

SAP Business One Integration Hub

Overview

December 21, 2020

PUBLIC

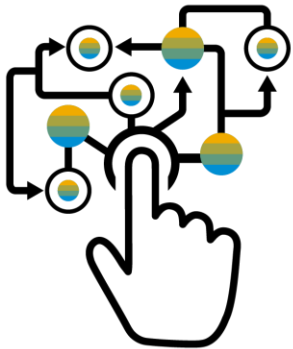
Be a Successful Digital Company

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 arise:

- *How to integrate these cloud systems into the 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.

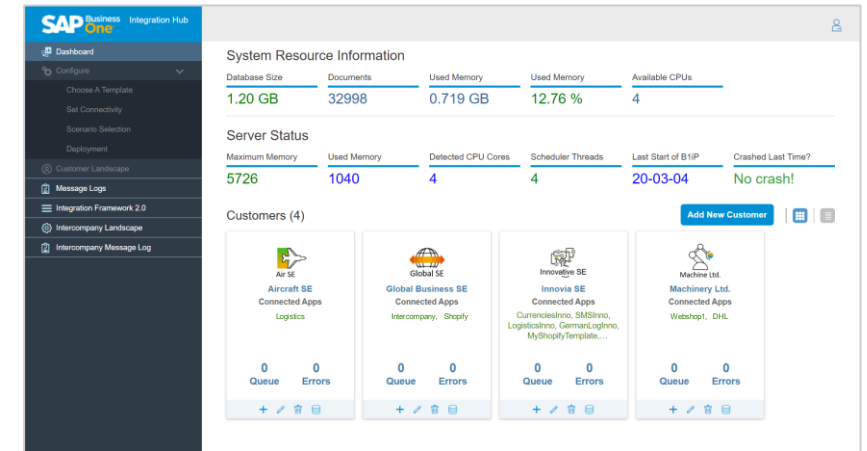


Since 2019, there is an additional option from SAP, the SAP Business One Integration Hub.

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



Dashboard

The SAP Business One Integration Hub - Currently included preconfigured templates

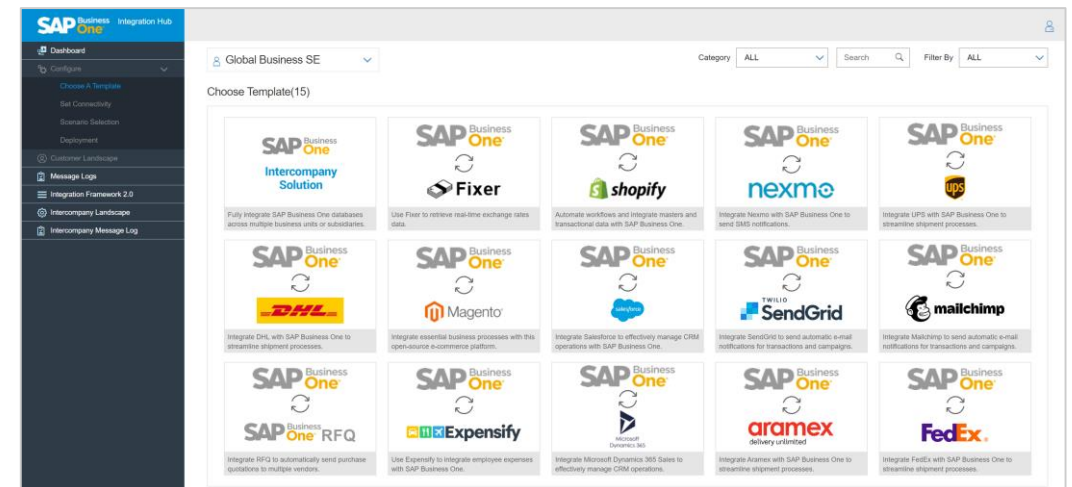
- (1) **Shopify®** – Cloud-based e-Commerce platform
- (2) **Magento®** – Cloud-based enterprise e-Commerce
- (3) **UPS®** – Global shipping and logistics provider
- (4) **DHL®** – Global shipping and logistics provider
- (5) **Aramex®** – Global shipping and logistics provider
- (6) **FedEx®** – Global shipping and logistics provider
- (7) **Expensify®** – Expense management system
- (8) **Fixer®** – Exchange rates API
- (9) **Mailchimp®** – Cloud-based marketing and e-mail platform
- (10) **SendGrid®** – Cloud-based marketing and e-mail platform
- (11) **Nexmo®** – SMS service
- (12) **Salesforce®** – Cloud-based CRM Suite
- (13) **Microsoft Dynamics 365®** – Sales/CRM software package
- (14) **WooCommerce®** – Cloud-based e-Commerce platform

