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Hilal Computers|Northstar Technology|HCTTC|NCT SAP B1 HANA IMPLEMENTATION

SCOPE DOCUMENT

Rajesh N

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Version 1.3

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1. Document information

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2. SAP Project Overview

Implementation of SAP Hana ERP software with available Standard modules is based on the requirements of the client. This document is the outcome of first level of study and business interaction with the management & end users. Business scenarios, Process flows, Management requirements are captured in the oral discussion and converted as a document for future reference. This document is the base for implementation and reflects the vision & mission mutually agreed by SAP client viz. M/s. Al Hilal Group (4 Entities) and SAP implementation partner viz. M/s. Mukesh Infoserve Private Limited through acknowledgement.

2.1. Implementation Project Details:

- Kickoff
- Scope study plan overview
- Implementation Methodology – ASAP methodology.
- Guidelines on successful completion of Project
- List of Business Process to be discussed
- Scope of Blueprint Documentation preparation of the business process flow.
- Implementation Stages –
 - Scope Study
 - Scope Preparation & Signoff
 - Test environment Development
 - SAP Database Configuration & development
 - Demo, Training & UAT
 - Training Signoff from Users
 - Pilot Testing – SAP & Integration process
 - Cut over planning (Migration planning)
 - UAT Signoff
 - Opening Balance – Masters & Ledgers balance migration
 - Opening Balance Signoff
 - Go Live activities
 - Go Live – Sign off
 - Go Live support

3. Company Overview:

3.1.About Us

Al Hilal Group is one of the Middle East's leading publishing and marketing organisations with a network of offices covering Bahrain, the UAE, Saudi Arabia and the United Kingdom.

Established in 1978 the company's portfolio of publications include The Gulf Daily News, Gulf Weekly, Arabian Knight, Gulf Construction, Gulf Industry, Oil and Gas News, Travel and Tourism News and an online interactive series of local business directories linked on a Pan-regional platform Arabian Business Community (ABC).

The Group also has an interest in Exhibitions through its association with Hilal Conferences and Exhibitions (HCE) and is also involved in Bahrain's IT sector through Hilal Computers who are the agents for Dell Computers in the Kingdom



In this SAP Implementation, we are going to cover the below 4 legal entities and 5th one yet to get CR.

- Hilal Computers
- Northstar Technology
- HCTTC
- NCT Est
- Northtek (Name may change – Yet to get CR)

4. Initial Settings

4.1. Introduction

The Business Blueprint is a core implementation document for SAP Business One. It is used to define and document important information required for initialization and setup of the SAP Business One system. It is important to go through this document together with the functional team leads of the customer.

There are 4 separate Initial Setting word documents attached as per respective heads shared.

5. Business Process Flow & Integration Flow Overview:

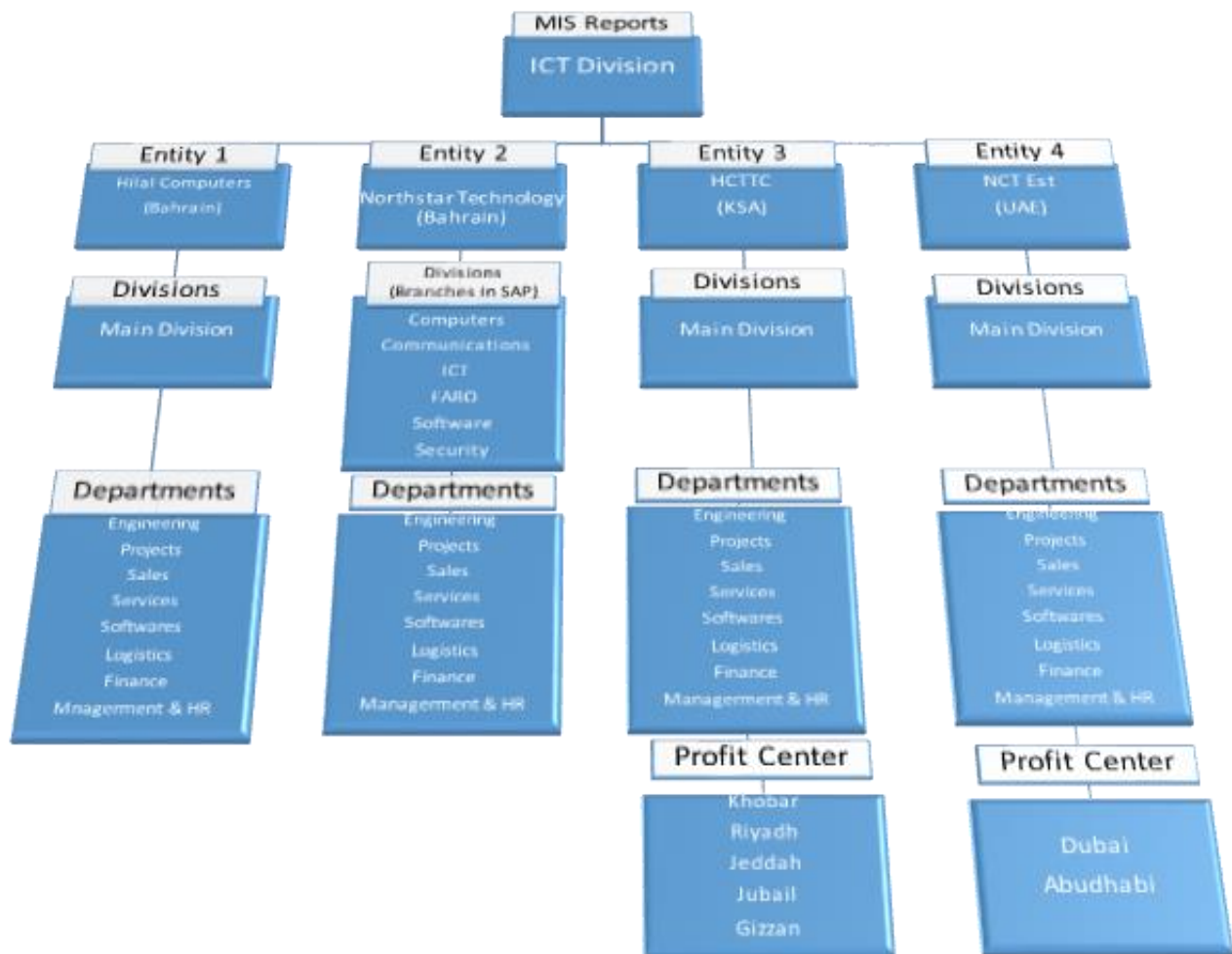
5.1. Legacy Software

- Cosmic
- Tally
- Manage Engine
- MS CRM
- MS Excel

5.2 SAP Overall Scope

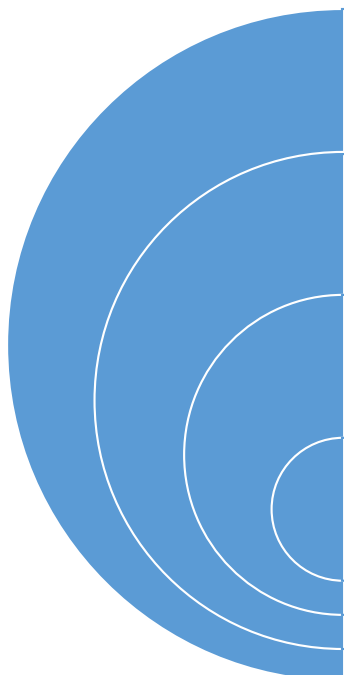
- Implementation of SAP with below modules:
 - Sales
 - Purchase
 - Inventory
 - Finance
 - Banking
 - Service
 - Fixed Assets
 - Payroll – Add-on
- Integration with MS CRM Application
- Sales Employee Web Portal for the below Reports (Separate Scope document shared)
 - Customer Order Status
 - Customer Purchased History
 - Customer Outstanding Status
 - Stock Status
- ESS Web Portal

