

Enhance the SAP User Experience: 10 Steps Used by a CIO

Host Speakers:

Dan Nunes, Synactive
Aparna Desai, Synactive

Customer Speaker:

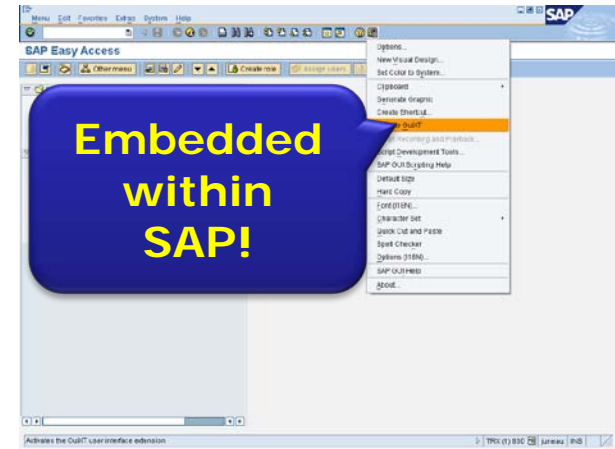
David Wascom, Summit Electric Supply

Agenda

- GuiXT by Synactive
- Brief Description of Manufacturing Companies
 - Using GuiXT to improve SAP
- Introduce David Wascom, Summit Electric Supply
 - CIO/VP of Information Technology
- Questions & Answers

Simplify, Clarify, and Optimize SAP

- GuiXT Technology
 - Embedded in SAP
 - Certified by SAP for NetWeaver Portals
 - No backend code changes
- Benefits
 - Faster SAP Data Entry
 - Input sets automatically fill in common information in SAP fields
 - Set default values
 - Less manual entry for users means fewer mistakes
 - Streamline business processes, remove unwanted fields, and consolidate screen tabs
- GuiXT Solutions
 - Desktop | WebUI | Mobile | Offline | Developer
 - GuiXT Access: Available in the iTunes App Store and AppWorld



Manufacturing/Distribution Industry

- **US Manufacturing Sector Forecast Growth**
 - Activity increases for eight consecutive months as of March 2010
 - Inventories grew for the first time in 46 months
 - Indicates potential boost in employment
 - All (except paper, plastic, and rubber) manufacturing industries showed production increases
 - As monitored by Institute for Supply Management
- **Industry Challenges**
 - Competition from low-cost imports
 - Large R&D spending; must improve efficiency
- **Industry Opportunities**
 - Technological Innovation: lower costs, improve products, optimize supply chain performance
 - Improved Logistics: investments in distribution technology and better communications, minimize inventories and speed distribution.

<http://www.sikich.com/industries/manufacturing/manufacturing-industry-forecast.html>

Manufacturing Customers

- **Case Study I**
 - Develops and supplies innovative polymers, synthetic elastomers, and specialty chemicals
 - Materials used by world's most innovative companies to create a wide range of technologically advanced products and applications
- **Case Study II**
 - Produces hardwood veneer and lumber, as well as trading in round timber
 - Products serve the furniture, door, panel, automotive, boat and aircraft industries, as well as for interior decoration
 - Family oriented company for more than 70 years

Case Study I

Developer and Supplier of Innovative Polymers, Synthetic Elastomers, and Specialty Chemicals

- **Module: MM01 (Material Management)**
 - Material management module ensures the right product is in the right place at the right quantity and price.
- **Transactions: CL01 (Create Material)**
 - Customer's process of creating material involved creating a class or copying the class and then creating new material.