- (15) **RFQ** – Request for Quotation with SAP Business One
- (16) **Intercompany solution** – Intercompany activities across databases

Furthermore these scenario packages are included:

- (17) **SAP S/4HANA** - SAP's ERP for large enterprises
- (18) **SAP ECC** - SAP's ERP for large enterprises

These are to be copied into the own namespace and adapted accordingly more extensively.
Separate Documentation in delivery pack: \IntegrationSolutionsDocumentation\Integration Hub Guide



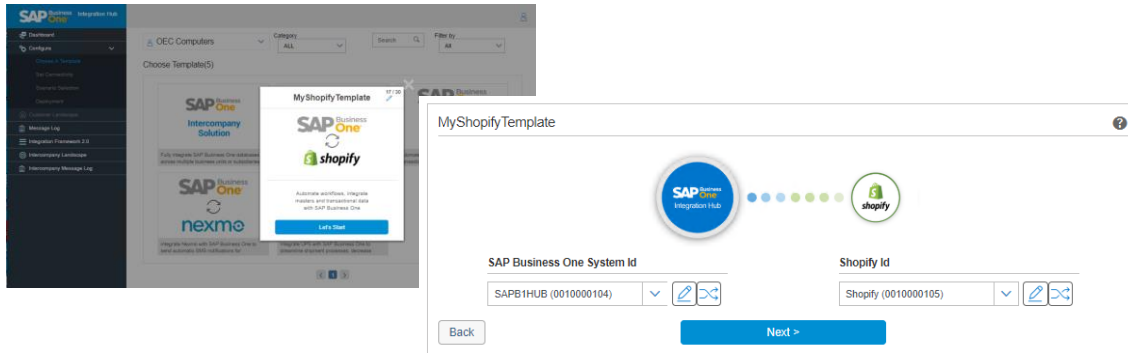
Template Overview

Integration Hub Flow

1)

Install the Integration Hub

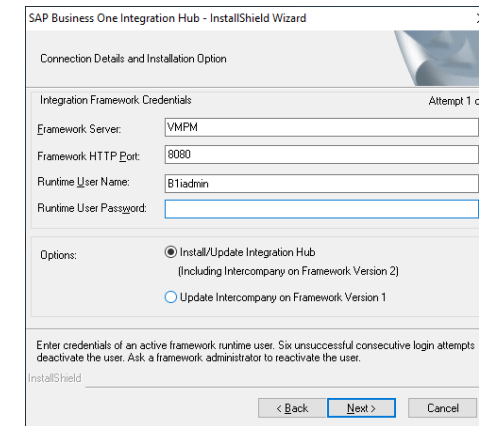
- Uploads the integration solution scenario package to B1iF 2.0
- Installs the Integration Hub Add-On on SAP Business One Client
- Sets up the SAP Business One Integration Hub Administration Console



2)

Administratrate the Hub

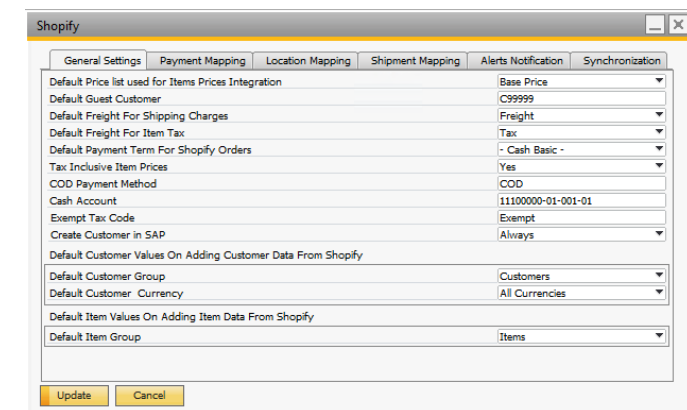
- Register Customer in the Integration Hub
- Set connectivity to Business One Database
- Select templates in the Hub
- Confirm mapping and configuration defaults
- Adds relevant UDF & UDT/new fields to document windows



