**GLOSSARY OF ACRONYMS:**

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| AA | Asset Accounting |
| ABAP | Advanced Business Application Programming |
| ALE | Application Link Enabling |
| AP | Accounts Payable |
| APD | Analysis Process Designer |
| AR | Accounts Receivable |
| BAPI | Business Application Programming Interface |
| BCS | Business Consolidation System |
| BDC | Batch Data Communication |
| BEx | Business Explorer (the reporting tool used to work with data in the in the BW database. BEx is made up of 2 components: BEx browser and BEx analyzer) |
| BI | Business Intelligence |
| BM | Billing Management |
| BSI | Name of the company [Business Software Incorporated] |
| BW | Business Information Warehouse (SAP Business Information Warehouse) |
| CCA | Cost Center Accounting |
| CCS | Customer Care and Service |
| CO | Controlling |
| CRM | Customer Relationship Management |
| CS | Customer Service |

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| DM | Device Management |
| ECC | Enterprise Central Component |
| EHP | Enhancement Package |
| ERP | Enterprise Resource Planning |
| ESS | Employee Self Service |
| FA | Fixed Assets |
| FI | Finance / Financial Accounting |
| FICA | Finance and Contract Accounting |
| FM | Funds Management |
| GL | General Ledger |
| HCM | Human Capital Management |
| ICWeb | Interaction Center Web |
| IDOC | Intermediate Document |
| ISU | Industry Solution for Utilities |
| KT | Knowledge Transfer |
| MM | Materials Management |
| MSS | Manager Self Service |
| PM | Plant Maintenance |
| PMO | Project Management Office |
| PS | Project Systems |
| PY | Payroll |
| QA | Quality Assurance |
| RFC | Remote Function Call |
| SD | Sales and Distribution |
| SEW | Smart Energy Water |
| SL | Special Purpose Ledger |
| SLA | Service Level Agreement |
| UCES | Utilities Customers E-Services Systems |
| UI | User Interface |
| WM | Work Management |