6. Organizational Structure



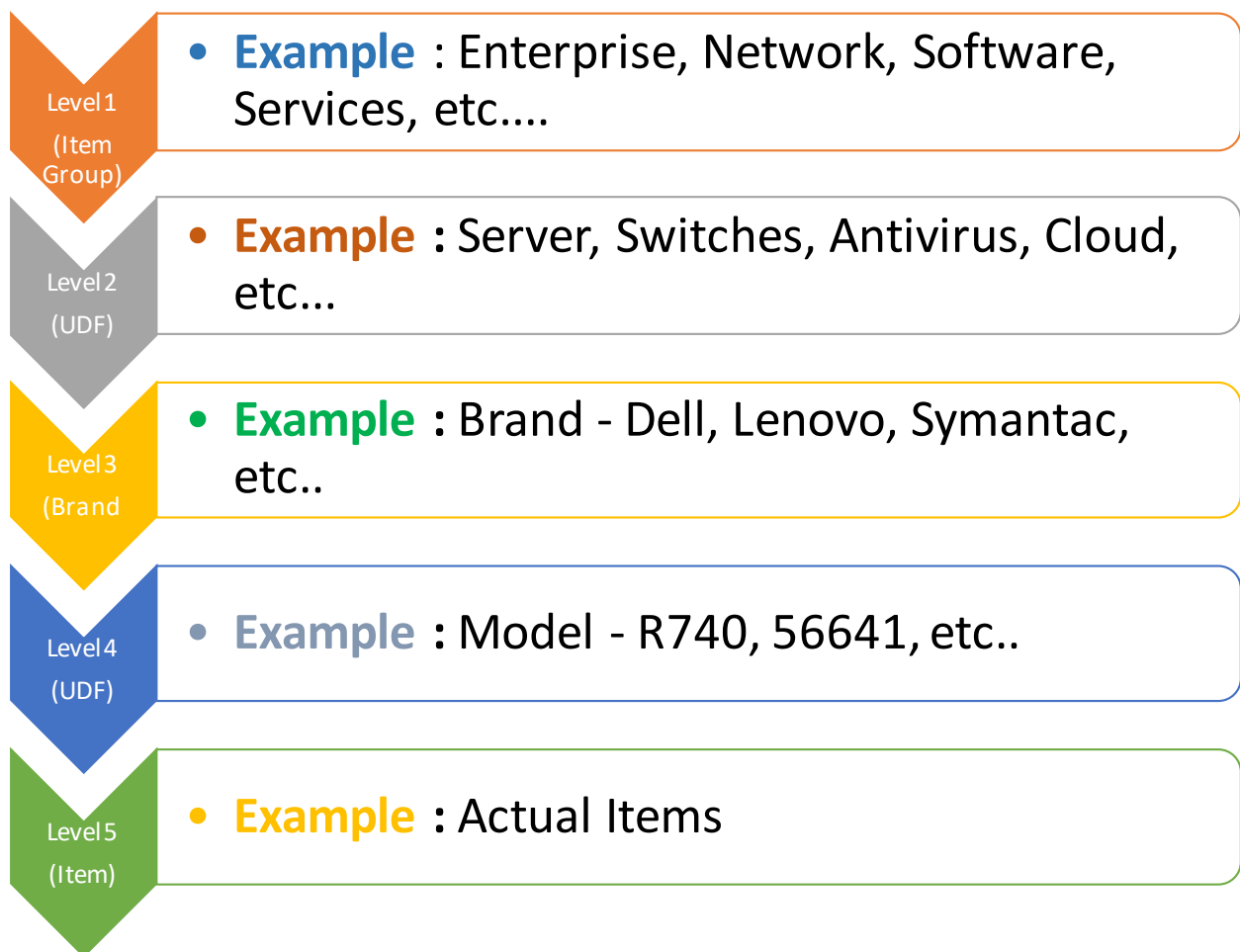
7. SAP Mapping

As I explained the SAP B1 Standard features of Segmentation, Branch concept & Cost Center in detail with the Pros & Cons, below configuration decision has been made jointly by your team for all the entities.

	Hilal Computers (Bahrain)	<ul style="list-style-type: none"> • Branch : No • Segmentation : No • Cost Center1 : Department • Cost Center2 : Employee
	Northstar Technology (Bahrain)	<ul style="list-style-type: none"> • Branch : Divisions • Segmentation : No • Cost Center1 : Department • Cost Center2 : Employee
	HCTTC (KSA)	<ul style="list-style-type: none"> • Branch : No • Segmentation : No • Cost Center1 : Location • Cost Center2 : Department • Cost Center3 : Employee
	NCT Est (UAE)	<ul style="list-style-type: none"> • Branch : No • Segmentation : No • Cost Center1 : Location • Cost Center2 : Department • Cost Center3 : Employee

8. Item Hierarchy

As discussed in the system study, we are going to maintain 5 levels in Items hierarchy in each entity. Some of level are loosely coupled and some of them are tightly coupled.