3)

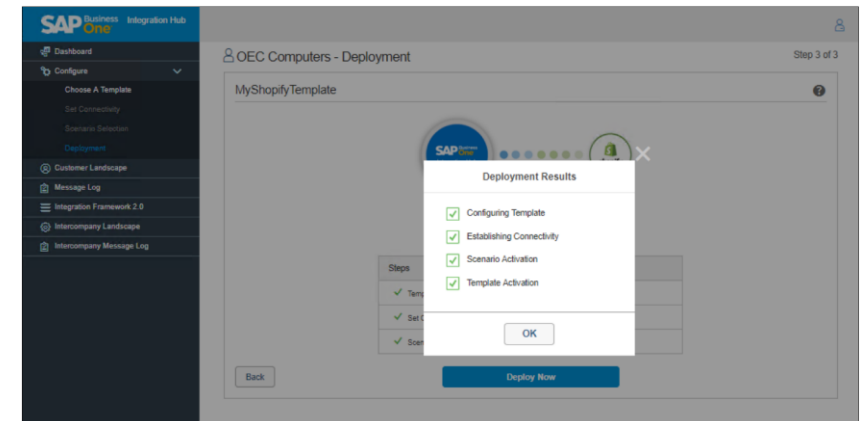
Finalize Customization in Business One Client

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



Quick Facts

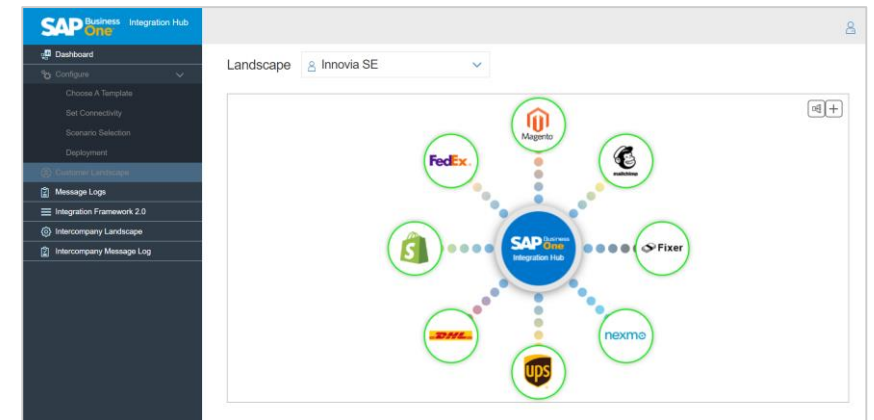
- Target Group:** New and existing SAP Business One customers
- Positioning:** Predefined templates cover typical requirements of medium-sized customers
- Implementation:** Consultants or professionals
- Technology:** Based on latest SAP B1iF 2.0
- Deployment:** On-premise or Cloud (partner-managed)
- Licensing:** Intercompany Integration Solution License is required (each SAP Business One user), it covers the use of all scenarios. For reference, see [V9.3 LicenseGuide](#) and [V10 LicenseGuide](#)
- Localization:** See SAP Note [2844963](#)
- Languages:** All SAP Business One languages (since PL35)
- Download:** Included in Intercompany integration (since PL34). Patches for upgrade or direct installation are in [SAP Business One Software Download Center](#) → *SAP Business One* → *SAP Business One Products* → *B1 Intercompany Integration* → *B1 Intercompany Integration 2.0*
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



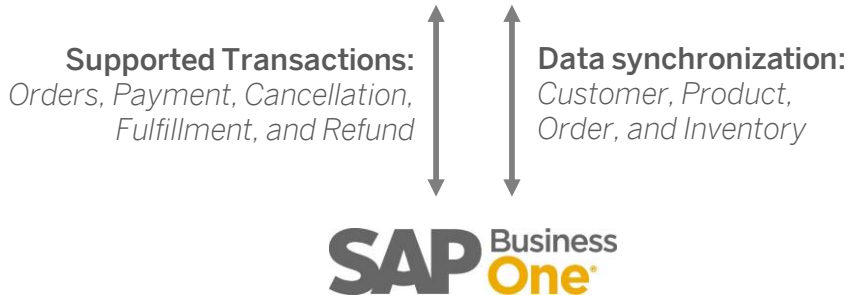
Example of landscape

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)