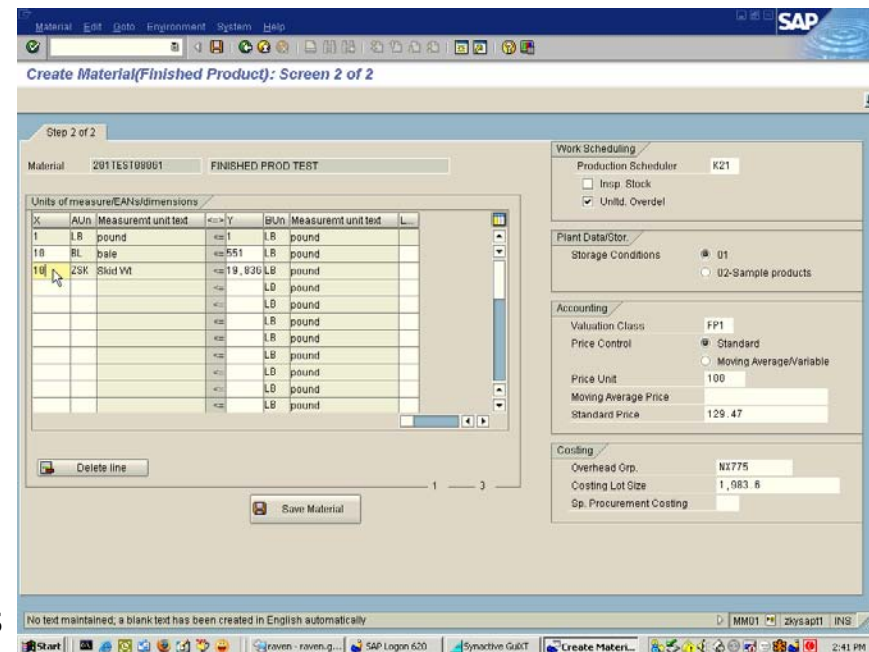
Case Study I

Customer Challenges

- Creating a material involved creating a class or copying the class and then creating a new material
- Users had to go through 20 screens to enter data in just a few fields
- Fields required in the process, but not in SAP were often forgotten—ERRORS!

GuiXT Solution

- Combined CL01 / MM01 transactions; material type changed to a radio button; users no longer need to remember codes associated with native SAP input field
- Material Type and Organizational Group Boxes are *read only*
- Navigation of 22 screens between two transactions reduced to just two screens



Case Study II

Produces Hardwood Veneer and Lumber

- Module: Plant Maintenance
- Transactions: IH01
 - Maintenance Request / Work Orders
 - Used to report a problem, request work, or record an event or activity

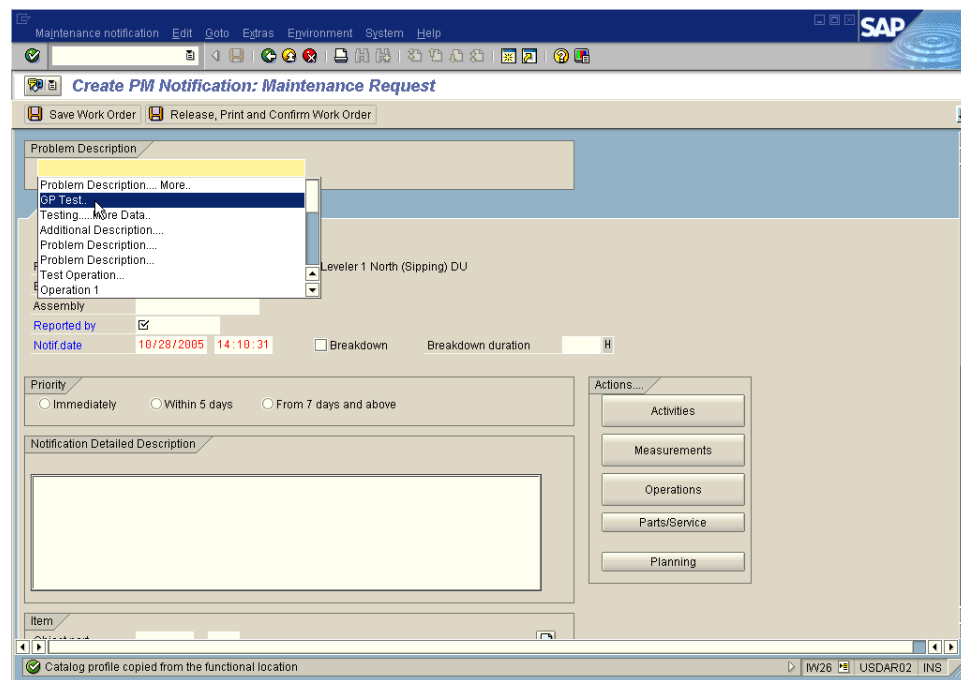
Case Study II

Customer Challenges

- Users must navigate multiple tabs/fields unnecessarily
- Too much data makes completing tasks confusing
- What data is required in which fields to create a Work Order

GuiXT Solution

- Created radio buttons for Plant and Notification Type
- Native SAP language changed to common names—no need to remember the code
- Push button created on the toolbar—release, print, confirm



Enhance your SAP User Experience with GuiXT

Presenter:

David Wascom,
Summit Electric Supply

About Us



A Trusted Name in Wholesale Electrical Distribution

Summit Electric Supply ranks #23 among the top 200 wholesale electrical distributors in the country, based on reported sales of nearly \$340 million.