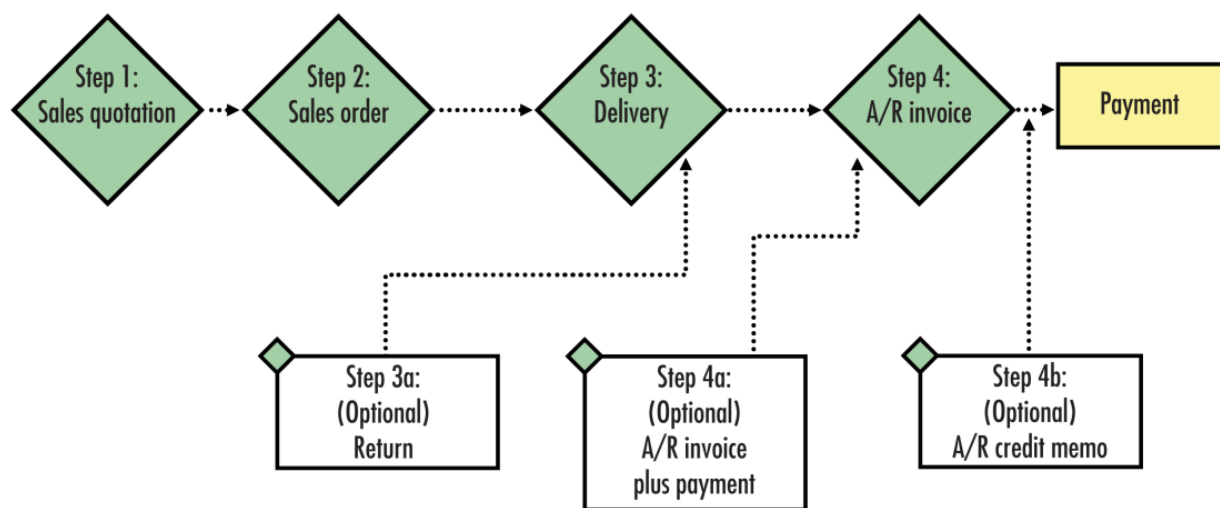


**UDF – User Define Filed in SAP (Customized field)

9. Sales Process

The sales-A/R process moves from issuing a sales quotation to selling the goods (and services) to delivering those goods to invoicing the customer for their purchases.

Each of the process steps involves a document, such as a sales order or A/R invoice. SAP Business One efficiently moves all relevant information from one document to the next in the document flow.



9.1. Sales Quotation

The sales quotation is an offer or proposal containing a price commitment for specific goods or services that you would provide to a customer or a lead if accepted.

9.2. Sales Order:

The sales order is a commitment from a customer or lead to buy—at agreed-to quantities and price—a product or service from you.

9.3. Down Payment Invoice

The A/R Down Payment Invoice is used in a prepayment scenario. The amount is recorded to a pre-defined liability account, and moved to the revenue accounts once the down payment is applied to a standard A/R invoice. This document does not affect inventory.

9.4. Delivery Note:

The delivery indicates that the shipment of goods has occurred. A delivery is sometimes referred to as a packing slip



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Creating a delivery reduces the actual inventory levels. When you post a delivery, the corresponding goods issue is also posted. The goods leave the warehouse and the relevant inventory changes are posted. The inventory account is credited and the cost of goods sold account is debited based on the current item cost.

9.5. Return

In case customers return goods you can use a return document. If the returned goods have already been invoiced, you should create an A/R credit memo instead, The return document reverses—either partially or fully—the postings of a delivery. Once a return document is posted, the inventory quantities are updated. Posting a return document also automatically updates the inventory value using the original item cost that was used in the delivery it's based on.

9.6. A/R Invoice:

The A/R invoice is the only document that must be created in the sales process. It is the request for payment and records the revenue in the profit-and-loss statement.

Once posted, the A/R invoice posts a journal entry to the corresponding customer and revenue accounts. If it is posted without reference to a delivery, the A/R invoice also decreases inventory values and quantities. The inventory account is credited and the cost of goods sold account is debited based on the current item cost in addition to the postings to customer and revenue accounts.

9.7. A/R Credit Memo:

The A/R credit memo reverses—either partially or fully—the postings of an A/R invoice. It is used when customers send back goods for which an A/R invoice has already been created or to correct errors made in the A/R invoice.

Once the A/R credit memo is posted, inventory quantities are increased, the customer account is credited, and the revenue account is amended by the same amount. The sales tax is also corrected automatically.

10. Purchase Process

Purchasing is the process of making sure that a steady stream of required materials is on the way to your company when and where you need them. As a fully integrated, end-to-end business management application, SAP Business One helps you run the purchasing process, starting with the purchase order and continuing with the rest of the purchasing documents.

SAP Business One automatically captures information at each step so you always know what's on hand in inventory as well as the up-to-the-minute financial state of your business. The real-time view helps you identify potential shortages before they happen. Precise historical information keeps track of which vendors come through for you consistently.

10.1. Purchase Request (Internal)

Purchase Request is an Internal document where the requester can specify multiple items he needs to replenish in Particular warehouse. The document can be used as a base document to raise Purchase Quotation or Purchase Order. It is suggested to use this document to raise as a request by branches on monthly basis to the Head office.

10.2. Purchase Order

The purchase order (PO) is the document you provide to the vendor specifying the items or services you want to purchase, including agreed-to quantities and prices.

When a PO is added in the system, no value-based accounting changes occur. However, the order quantities listed in inventory management are increased in the inventory status report and the Item Master Data. The purchase order can be linked to the goods receipt PO (information from packing slip), which then can be linked to the A/P invoice (information from vendor's invoice), allowing information to be consistent and retained throughout the process.

10.3. A/P Down Payment Invoice

The A/P Down Payment Invoice is used in a prepayment scenario. The amount is recorded to a predefined asset account, and moved to the expenses or the inventory account once the down payment is applied to a standard A/P invoice. This document does not affect inventory.

10.4. Goods Receipt PO (GRPO)

Goods Receipt PO denotes the delivery of goods from a vendor. It is used to update the inventory quantities and values

It is essential that the quantities and prices in your goods receipt PO match the vendor's shipping document. Unlike a PO, a goods receipt PO cannot be amended after it has been added to SAP Business One because it triggers both inventory and accounting transactions

10.5. Goods Return

The goods return document is used to reverse a goods receipt PO after it has been posted. It is used whenever part or all of the goods received are returned to the vendor. This purchasing document reverses partially or completely the quantity and value-based changes made by the goods receipt PO that was created when the items were received .

10.6. Landed Costs

Landed Costs document is used when additional costs are involved in the purchase of items, usually from abroad, such as tariffs, customs, brokers' fees, and insurance fees.

The landed costs document is used to update the cost of the imported items and is required for calculating inventory valuation, gross profit, or any other inventory-related calculation. It is mandatory that this purchasing document be based on a goods receipt PO.

The landed cost document does not change quantity levels in inventory. After the landed costs document is posted, the price of the imported items is updated; a journal entry to reflect the additional import costs in accounting is created.

If the final costs are not known yet, landed costs can be posted as an estimate, and at a later stage an adjusted landed cost document can be posted with the final numbers, by copying the first landed cost document to a new one.

Note: Process will be set to move goods from GRPO to regular warehouses only after Landed cost document.

10.7. Landed Cost Allocation Method

You can specify the distribution type for the landed cost. The available values are described below.

- *Cash Value Before Customs*
The related costs are distributed in relation to the share of an item of the total FOB price of the delivery minus customs.
- *Cash Value After Customs*
The related costs are distributed in relation to the share of an item of the total FOB price of the delivery plus customs.
- *Quantity*
The related costs are distributed according to the quantity of an item in proportion to the total quantity of the delivery.
- *Weight*



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The related costs are distributed according to the weight of an item in proportion to the total weight of the delivery.

- *Volume*

The related costs are distributed according to the volume of an item in proportion to the total volume of the delivery.

- *Equal* - The related costs are distributed equally among the delivery items.