[Video Shopify Setup](#)



Shopify					
General Settings	Payment Mapping	Location Mapping	Shipment Mapping	Alerts Notification	Synchronization
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			

Update Cancel

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

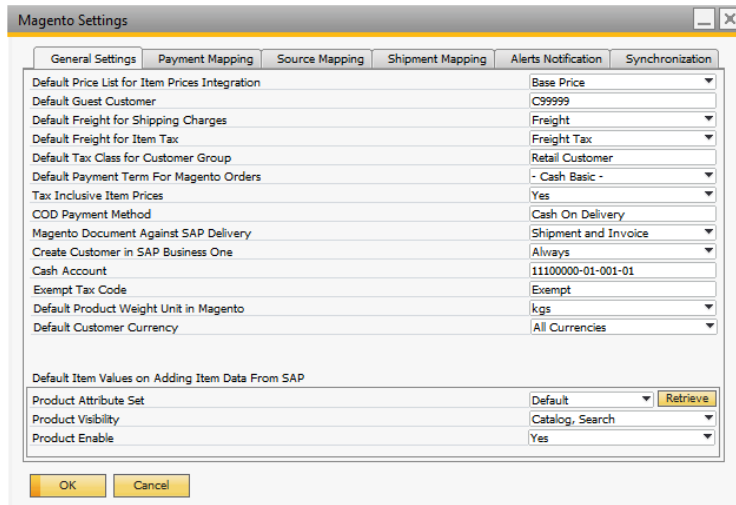
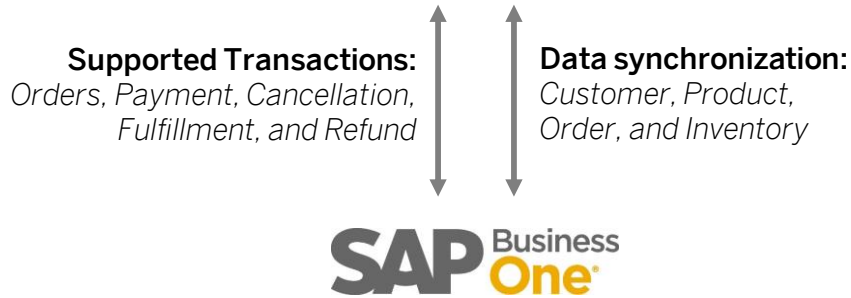
Benefits

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)

[Video Magento Setup](#)



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

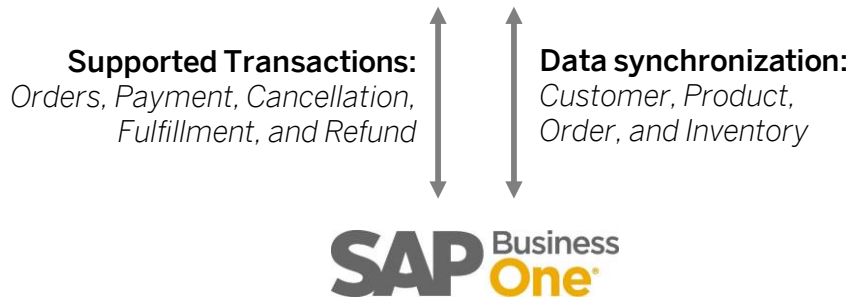
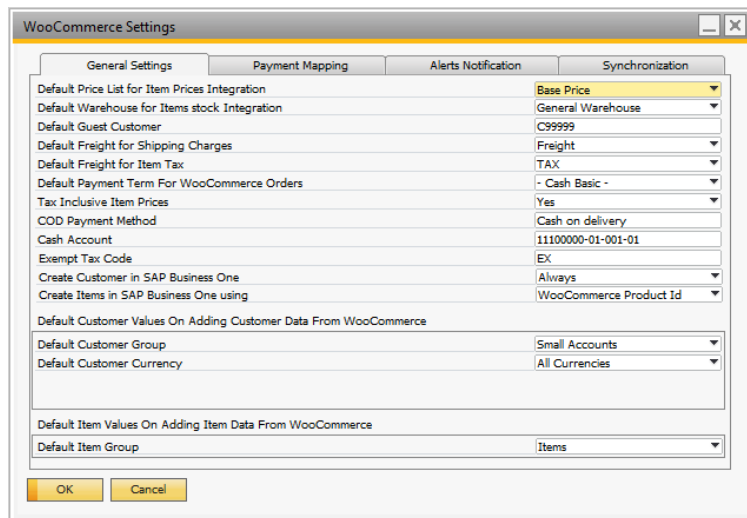
Benefits

