consulting & Permanent Placement**  
**10 ♦ Software Solutions**  
**11 ♦ Humor - Cartoon Caption Contest**  
**90 ♦ SAPtips Associate Editors**



Editor in Chief: Jon Reed  
Publisher: Andy Klee  
Managing Editor: Cheryl Cave  
Assistant Editor: Emil Marx  
Graphic Designer: Mark Hunter

Table of Contents continued on page 2

Klee Associates, Inc.

## ABAP/J2EE

- 70** ♦ **Making Applications More Interactive Using Dialog Boxes – A Guide for SAP Developers and Consultants, by Rehan Zaidi.** Make your programs user-friendly by following ABAP guru Rehan Zaidi's steps for incorporating dialog boxes to inform and warn your users.

## TRAINING

- 76** ♦ **Work Less, Do More: Basic but Effective Tips to Enhance Any SAP User Training Program, by Matthias Liebich.** Different keystrokes for different folks. Follow Matthias Liebich's training tips for saving keystrokes and increasing productivity.

## CIO Corner

- 83** ♦ **Using IT Entitlement Payments to Fund Business Innovation, by Erik Keller.** Using your IT budget wisely? Erik Keller makes a great case for evaluating and funding business innovation.
- 85** ♦ **Calculating Technology Risk: How Much Can You Afford?, by CJ Rhoads.** Dr. CJ Rhoads provides theories and formulas for calculating IT spending and risk.

---

## SAPtips ONLINE

Be sure to visit the SAPtips Document Library to download these new white papers.

### **ON DATA ARCHIVING**

#### **Archiving Plant Maintenance Data - Part I: Developing an Archiving Strategy** By Breck Whitten

It may not be your greatest source of "pain", but sooner or later you're going to need to archive your SAP Plant Maintenance objects. When you're ready to pursue this adventure, you'll want data archiving expert Breck Whitten as your guide. According to Breck, it's not rocket science, but it does require some consideration and planning. As an example, archiving Plant Maintenance work orders presents a few challenges, due to the various configurable options that are available. Breck says the decisions made on these configurable options will determine the effectiveness of your archiving strategy. Follow Breck's "been there, done that" guide to learn the ins, outs, and gotchas of PM archiving.

*From the Editor continued from page 1*

done with waiting on their IT department to crank out code so they can interact with their customers and partners who are running on different software and operating systems. The CRM market is also driven by the same "why can't we just talk to each other?" attitude. Why else would SAP rule the CRM market? SAP became the CRM market leader (\$1.47 billion in 2005 CRM revenues) because companies decided that integrating CRM with their back-end ERP system was more important than best-of-breed bells and whistles.

It's true that software-on-demand is changing the CRM industry, but integration with back-end systems is still a major factor. SAP's ability to integrate its on-demand CRM product with its core mySAP® ERP offering is a big selling point. SAP's partnership with Microsoft, now dubbed Duet, is yet another integration point, this time between Microsoft Office and enterprise-level software. SAP and Microsoft may be competitors at heart, but they have figured out how to unite behind one purpose: optimizing the user experience.

At SAPtips, we approach our publication (and services) with the same mentality. We try not to bore you with talk about integration, but we put our search engine on the home page to make it faster for you to locate the articles you need—we're trying to make SAPtips an integral part of your workday. And in this issue of SAPtips, we brought together a range of topics that readers have been asking us for. SAP's Solution Manager has been on the minds of lots of you, so in this issue, we have two articles on different aspects of the Solution Manager toolkit. And our cover story by Plant Maintenance expert Warren Bell brings out lessons from PM installs that could be applied to many areas of SAP.

If you're more interested in the results of our cartoon contest, you can find that on pag 11.

Loyal readers have noticed that we've started to feature a training article regu-

*From the Editor continued on page 3*

## On HR

### Infotype Text Maintenance and Retrieval Cookbook— A Guide for SAP® HR Users and Consultants

By Rehan Zaidi, Siemens Pakistan

One of your users requested a report that shows the extended text that is stored in the system for a particular Infotype. At first glance that seemed easy enough, but you found that pulling and formatting the information was not as intuitive as you had hoped. You turned to all the standard documentation sources available to you, but still can't find the answer. What to do? Download HR expert Rehan Zaidi's cookbook of project-tested recipes for creating useful Infotype text reports. Rehan offers an overview of Infotype text and how it is stored in SAP. He demonstrates how to retrieve it, and how to format it for print or on-screen display. But wait, your user says some of this Infotype text is incorrect...or outdated? You're in luck. Rehan also provides steps for making the maintenance of the Infotype text as easy as pie.

## On BASIS

### The Power of Automated Testing: E-CATT Test Scripts in SAP Solution Manager 3.2 – Part II

By Kamran Ellahi, Pakistan Petroleum Limited

If you read the first installment of Kamran Ellahi's article on using E-CATT test scripts in our last issue, you are probably eagerly awaiting the second (and final) part, so you can move from theory to the application stage. Now that you've learned the basics of E-CATT testing, it's time to move on to learning each segment of the testing process: from script development to test data maintenance, and finally wrapping it all together by setting up the test configuration. Kamran provides detailed steps with supporting screen shots and examples required for system and client setup and test case creation. How do you make testing easier in SAP? Follow Kamran's guide and the rest is "automatic".

*From the Editor continued from page 2*

larily in SAPtips. Two reasons: subscribers have been asking us for more on how to keep their users well-trained, and since training has become an integral part of our services, we wanted to link the content in our Journal to the training we do in the field.

Those of you who aren't familiar with SAPtips training may want to know about our upcoming training sessions in Dallas in November. **You'll find a description of the courses on page 4.** We're offering a one-week class on Sales Order Management, a hands-on course that tracks each step in the "sales order business process" and offers configuration know-how all along the way. We're also offering a one week "SAP Jumpstart: Basis and Security" class that will get your technical team up to speed quickly. Each class is chock full of hands-on exercises, designed by instructors who know how to filter out the unnecessary stuff and streamline the know-how you need. **You can see more details about our SAP training programs online at [www.SAPtips.com/Training.asp](http://www.SAPtips.com/Training.asp).**

We hope to see you in Dallas, but if you can't make one of the courses, we'd still like to hear from you. Tell us what your project is dealing with, and we'll be glad to work with you to troubleshoot your issues or round out our knowledge base (and yours) with an article on your topic of choice. Now that this letter is coming to a close, I hope you are impressed that I have written an entire letter with an "integration" theme without using the word "synergy" at any point. No matter what word is used, we're glad to be working with readers like you to get the most value out of SAP.

*Jon Reed,*  
Editor in Chief, SAPtips  
[Jon.Reed@SAPtips.com](mailto:Jon.Reed@SAPtips.com)