10.8. AP Invoice

AP Invoice is the document into which accounts payable enters the vendor's invoice information and sets up the payment. The A/P invoice results in a journal entry that reflects an increase in the company's liability to the vendor and updates the tax account and relevant expense account(s).

Once posted, an A/P invoice cannot be changed; it updates the related vendor accounts in accounting.

In those cases where a vendor's invoice arrives before the items are received and are for items whose purchase is managed in the warehouse, the resulting A/P invoice also increases inventory quantities and values.

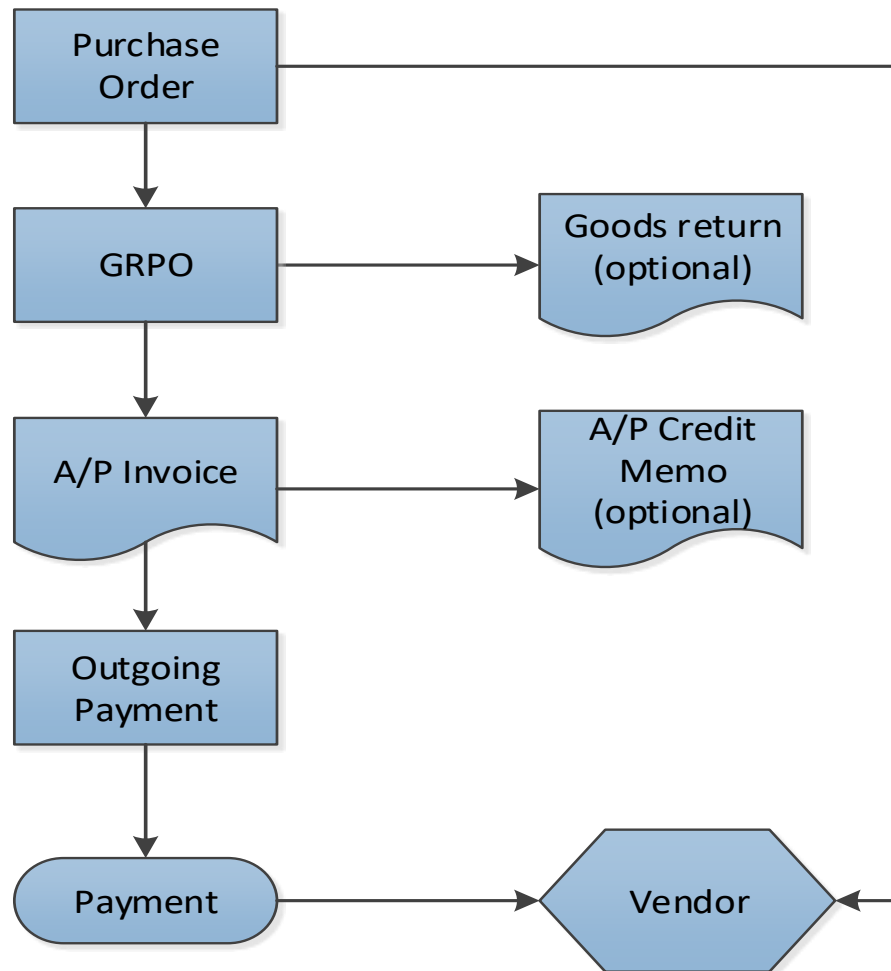
10.9. AP Credit Memo

AP Credit memo is used to reverse the A/P invoice—partially or in its entirety—after it has been posted. It credits the company for the goods returned to the vendor.



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10.10. High Level SAP Purchase Process Flow chart:





11. Inventory

SAP Business One enables you to manage all the items that you purchase, manufacture, sell, or keep in stock. Services can also be defined as items, that they are only relevant for sales. Products and services can be defined as items in order to track the movement of goods for each item and for each item/customer relationship, and obtain sales analysis reports on item and item group level.

- FIFO valuation method is decided to follow in SAP. In legacy system Weighted Average is following.

12. Finance Process

12.1 Accounting:

Accrual Accounting system

The majority of journal entries in SAP Business One come from one of the other modules; sales, purchasing, payment, and inventory documents post transactions automatically to the G/L.

However, in GAAP accrual-based accounting, you sometimes need to make manual journal entries in the G/L, such as accrual entries, correcting entries, and the like —anything, in other words, that would not come from one of the other SAP Business One modules.

When a journal entry is added manually, it is recorded immediately and cannot be deleted —only reversed.

The purpose of manual journal entries is to record transactions that are not automatically initiated from a sub ledger or from another process within SAP Business One. For example, a manual journal entry might be used to record a finance charge to a customer account or a service fee to a bank account.

Journal Entry will be used for Extra-Ordinary transactions, Month Closing entries & adjustment entries with special tracking.

12.2 Cost Centers Dimensions:

Many businesses perform expense and revenue analyses that measure the profitability of each of their business activities or departments in addition to the regular book keeping entries.

SAP Business One allows you to run multiple dimensions of costs centers. Up to 5 dimensions of cost centers can be defined. Each dimension is linked to a set of cost centers and distribution rules.

12.3 Segmented Accounts:

- No segmentation for all the entities

12.4 GL Determination

- GL determination is suggested to be implemented by item group.
- The selected method determines how the Revenue and Cost of Sales accounts are setup in the Chart of Accounts.
- One of the key advantages of SAP Business One is its ability to create various journal entries automatically, particularly those involving sales, purchasing, and inventory transactions.



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- In SAP Business One, when an invoice is created, the accounting entries are created at the same time. But how does the application know how to create those accounting entries? G/L account determination is the process of telling SAP Business One in which accounts to put various sorts of automatically created accounting entries.
- Advance GL Determination will help you to set rules based on Items, Items group, Warehouse, BP Group, BP Type, BP Code, Ship to country as well as Ship to state. This will help you to create multiple scenarios to manage your financial more efficiently. You can start with Simple GL determination but later on you can migrate to Advance GL Determination as your business need grows with time.

12.5 Chart of Accounts

The chart of accounts is a tree structure with 10 levels, with Level 1 being the most consolidated and Level 10 the most detailed. In financial statements, the higher levels are used to summarize the lower levels.

This structure distinguishes between **active accounts** and **titles**. A **title** is created to organize and display data in financial reports and can summarize several active accounts or several active accounts and titles together.

For example, the Assets title contains the following titles: Current Assets, Fixed Assets, and Long Term Investments. For a company with only one kind of long-term investment, this object would be an active account rather than a title.

Level 1 consists only of titles fixed in the system. These titles are permanent and include 10 Drawers that are displayed on the right side of the Chart of Accounts window.

Level 1 titles include:

A	Titles referring to the balance sheet accounts: Assets, Liabilities, and Equity
B	Titles referring to consequential accounts (profit and loss accounts): Revenues, Cost of Sales, Financing, and Other Revenue and Expenses

12.6 Period Indicator

Periods refer to the accounting period created to post transactions.

For this Implementation following Periods will be created:

1. 2019 – For Current year transactions.