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

WooCommerce (Cloud-based e-Commerce platform)

General Settings	Payment Mapping	Alerts Notification	Synchronization
Default Price List for Item Prices Integration			Base Price
Default Warehouse for Items stock Integration			General Warehouse
Default Guest Customer			C99999
Default Freight for Shipping Charges			Freight
Default Freight for Item Tax			TAX
Default Payment Term For WooCommerce Orders			- Cash Basic -
Tax Inclusive Item Prices			Yes
COD Payment Method			Cash on delivery
Cash Account			11100000-01-001-01
Exempt Tax Code			EX
Create Customer in SAP Business One			Always
Create Items in SAP Business One using			WooCommerce Product Id
Default Customer Values On Adding Customer Data From WooCommerce			
Default Customer Group			Small Accounts
Default Customer Currency			All Currencies
Default Item Values On Adding Item Data From WooCommerce			
Default Item Group			Items

OK Cancel

Features

Easy customization of predefined master data and transaction synchronization.

Unidirectional synchronization from WooCommerce to SAP Business One for:

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

Unidirectional synchronization from SAP Business One to WooCommerce for:

- Inventory information, Deliveries

Bidirectional synchronization for:

- Products, Prices, Credit Memo

Benefits

Streamlined and automated business processes over numerous touch points

Accurate inventory info and product listings in WooCommerce 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)

[Video UPS Setup](#)



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	No.	Primary	1162
Name	Parameter Technology	Status	Open	
Contact Person	Daniel Brown	Posting Date	11/15/2019	
Customer Ref. No.		Delivery Date	11/15/2019	
Local Currency		Document Date	11/15/2019	

Contents	Logistics	Accounting	Attachments	Integration Hub
Ship To	743 Filbert St Philadelphia PA 19106 USA			Language English
Main WH				
Bill To	743 Filbert St Philadelphia PA 19106 USA			Tracking No.
Bill To				Stamp No.
Shipping Type	UPS			Pick and Pack Remarks
Service	UPS Standard			BP Channel Name

DHL (Global shipping and logistics provider)

[Video DHL Setup](#)

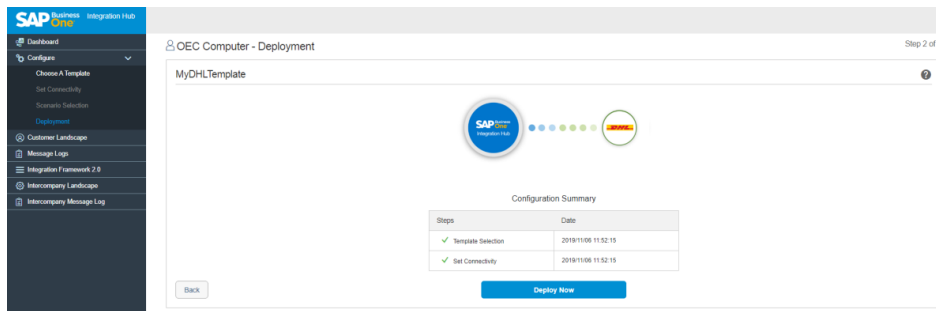


Features

- 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



* Countries depending on the support of DHL

Aramex (Global shipping and logistics provider)



The screenshot shows the SAP Business One 'Delivery' form. It includes fields for Customer Name, Contact Person, Customer Ref. No., and Local Currency. There are also fields for No. (1164), Status (Open), Posting Date (07/17/2019), Delivery Date, and Document Date (07/17/2019). The 'Logistics' tab is active, showing 'Ship To' and 'Bill To' fields with location pins, 'Shipping Type' set to 'ARAMEX', and 'Service' dropdown. Other fields include Language, Tracking No., Stamp No., Pick and Pack Remarks, BP Channel Name, and BP Channel Contact.

