OfficeMaster 4 Extension Gateway for SAP®

Unified Communications integration (Fax, SMS, E-mail) for SAP ERP ECC 6.0, SAP NetWeaver, mySAP ERP, SAP R/3 (3.16 - 4.7)

- SAP certified since 1997, re-certified 2008

Fax, SMS, E-mail

- Direct fax transmission from R/3 applications such as SD, MM, FI, CO, HR and others
- Inbound fax in SAP Business Workplace and Integration in SAP Workflow
- SMS transmission directly from SAP, such as service jobs and system statuses
- E-mail transmission of offers and purchase orders by Internet mail as a PDF document
- Transmission status in SAP, or via Microsoft Exchange and Lotus Notes
- Monitoring: Status and trace information in SAP
- Letterhead: Overlay function for outbound fax messages
- Using SMTP or SAPconnect: Complete integration
- Digital signatures for fax and e-mail provided via Secrypt's *Signature Server*:
  Conforms with §14 UstG (German revenue tax law): transmission of faxes and e-mail attachments with electronic signature using OfficeMaster Sign (optional)

Business Case and Benefits

Speeding up a company's business processes not only improves efficiency but also sales turnover, profit and staff motivation. With OfficeMaster 4, purchasing staff can send POs directly from Materials Management (MM), sales staff can send offers from Sales und Distribution Processing (SD) and accounting staff can send financial data from Financial Accounting (FI), without having to print out the documents first. OfficeMaster 4 is completely integrated in the SAP system, so data can be sent from the workflow at the click of a button.

Checking the transmission status is just as easy. The user receives a legally binding fax transmission report at their SAP Business Workplace which can then be printed or archived fully automatically. The messages a user receives are also stored in the SAP Business Workplace. The result is an integrated sequence of activities that optimises working processes within a company.

☞ *Customer statement: OfficeMaster for SAP functions superbly. You don't find documentation as good as the documentation used for your software very often. It is really excellent, very detailed and described in a way that is easy to understand! (ERP Sourcing AG, Switzerland)*

E-mail, Fax and SMS

Nowadays, sending emails via the Internet is a standard part of business life. For many years, SAP has enabled users to send, for example, offers by e-mail as PDF file attachments. When it is released, the offer is simply sent to the e-mail address saved in the vendor master record, as a send job. This is where OfficeMaster 4 for SAP steps in.

OfficeMaster 4 has an e-mail component. If an SAP user creates a business document, they can choose whether to print, fax or e-mail it. OfficeMaster 4 receives the offer, sends it over the network and reports the status. The status report is a transmission confirmation message, i.e. the mail transmission is confirmed, similar to normal letter transmission.

However, if the user would like a reception confirmation message, such as when a registered letter is sent, then the offer must be sent by fax instead of e-mail.

This is because, when a fax is sent, the receiving fax machine confirms it has been received correctly.

For this reason SAP supports fax communication as well as transmission via e-mail.

OfficeMaster 4 also enables SMS messages to be sent and received directly from SAP.

Gateway for SAP from the view of Basis administration

Communication with OfficeMaster is administered directly in SAPconnect. This gives administrators an overview of all send jobs and their status. If required, individual messages can be sent again. If specified in the configuration, the administrator can also receive SMS messages about the SAP system status on their mobile phone. The Alert Monitor (RZ20) is used for this purpose.

To make OfficeMaster even more transparent for users, it is supplied with a status display program. Administrative users or key users can then use this program to check the jobs that are currently being processed by OfficeMaster, their status, and cancel these jobs if required. To make it easier to understand, the status display also shows the user's SAP user name.

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Gateway for SAP – network administrators' view

Once OfficeMaster 4 Gateway for SAP has been installed it can be used by several SAP servers. Bringing OfficeMaster into operation requires settings for the ISDN or VoIP connection and details about the SAP servers. An OfficeMaster connector is set up in each SAP client for this purpose. As the connectors for SAP can be operated as individual processes they can be configured, started and stopped independently of the overall system. In addition, OfficeMaster logs every process with a reference for the SAP user and the process number (i.e. purchase order number) in log files that can then be imported and evaluated in any application.

Using OfficeMaster Gate does not require any hardware changes in the server. A further benefit is that several locations can be provided with on-site fax functions when OfficeMaster Gate is implemented in a network.

Applications and attachments

The connection is based on SMTP or SAPconnect base interface, which the individual applications such as MM, SD, FI, CO and HR, use for external communication via fax, SMS and Internet mail. Fax jobs are received in PS, PDF and PCL format and can also have letterheads/logos. Documents can be transmitted professionally without the need to copy the company logo with SAPscript. OfficeMaster can also work with output management software from third-party suppliers such as *Adobe Accelio* and *Detec* to create well-designed forms. These providers can also create their own fax forms.

To meet the requirements of the recently updated §14 of the German VAT law (Umsatzsteuergesetz), outbound documents can be given an electronic signature before being transmitted. File attachments in emails are sent as signed files (signature format pk7, p7s or p7m) or as signed images (pdf or tif). In the case of faxes, the signed document is also saved in a matrix code and then transferred.

The recipient can select the signature and verify it. To create the electronic signature, OfficeMaster Sign, the digiseal signature server from *Secrypt* (www.secrypt.de), a mass digital signature card from D-Trust and a card reader device are also required.

System requirements

- OfficeMaster 4 with a multi-user license

Communications interfaces

- OfficeMaster Gate
- OfficeMaster over IP (for VoIP networks)

Hardware:

- x86 / x64 processors, 1 GHz
- 1 GB RAM
- 10 GB free hard disk memory

Operating systems

- Windows Server 2003/2008
- Windows Server 2008 R2
- Client systems: Windows XP, Windows Vista, Windows 7

Other requirements:

- SAP ERP ECC 6.0, SAP NetWeaver, mySAP ERP, SAP R/3

Article	Art.No.
OfficeMaster 4, Fax, SMS, Voicemail and CTI solution; Alternatively, use of an Exchange, Notes or SMTP gateway for any number of users	48284
OfficeMaster for SAP with a multi-user license and two ISDN connections/ B-channels, two TAPI connections	45283
Optional: OfficeMaster Line (ISDN line upgrade) for all OfficeMasters	49500

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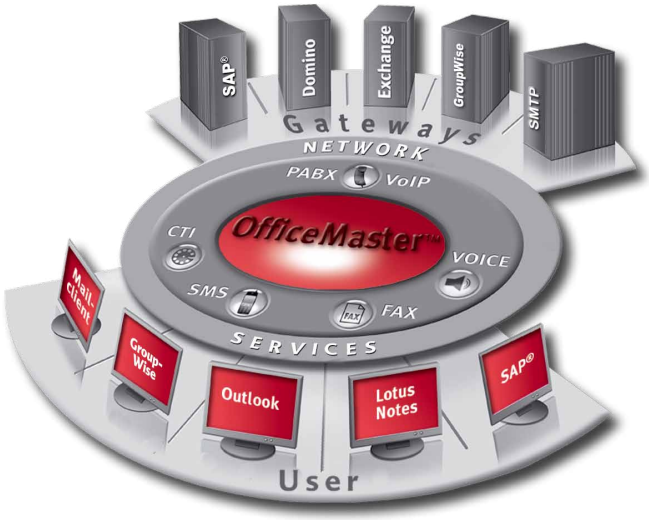

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