12.7 Tax Codes

Value Added Tax will be maintained in SAP for Tax calculations. % can be defined in the Tax master and Tax combinations can be created based on customer requirement.



1. Input Tax – 0% , 5% & Exempted
2. Output Tax – 0% , 5% & Exempted

12.8 Opening Balances

Opening Balance is created for General Ledgers and Business partners having balances on the starting date of accounting period. For the uploading of OB, Control accounts (Clearing Accounts) will be used for each opening balance items (GL , Vendors, Customers, Stock).

If the account or business partner is foreign currency, the opening balance should be provided in local and foreign currency along with exchange rate for the opening balance date.

If the Business Partner is set as multiple currencies, the opening balance should be provided in each currency

12.9 Business Partners:

In SAP system there are three types of Business partners: Customer, Vendors and Lead.

These are maintained in unique codes in master data files. Master data will contain the group, payment details, addresses, etc.

Both Customer /Vendors will be grouped in purchase vendors, one-time vendors, foreign vendors etc., and each Business partners is assigned to a control account to which this Business partner transactions will be posted. The control accounts will be configured:

- Payables/ Receivable – Domestic Purchase
- Payables/ Receivable – Foreign Purchase
- Payables/ Receivable - Advances Paid

For the Lead there is no receivable and payable account required since it cannot be used in AR or AP transaction. We can use the lead to prepare sales opportunities, Sales quotation and sales order documents which are not relevant to ledger level transactions.

The Business Partner master data will have three broad categories of inputs

1) General Data

2) Addresses & Contact person details

3) Accounting and Payment details.

- Payables : Following payables will be created
 - Accounts payables
 - Rent payables
 - Prepaid for rent and medical
 - Tax payables (VAT out and VAT IN)
 - Stock Purchase invoice (other countries)
 - Internal - GNC payables.
 - Franchise and Royalty



- Receivables ;
 - Stock Sales Invoice (Internal)
 - Stock Sales Invoice (External)
 - Credit Memo from the Customer

12.10 Incoming Payments

Incoming payments or advance payments can be received in four ways: cash, checks, credit cards, and bank transfers. SAP Business One handles all of them in basically the same way—either by making a payment against a specific A/R invoice or by making a payment to a customer against two or more A/R invoices.

Once the incoming payment document is added, the following actions are taken:

- Journal entries credit the customer's accounts receivable control account and debit the bank account or a clearing account.
- The payment is applied to the invoice.
- The paid invoices are closed and no longer appear in the Open Items List, Documents for Payment table and in the customer's receivable aging report.
- When a partial payment is processed, the selected invoice remains open for the balance due amount
- When a full payment is processed, the invoice and the payment are internally reconciled and closed.
- If the payment is made by check, cash or credit card, the payment is posted to a clearing account, and a deposit document must be processed in order to transfer the funds from the clearing account to the house bank account
- Receipts will be made against base document – Receivables.
 - Wholesale Cash receipts
 - Collection from Store sales (Retail sales)
 - Petty cash collections from stores to be captured

12.11 Outgoing Payments:

Just as with incoming payments, there are, generally speaking, four ways of sending outgoing payments: cash, checks, credit cards, and bank transfers.

You can perform the following activities:

- Create outgoing payments for business partners and accounts using various payment means
- Print and void checks for a payment for various purposes, including employee bonuses
- Create, trace, and process drafts of outgoing payment documents and drafts of checks for payment
- Generate a Check Register Report
- Advance payment to the vendors is also issued using outgoing payment document using default payment methods: cash, checks, credit cards, and bank transfers.
- Payments made against invoices & journal entries :
 - Vendor payments



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- Customer refund
- Inventory deduction to sales employee
- Employee deductions
- Petty cash expenses

12.12 Bank Reconciliation (BRS)

- Banks will be reconciled on a suitable period basis.
- Transactions posted using Bank GL accounts will be compared with Bank statement and cleared transactions will be cleared using check box.
- Once after reconciling all bank transactions in SAP, balances in both data should be same and it can be reconciled using the Reconcile button.
- On Next reconciliation process, previous reconciled value appears in Reconciliation statement.

12.13 Recurring Postings

Some transactions recur monthly or weekly (provisions, bank charges, interest etc.). The transaction amounts may not be the same each time and the percentages may not necessarily be fixed (although they recur on dates that are known in advance and are usually made up of the same G/L accounts).

You use recurring journal entries for expenses such as equipment lease payments, payroll, and office rent and utility costs.

When you define a recurring posting you must specify all the accounts or business partners, as well as actual amounts. You will determine the frequency and the expiration of the recurring posting. The system will duplicate the original posting each time the date arrives, and will allow you to either add the posting as is, or modify it before the final posting to the general ledger. Another way to work with a recurring posting is to set the frequency to Template, and then use the recurring posting as a template each time you post a manual journal entry.

12.14 Journal Voucher

You can use journal vouchers to review a batch of financial transactions before posting them. Before you post the entries as journal vouchers, you have the opportunity to edit, change, or delete entries, as required.

You can also use journal vouchers to perform what-if analyses. You can run the cash flow report and include open journal vouchers to determine the effect of the postings before you actually post them.

In SAP Business One, a journal voucher is always used for a batch of transactions, meaning that you enter multiple journal entries in one voucher. When you post the voucher to the general ledger, all the journal entries contained in the voucher are posted together.

12.15 Fixed Assets

Fixed Assets enables you to manage and monitor your tangible fixed asset. As a subsidiary ledger to the general ledger in Financial Accounting, the Fixed Assets add-on provides you with detailed information on all transactions involving fixed assets. Moreover, using the standard reporting in SAP Business One, fixed-asset-specific data can be evaluated and processed. Fixed Assets is seamlessly integrated with the standard component Financials. Fixed Assets itself calculates planned depreciations according to the costs of acquisition and production as well as the useful life, and performs the relevant postings in the general ledger.

12.16 Asset Class

In SAP Business One, various asset classes can be defined according to the type of Fixed Assets. These Asset classes can be used to combine fixed Asset with the similar characteristics. For every Asset Class depreciation policy can be defined as per international accounting standard. If depreciation policy is change for any individual Asset which belong to a particular Asset Class, the whole class need to be updated according to the new depreciation policy. Fixed Assets supports an internal number assignment, ensuring that every asset number is unique. When you save a data record, SAP Business One automatically issues a consecutive number within the relevant number range interval.