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 number, type, and weight
- 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

* Countries depending on the support of aramex

FedEx (Global shipping and logistics provider)

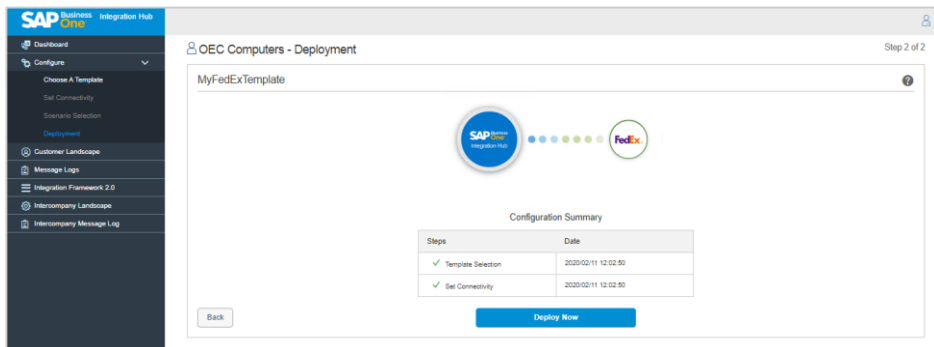


Features

- 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
- Update shipment tracking number in delivery documents

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



* Countries depending on the support of FedEx

Salesforce (Cloud-based CRM Suite)



Dynamics 365 Sales Settings

General Settings	Industry	Price List	UOM Groups	Opportunity Stage	Alerts Notification	Synchronisation
Mapped to Dynamics 365 Sales Stage				Opportunity Stage in SAP Business One		
Qualify				Lead		
Develop				2nd Meeting		
Propose				Quotation		
Close				Order		

Status

Object	Date / Time of Initialization	Object Count	Percentage Complete	Status
Account- Dynamics 365 Sales to SAP	2020/02/28 11:38:38	68	0 %	In Progress
Contact- Dynamics 365 Sales to SAP	2020/02/28 11:38:38	39	0 %	In Progress
Lead- Dynamics 365 Sales to SAP	2020/02/28 11:38:38	19	0 %	Pending
Business Partner- SAP to Dynamics 365 Sales	2020/02/28 11:38:38	0	0 %	Pending
Business Partner Contact- SAP to Dynamics 365 Sales	2020/02/28 11:38:38	0	0 %	Pending
Business Partner Lead- SAP to Dynamics 365 Sales	2020/02/28 11:38:38	0	0 %	Pending
Item- SAP to Dynamics 365 Sales	2020/02/28 11:38:38	0	0 %	Pending

This page will automatically refresh in every 10 seconds. Refresh

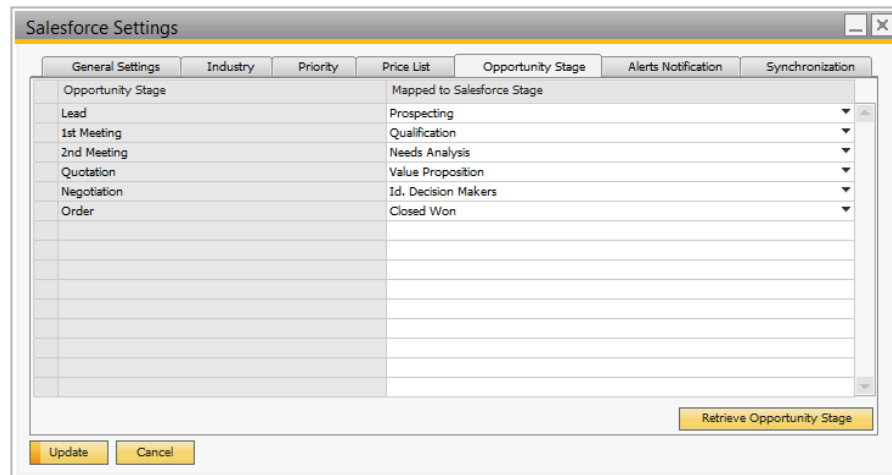
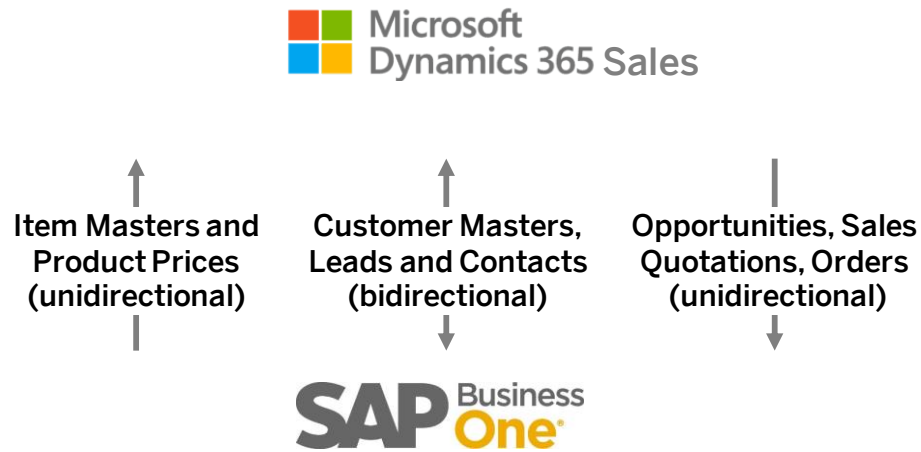
Features