12.16.1 Depreciation Types

There is several depreciation methods for the fixed assets

- *No Depreciation*
- *Straight Line* – A method of distributing an asset's value evenly across its useful life. That is, the asset is depreciated by the same amount in each period.
- *Straight-Line Period Control* – A method that entails defining different factors used in depreciation calculation for different periods of an asset's useful life.
- *Declining Balance* – A method that entails applying a depreciation rate against the non-depreciated balance of an asset. Instead of spreading the cost of the asset evenly over its useful life, the method depreciates the asset at a constant rate, which results in declining depreciation charges each successive period.
- *Multilevel* – A method of applying different depreciation rates to an asset for different stages of an asset's useful life.
- *Immediate Write-Off* – A method generally applied to low-value assets whose full value can be depreciated in the acquisition year.
- *Special Depreciation* – A method of carrying out automatic special depreciation.
- *Manual Depreciation* – A method of carrying out manual special depreciation

13. SAP B1 Integration With MS CRM

All the CRM process is maintaining in MS CRM application and the confirmed order to be posted in SAP through web service integration. For that we have discussed with MS CRM vendor and arrived the below touch points. Outbound is nothing but, the data will be sync from SAP to CRM and Inbound is Vice versa.

- Item Group - will be created in SAP and sync to CRM. Adding Item Group in CRM to be blocked
- Brand - will be created in SAP and sync to CRM. Adding Brand in CRM to be blocked
- Item Master – will be created in SAP only. For new items and quotation purpose, in CRM the sales employee can create the Item description for their own and give it to the customer, if they won the order then, he manually requested the SAP inventory team to create the item in SAP, once it is created it will sync back to CRM application. After that Sales employee manually choose the newly created item in the confirmed quote and sync the Sales Order to SAP.
- Item Price – will be created in SAP only. Adding Item Price in CRM to be blocked
- Sales Employee – will be created in SAP only. Adding Sales Employee in CRM to be blocked
- Customer – will be created in SAP only and sync back to CRM, any updation in Customer master to be done in SAP only, it will sync back to CRM
- Sales Order - will be created in SAP through integration as Draft Sales Order. Some has to verify and approve in SAP, they only actual Sales Order will be posted in SAP.

Web Service Type : **Restful** Data Format : **JSON**

Below the Touch Points arrived and agreed.

SAP B1 Vs MS CRM Integration Touch Points						
#	Transaction	Details	Provider		Consumer	Business Scenario
1	Outbound	Item Group Master	SAP	➡	CRM	Item Group Master Data
2	Outbound	Brand	SAP	➡	CRM	Brand
3	Outbound	Item Master	SAP	➡	CRM	Item Master Data
4	Outbound	Item Price List	SAP	➡	CRM	Item Price
5	Outbound	Sales Employee	SAP	➡	CRM	Sales Employee Master Data
6	Outbound	Customer	SAP	➡	CRM	Customer Master Data Creation/Updation can be done in SAP and sync to CRM.
7	Inbound	Sales Order	SAP	⬅	CRM	Sales Order Data

14. Payroll Addon

Since Payroll module is not available in Standard SAP B1, we will deploy the Payroll addon. The same Payroll addon to be deployed in all the 4 legal entity separately. Below activities to be done through Payroll addon.

- All the necessary master related to Payroll addon to be created.
- Detailed Employee master creation screen to be provided
- Monthly Salary Process to be done through this addon
- Employee Loan to be provided through this addon
- Leave encashment to be provided through this addon
- Providing Asset to Employee to be maintained through this addon
- Employee attendance excel upload provision to be provided for Salary Processing
- Employee Final settlement (EOS) to be done through payroll and to create a separate A4 printout format to be created through this addon.
- Employee expense claim to be manual process, but we need to provide a provision to account against the employee.
- As of now, new employee starter checklist has been maintaining in excel, if possible we need to create provision to maintain in system (It is an HRMS activity, so this can be achieved, subject for feasibility)
- New customized report required (Overall value of leave encashment of each employee (Leave days x Basic Salary))

Below points are included based on the Feedback mail on 27/02/2019

- Employee wise Annual Leave Status report required
- Employee wise Asset List report (Provided to the employee)
- Employee wise Certificate Collected Report (Received from Employee)

Below points are included based on the Feedback mail and call on 05/03/2019

- In Payroll addon employee master , we need to capture the name of the following documents with the expiry date (Passport, Visa, CPR, Driving License, etc..). Based on the input data, we need to provide a report to know the expiry of the documents in prior and do the necessary follow-up with the concern person to renew the documents in well prior.
- One more input to be captured against the Company vehicle provided to the employee, which is to capture the legal action taken or pending (fine or case filed by the Traffic Department or Court), so at that time of settlement of each employee, HR has to verify any pending fine/case is there against the employee.

15. ESS Web Portal

ESS – Employee Self Service Portal to be developed with the below features.

- Payslip request to be raised by the employee and through HR login, they may approve and give the Payslip based on the request.
- Payslip format will be A4 size paper with the standard necessary features with the company logo.
- Pay Certificate request to be raised by the employee and through the HR login, they may approve and give the Pay Certificate based on the request.
- Pay Certificate format will be A4 Size as per the format shared.



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- Yearly Holiday list to be published in the Portal.
- Air Ticket request to be raised through this Portal. Based on the eligibility HR will approve for the same.
- Employee can see the pending Leave details in the Portal
- Employee can apply leave through the portal with the necessary details like, From date, To date & reason for leave request
- There are 2 level of approval required for the employee leave, first is Line Manager(Direct reporting) and the second is HR approval.
- Any common Circular to be published in the Portal.
- Need a simple provision to raise the Feedback by the employee (No workflow required).
- Employee pending Medical leave details not be shown in the portal for each employee

Below points are included based on the Feedback mail and call on 05/03/2019

- Employee can see their balance leave details in the ESS Portal any point of time.
- Employee to be provided the expected joining date while applying the leave in the ESS Portal.

16. Sales

- All CRM activity will be handled the MS CRM application only.
- Only confirmed customer order will be posted in SAP through integration from CRM application as Sales Order. Scope of work in the integration is already defined.
- All Sales Employee master data to be created in all the 4 entity databases.
- Since only one sales employee can able to choose in the SAP Sales Order, we need to create a provision to add two more fields to capture the additional sales employee names.
- Credit sharing percentages to be captured for all the 3 sales employees in the Sales Order and to be provide a Sales report based on the Credit sharing.
- Sales Commissions are calculating based on the GP and Credit Sharing and distributing to the Sales employee after 3 months of the Sales.
- Sales Commission are going to calculate manually based on the Sales Employee Credit sharing report from SAP.
- If Customer CR is got expired, we need to block the Sales order based on the CR expired.

17. Service

- There are two separate service teams are there

17.1 Long Term Projects

- Minimum 6 months to 3 years will be the project timeline.
- Currently 4 Projects are running in live
- Man power service, material supply, outsourcing could be there these projects.
- Need to capture the entire expenses and provide the status of each project whether it is running in profit or loss.
- Need to map the SAP finance project for all the long term projects
- They are looking for the full-fledged Project Management module and that could be integrate with the SAP. We can plan on this on next phase of implementation.
- Currently they are managing the Project in the excel only.