- 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

Microsoft Dynamics 365 Sales (CRM software package)



Features

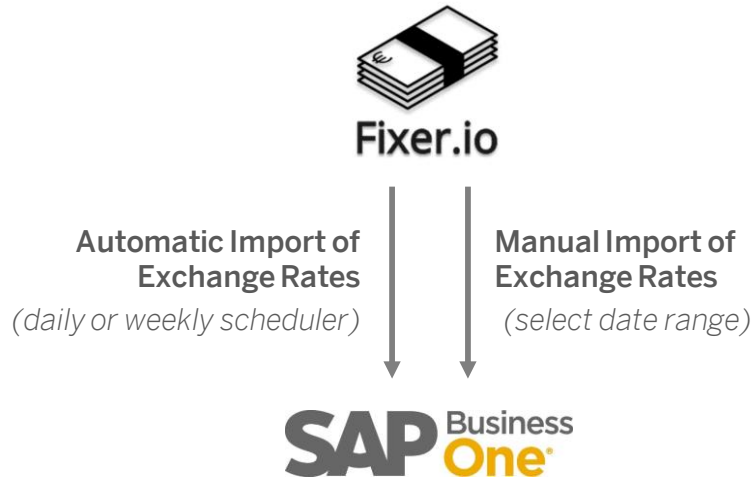
- Object synchronization of Account, Contact, Lead, Opportunity, Sales Quotation, and Sales Order
- Customer master data, Leads and Contacts can be synched between Dynamics 365 and SAP Business One (bidirectional, preconfigured mapping)
- Item master data along with Product Prices integrates to Dynamics 365 (unidirectional). Item Code is mapped with Stock Keeping Unit (SKU), Prices, and Product Code in Dynamics 365. New/updated Product synchs also to Dynamics 365
- Opportunities from Dynamics 365 integrate to SAP Business One on entering the Expected Revenue for an Opportunity in Dynamics 365 (unidirectional)
- Sales Quotations in Dynamics 365 integrate to SAP Business One on enabling the Quotes on Quote Settings window in Dynamics 365 (unidirectional)
- Orders in Dynamics 365 integrate to Sales Orders in Business One (unidirectional)
- Adds fields to SAP Business One Opportunity, Sales Quotation and Order screens
- Supports Enterprise-, Unlimited-, Developer-, and Performance Edition

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)

[Video Fixer Setup](#)

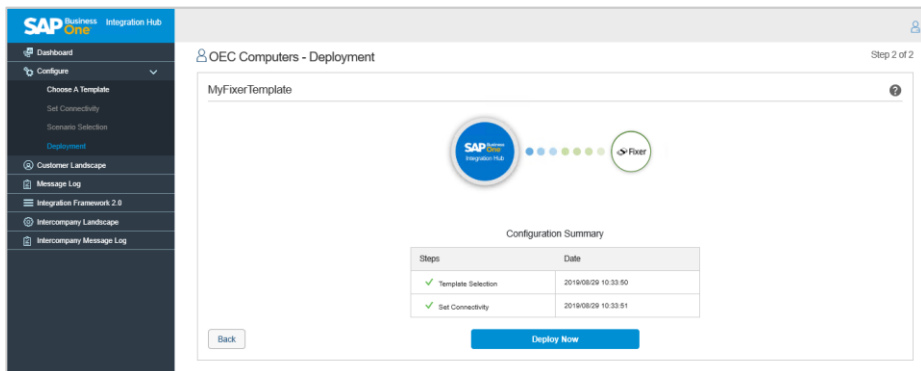


Features

- 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)