17.2 Short Term Services

- Below Services are provided by this team
 - Warranty Service
 - AMC
 - Installation
 - Implementation
 - On Call Support
 - Residence Engineer
- Costing is the main challenge of this team.
- Right now they are maintaining some adhoc cost of 45 : 55 ratio with the Service team and the Sales Team, which is not accurate.
- Some of the services, they do the outsourcing to vendors.
- Sometime outsourcing vendor consuming our Hilal resource and pay accordingly with the pre-agreed amount.
- Try to capture the profitability of each services.
- By using the SAP Service Call, they can able to track the actual resources spend for a each service.
- Need to know the residence engineer service profitability. They got an one year of agreement with the customer and they may pay by month wise/ Quartely wise, so we need to create multi line Sales order to invoice based on the each line every time.
- Around 50 AMC services are currently going on.
- Revenue from this team through Service charge, Spare selling, Dell service, Project implementation, AMC, residence engineer, etc...
- Expenditure for this team like Engineer cost (Salary, Visa, etc..), travelling, outsource, etc.
- Around 300 service calls are booking per month.
- All the calls are logged in Manage engine software
- Around 30% are chargeable and 70% are AMC calls
- They want to know the individual Profitability of the Service and the overall profitability of the Sales deal. Need both report and should not overlap.

18. Software

- They are doing the new Software Implementation & Support kind of activities to their customer like SAP, Oracle, BI, etc.
- Also they are selling the licenses related to the Software Implementation
- AMC of the Software to be collected separately
- This department is available in all the 4 entities.
- Implementation component to be outsourced to various vendors
- Need to track the Income and Expenditure related to the department separately and get the Profitability of the each Implementations.
- We can create a SAP Finance Project for each implementation and track all the expenses against the project.
- Below reports are requested by the Software Department. Try to fit with the standard report, if required to customize some reports.

Reports:

- Leads status-consolidated- all entities
- Order closed-consolidated- all entities
- Billing status-consolidated-all entities
- Quarterly-order vs billing
- Project status- ongoing project status
- P & L- consolidated-for SWD

Below points are included based on the Feedback mail on 27/02/2019

- Cash Flow
- Balance Sheet

Dashboards:

- CEO /dashboard with Region wise/quarter-wise/ Year status for Leads-Orders-Billed-P & L

19. Purchase & Inventory

- Most of Purchases are Back to Back
- Only limited stock has been maintaining in the warehouses
- Currently 2 physical warehouses are maintaining across the 4 entity, one is Bahrain and another one is in Khobar
- Purchase is classified into 3 categories
 - Dell
 - Non Dell
 - Lenovo
- Dell Purchase can be sub classified into 3 more categories
 - Offline Process
 - Online Process for Global Customers
 - Online Process for Non-Global Customers
- Dell ordering process is a separate process defined by Dell, which can be maintained offline till they get the 27 number.



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- Once they get the 27 number from Dell, they will place the Purchase Order in SAP to Dell
- Dell will provide the 27 number based on the limitation of number of quantity per item, some time they will give multiple 27 number for set of single item. For example, if you ordered 13 quantity of a particular item, they will give two 27 number, one is for 10 quantity and other is for 3 quantity.
- They will make separate Purchase Order for each 27 number
- We need to provide a provision to capture the 27 number in the Purchase Order itself
- And will carry on the 27 number till the payment happened to Dell. They want to track each 27 number, whether it is paid or not. Right now it is the main pain area for them
- Need to give provision for combining multiple PO to one GRPO.
- Based on the customer request, they are changing some parts from the existing item, which will void the warranty of item, even though they are doing based on the customer request. If possible, we need to provide a solution for this to track.
- Need to maintain Multi Currency for some of the vendors.
- Stock to be maintained separately for the Back to Back order.
- Approval to be set for all the Purchase Orders, 2 level of approval needed
 - 0 to 10,000 BHD – John
 - 10,001 BHD & above - John & Junu/Hardy
- Need to set a clear workflow for Saudi Dell orders, currently these orders routed to Bahrain. This is one of the main pain area.
- Warning message required for duplication of Purchase order creation within the same customer. Based on the Customer PO number input, we can identify and set the warning
- Below the Report & Layout requirement of this department. (Since we committed overall customization for 15 reports and 15 layouts, need to check the feasibility of the standard SAP B1 reports for the below list))



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Hilal Report Requirement List for Logistics and Procurement				
S.No.	Document	Report Name	Type	Requirement Given By
1	SO	SO Register	Report	John
2	SO	Open SO	Report	John
3	SO	Sales order	Layout	John
4	PO	PO Register	Report	John
5	PO	Open PO	Report	John
6	PO	Purchase Order	Layout	John
7	GRN	GRN Register	Report	John
8	GRN	Open GRN	Report	John
9	GRN	GRN	Layout	John
10	GRN	Purchase Return	Report	John
11	GRN	Landing Cost Sheet	Report	John
12	GRN	Landing Cost Sheet	Layout	John
13	DO	DO register	Report	John
14	DO	Open DO	Report	John
15	DO	Delivery Order	Layout	John
16	INV	INV Register (region/salesman/margin)	Report	John
17	INV	Open INV	Report	John
18	INV	Invoice	Layout	John
19	INV	Proforma Invoice	Layout	John
20	CN	Credit Note	Report	John
21	CN	Credit Note	Layout	John
22	STK	STK Register	Report	John
23	STK	Stock count sheet	Layout	John

Below points are included based on the Feedback mail on 27/02/2019

- 1) PO Classification
 - a) Inventory PO
 - b) Back to Back PO
 - c) Asset PO
 - d) Others
 - Separate Numbering series to be maintained for the above each PO classification in SAP
- 2) NS Bahrain-GRN=> need to convert to NS-SO with 7% mark-up => In HCTTC -Same image of the NS-SO with the 7% mark-up need to be generated as HCTTC-PO
 - Need to share the customized report format by Hilal team for the above request
- 3) Consolidated Sales man performance in HCTTC including the Bahrain NS mark-up
 - Need to share the customized report format by Hilal team for the above request
- 4) VAT Ledger with VAT ID & GRN reference
 - Need to share the report format by Hilal team for the above request

20. Finance & Accounts

- Currently Cosmic is using as account software in 3 entities and Northstar alone they are using Tally.
- For some customer Proforma invoice to be printed based on the Sales Order
- Recurring expenses are there like rent, Loan repayment, etc. Need to use the SAP recurring posting option
- Vendor Ageing report is needed based on the multiple intervals
- All expenses to be tracked based on the Projects, Location, Employee & Department
- Some of the customers & vendors having multi currency transaction. Need to maintain the same in SAP
- Open item list report required for the transaction like PO, SO, GRPO & Invoices. Standard SAP Open Item list report will meet out this need
- While paying a payment to a vendor against an A/P invoice, they want to know whether this items has been invoiced to customer as well. Now they don't have track on this. We try to find a solution for this.
- Cheque printing required. Need to provide the sample filled cheque copies to design
- All Printouts to be in Lazer print formats with A4 paper only. Appropriate entity Logo can be incorporated in the print layouts
- Balance confirmation printout to be taken from SAP
- Currently Fixed Asset is maintaining in excel only.
- SLM depreciation method is following.
- Running monthly depreciation.
- Need to provide the Fixed Asset master data in the given excel template to map in SAP.
- A specific reports is required to alerting the renewal of the yearly licenses to make the follow up with the customer. Report format need to be shared by Hilal team.
- In Sales Order itself, we need to capture a separate field for Tamkeen order. Based on the field we need to give a report for the Tamkeen Orders.
- Provisional entries to be made at the time on year ending.
- Sales employee wise customer ageing report required. Need to get report format.
- P & L , Balance Sheet & TB reports required for the below
 - Overall Group companies (Consolidated)
 - Entity Wise (All the 4 entities)
 - Division Wise (All the Divisions in Northstar Technologies)
- Delivery Challan draft printing option required
- Below Reports required (Since we committed overall customization for 15 reports and 15 layouts, need to check the feasibility of the standard SAP B1 reports for the below list)



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Hilal Report Requirement List (Account & Finance)				
#.	Dept	Report Name	Type	Requirement Given By
1	AR	Customer Receivable Aging	Report	Binju / Vineeth / Cyril
2	AR	Sales manwise outstanding	Report	Binju / Vineeth / Cyril
3	AR	Customerwise outstanding	Report	Binju / Vineeth / Cyril
4	AR	Customer Transaction details	Report	Binju / Vineeth / Cyril
5	AR	Receivable summary - Audit	Report	Binju / Vineeth / Cyril
6	AR	AR Aging - Audit	Report	Binju / Vineeth / Cyril
7	AR	AR Classwise Outstanding	Report	Binju / Vineeth / Cyril
8	AR	AR Classwise Aging	Report	Binju / Vineeth / Cyril
9	AR	Unallocated receipts report	Report	Binju / Vineeth / Cyril
10	AR	List of Open Items	Report	Binju / Vineeth / Cyril
11	AR	Customer History	Report	Binju / Vineeth / Cyril
12	AR	AR Subsequent Collection for auditors (Inv of 2018 collected in 2019)	Report	Binju / Vineeth / Cyril
13	AR	Receipt	Layout	Binju / Vineeth / Cyril
14	AR	Customer Statement of Account	Layout	Binju / Vineeth / Cyril
15	AR	Receivable Statements	Layout	Binju / Vineeth / Cyril
16	AR	Receivable Aging	Layout	Binju / Vineeth / Cyril
17	AP	Supplier Outstanding Statement	Report	Steffi / Lissy
18	AP	Supplier Transaction Statement	Report	Steffi / Lissy
19	AP	AP Aging	Report	Steffi / Lissy
20	AP	AP Aging Classwise	Report	Steffi / Lissy
21	AP	Payable Summary - Audit	Report	Steffi / Lissy
22	AP	Payable Aging - Audit	Report	Steffi / Lissy
23	AP	List of Open Items AP	Report	Steffi / Lissy
24	AP	Supplier History	Report	Steffi / Lissy
25	AP	AP Subsequent Payment for auditors - 2018 supplier invoices paid in 2019	Layout	Steffi / Lissy
26	AP	Payment Voucher	Layout	Steffi / Lissy
27	AP	Cheque Pringing	Layout	Steffi / Lissy
29	AP	Supplier Statement of Account	Layout	Steffi / Lissy
30	AP	Supplier Payables summary	Layout	Steffi / Lissy
31	AP	Supplier Aging report	Layout	Steffi / Lissy
32	AP	Journal Voucher Printout	Layout	Steffi / Lissy
33	AP	Petty Cash Voucher	Layout	Abin / Hidayath
34	AP	Petty cash report - Summary	Report	Abin / Hidayath
35	AP	Petty cash report - Detailed	Report	Abin / Hidayath
36	AC	Bank Reconciliation	Report	Steffi / Vineeth
37	AC	Petty Cash Reconciliation	Report	Steffi / Vineeth
38	AC	Supplier / Customer A/c Reconciliation	Report	AR / AP
39	Payroll	Salesman Performance Report	Report	Davis / Junu

40	Payroll	Salesman Commission Report	Report	Davis / Junu
41	Finance	Trail Balance - Summary (With net balances)	Report	Davis / Junu
42	Finance	Trail Balance - Summary (With net balances)	Layout	Davis / Junu
43	Finance	Trail Balance - Detailed (With Opening, Dr, CR Net Change)	Report	Davis / Junu
44	Finance	Trail Balance - Detailed (With Opening, Dr, CR Net Change)	Layout	Davis / Junu
45	Finance	P&L for Auditors	Report	Davis / Junu
46	Finance	P&L for Auditors	Layout	Davis / Junu
47	Finance	Monthly , Quarterly P&L for Mgt	Report	Davis / Junu
48	Finance	Monthly , Quarterly P&L for Mgt	Layout	Davis / Junu
49	Finance	Branch wise P&L	Report	Davis / Junu
50	Finance	Branch wise P&L	Layout	Davis / Junu
51	Finance	Location wise P&L	Report	Davis / Junu
52	Finance	Location wise P&L	Layout	Davis / Junu
53	Finance	Balance Sheet for Auditors	Report	Davis / Junu
54	Finance	Balance Sheet for Auditors	Layout	Davis / Junu
55	Finance	Cashflow statement for Auditors	Report	Davis / Junu
56	Finance	Cashflow statement for Auditors	Layout	Davis / Junu
57	Finance	Payment Report (All payments made during selected period)	Report	Davis / Junu
58	Finance	Collection Report (All collections made during selected period)	Report	Davis / Junu
59	Finance	Invoice Register (Full Invoice list for period)	Report	Davis / Junu
60	Finance	Employee Cost Reports	Report	Davis / Junu
61	Finance	Stock Aging Report	Report	Davis / Junu
62	Finance	Stock Value report with No of unit, class, product details	Report	Davis / Junu
63	Finance	Stock Value report with No of unit, class, product details	Layout	Davis / Junu
63	Finance	Stock Movement report	Report	Davis / Junu
64	Finance	Department wise cost summary & Detailed	Report	Davis / Junu
65	Finance	Invoice margin report (Billed, cost, shipping, Other Exp, GP)	Report	Davis / Junu
66	Finance	Invoice wise margin details for selected period (Billed, cost, shipping, Other Exp, GP)	Report	Davis / Junu
67	Finance	Salary Transfer Printouts	Layout	Davis / Junu
68	Finance	Salary Transfer files to upload	Report	Davis / Junu
69	Finance	Fixed Asset Register	Report	Davis / Junu
70	Finance	Fixed Asset Reports (Cost, Op Depr, Depr for Period, Acc Depr , WDV)	Report	Davis / Junu
71	Finance	List of Assets with employees	Report	Davis / Junu
72	Finance	VAT Report	Report	Davis / Junu
73	Finance	Renewal Alerts - For renatl / Interest / Contract / Bond collection	Report	Davis / Junu
74	Finance	List of POC items (Items issued from store for testing / repairs)	Report	Davis / Junu
75	Finance	List of Proforma Invoices (Full list and open list)	Report	Davis / Junu