[Video Nexmo Setup](#)



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

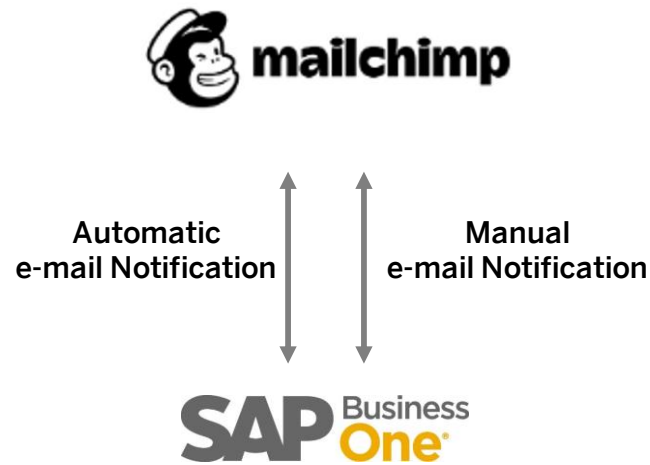
The screenshot shows the 'Send Message' dialog box in SAP. The subject is 'Sales Order # {DocNum}' and the priority is 'Normal'. A recipient table is visible with the following data:

#	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.sa	<input checked="" type="checkbox"/>	91965026320	<input type="checkbox"/>	555-0138

The message text is: "Hi {CardName}, Your order # {DocNum} has been successfully created. Your order total is {DocCur} {DocTotal} & will be delivered by {DocDueDate}." The dialog box includes buttons for 'Send', 'Cancel', 'Send via HUB', 'Save as Distribution List', and 'Add Recipient'.

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

[Video Mailchimp Setup](#)



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)

[Video SendGrid Setup](#)



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

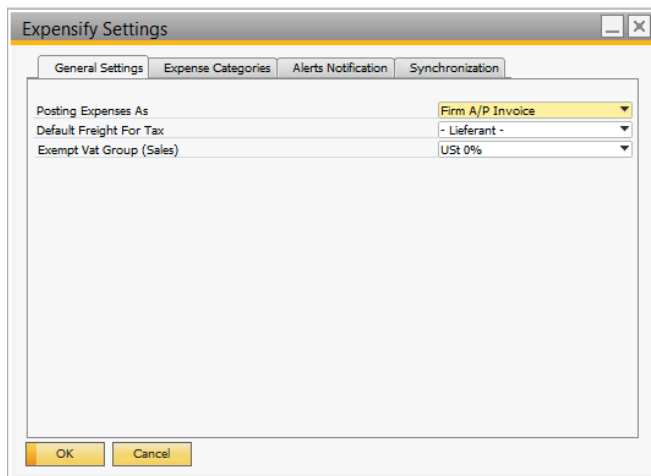
Benefits

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

Expensify (Expense management system)



Employee Expenses



Features

- Download employee expenses to SAP Business One
- Post expenses automatically as A/P Invoice in SAP Business One (draft or firm)
- Receipts uploaded by employees/users to Expensify app are attached in A/P Invoice

Benefits

- Automated routine tasks, less effort
- Consistent and complete accounting records

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 1901 Mayfield Drive Suite 200 New York NY 10065 USA	Company Name: Acme Associates 879 Timbersprings Drive Indiana PA 15701 USA	Vendor Ref. No.: OEC01420111189
Ship To: James Chan	Requested Date: 10.10.2019	

Line ID	Item ID	Item Description	Unit of Measure	MeasureUnit	Required Quantity	Quoted Quantity	Price	Currency	Delivery Date	Remarks
0	A00001	J.B. Officeprint 1420	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
- [Video - A Quick Look SAP Business One Integration Hub](#)
- [Central Blog](#)
- Administrator and User [Guide](#)
- SAP Note [2838864](#) - *The SAP Business One Integration Hub*
- [Integration Hub and Customer Influence](#)
Improve the Hub, give feedback on additional templates, and [find](#) open or accepted ideas

Follow us



www.sap.com/contactsap

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.