- Founded in 1977 in Albuquerque, N.M.
- Service Centers in 19 Cities Across Four States
- Global Export Division Ships Products Into 25 Countries
- 500 Employees With Annual Revenue of \$340 Million

We Guarantee Service You Can Count On!

Landscape

- SAP ECC 6.0
- Sales and Distribution, Material Management, Finance, HR
- AIX5.3.3 DB2 9.1.3
- Internet Sales 4.0
- SAP Enterprise Portal 7.1
- Business Intelligence 7.0
- MDM 7.1
- 500 Users



The Challenge



SAP So Easy Even a CEO Can Do It

- Failed ERP Implementation in 1999
- 25 Year Legacy 'Green Screen' System
- Concerns How We Train Now and Later
- Must Avoid Impacts to Customer Service



```
2:35 PM          SUMMIT Electric Supply          T507-5 :pts/0
Sunday, 19 April 2009          Albuquerque Counter

* WELCOME TO PM2000! *
1 INQUIRY
2 CUSTOMER PROCESSING
3 CUSTOMER REPORTS
4 INVENTORY PROCESSING
5 INVENTORY REPORTS
6 SALES REPORTS
7 CORPORATE PROCESSING
8 FILE MAINTENANCE
9 COMPUTER CONTROL
3 SPECIAL PROGRAMS
T TERMINAL USER LIST

          (REL-RELEASE)

ENTER SELECTION OR 'CR'  _
```

The Real Challenge

Can We Make SAP Easier to Use and Require Less Training and Development?

- How?
 - Graphical Menu Navigation
 - All Information is in Single Screen
 - Eliminate Fields, Tabs, Scrolling, and Clicks
 - Arrange Screen Flows in a Logical Order
 - Clarify and Add Missing Information
 - Prevent Users From Making Errors



“Doing the right things, the right way, the first time!”

No ABAP No Problem

- **Live in 2007 with SAP ECC 5.0 without GuiXT**
 - We Knew Where Users Were Struggling
 - Errors Were Impacting Business and Customer Service

More Requirements Than People and Time
- **What We Did? Implemented GuiXT**
 - Simplified and Streamlined Key Transactions
 - Tailored SAP to Our Business Processes
 - No ABAP required. No Changes to SAP Code.

10 Steps to Enhancing the SAP User Experience

1. **Measure** Number of clicks and scrolls
2. **Analyze** Where users get stuck, make errors, need more information, or have to open another tcode
3. **Navigation** Use shortcuts to avoid tcodes
4. **Simplify** Remove screen elements not used
5. **Consolidate** Bring all info to one screen
6. **Automate** Use 'macros' for repetitive steps
7. **Organize** Arrange the screen to fit our processes
8. **Optimize** Use function modules for performance
9. **Integrate** Passing SAP Data to Other Apps
10. **Personalize** Labels, icons and company images

Standard SAP Menu

Authorization Menus Are Too Long and Confusing

SAP Easy Access - User menu for CSR Tes

The screenshot displays the SAP Easy Access menu for a user named 'CSR Tes'. The menu is organized into folders, with the 'CSR' folder expanded to show a long list of authorization options. The options are listed in a single column, with some sub-folders expanded to show their contents. The list includes:

- Backorder Processing
- Customer Line Items
- List of Warehouse Stocks on Hand
- Consgmt and Ret. Packag. at Cus
- Display Stock/Requirements Situa
- Collective Display Of MRP List
- Current Material Overview
- Analyze Source List
- Reorganize Source List
- Send Source List
- Source List for Material
- Create Purchasing Info Record
- Change Purchasing Info Record
- Display Purchasing Info Record
- Changes to Purchasing Info Reco
- Flag Purch. Info Rec. for Deletion
- Purchasing Info Recs. for Deletion
- Redetermine Info Record Price
- Quotation Price History
- Info Records per Vendor
- Info Records per Material
- Create Purchase Order
- Change Purchase Order
- Display Purchase Order
- Display PO Supplement (IR)
- Release Purchase Order
- Release purchase order
- Purchase Orders by Vendor
- Purchase Orders by Material
- Purchase Orders by PO Number
- Output from Groups of Deliveries
- Returns Delivery for RMA Order
- copy of mmbe
- Summit Outbound Delivery Monitor
- SD Display
 - Display Material BOM
 - Availability Overview
 - Display Material BOM Group
 - Display Allocations to Plant
 - Change Documents for Material BOM
 - Credit Master Sheet
 - Display Customer Credit Management
 - Goods movement
 - Goods Movement
 - Display vendor (Purchasing)
 - Orders within time period
 - Expiring Quotations
 - Expired Quotations
 - Completed Quotations
 - Expiring Contracts
 - Expired Contracts
 - Completed Contracts
 - List of Incomplete Documents
 - Sales Order Error Log
 - List of Incomplete Sales Orders
 - List of Incomplete Inquiries
 - List of Incomplete Quotations
 - List of Incomplete Sched.Agreements
 - List of Incomplete Contracts
 - Sales Orders Blocked for Delivery
 - Display Backorders
- List Billing Documents
- Change Outbound Delivery
- Display Outbound Delivery
- Delivery Monitor
- General delivery list - Outb deliv.
- List of Outbound Dlvs for Goods Issue
- Outbound Deliveries to be Loaded
- Outbound Delivery Monitor
- List of Outbound Dlvs for Picking
- List Outbound Dlvs (Trans. Planning)
- Display Delivery Change Documents
- Display Shipment
- Display Customer (Centrally)
- copy of mmbe
- Summit Outbound Delivery Monitor
- Customer Line Items
- List of Incomplete Sales Orders
- Create Sales Order
- Change Sales Order
- Tcode for Download SD transactions
- CASHTILL Screen
- CASHTILL SCREEN
- List of Incomplete Documents
- List of Incomplete Quotations
- List of Incomplete Sched.Agreements
- Create Quotation
- Change Quotation
- Create Shipment
- Change Shipment
- copy of mmbe
- Excel for VIP customers. Mail or FTP

Graphical Navigation



Summit Electric Supply - GuiXT Navigation

Other menu Create role Assign users Documentation Logoff GuiXT On

Counter Sales

Warehouse

Operations

Accounting

Sales

Purchasing

Credit Services

Products & Rebates

Main Menu

Tell Us
 Support Request
 Summit Directory
 Business Workplace

Select a functional menu above. You may also scroll down to access the full SAP menu tree

Express Support Lines

1901 Purchasing	1906 Pricing & Rebates
1902 Warehouse	1907 Taxes & Credit Cards
1903 Counter	1908 Commissions
1904 Sales	1909 Internet Sales
1905 Operations	3311 Credit Group

Graphical Navigation

Easy Submenus by Function

Summit Electric Supply - GuiXT Navigation

The screenshot displays the Summit Electric Supply GUI navigation interface. At the top, there is a header with the company logo and navigation options like 'Other menu', 'Create role', 'Assign users', 'Documentation', 'Logoff', and 'GuiXT On'. Below the header is a main menu with large, colorful icons for various functions: Counter Sales, Warehouse, Operations, Accounting, Sales, Purchasing, Credit Services, and Products & Rebates. To the right of the main menu are logos for SAP express, SUMMIT, NAED, TED, and Electrical Wholesaling. Below the main menu, a 'Sales Menu' is expanded, showing a grid of sub-menu items. A yellow star highlights the 'Change Order' icon in the Sales Menu.

Sales Menu For Support Call 1904							
Standard Quote	Counter Sales Order	Factory Direct Ship Order	Consignment Pick-Up	Return Sales Order	List Quotes	ZBOR	Display Material Master Record
Lot Quote	Standard Sales Order	Lot Order Through Stock	Consignment Fill-Up	Credit Memo	List of Orders	ZBIR	Display Purchase Requisition
Display Quote	Display Orders	Lot Order Direct Ship	Consignment Issue	Debit Memo	Back Orders	ZEXCEL	Display Billing
Change Quote	Change Order	Internet Order	Consignment Return	ZPay	Stock Check	ZXLVIP	Change Delivery

Reduce Dependence on Knowing Tcodes

SAP Standard Sales Order Entry

Sales document Edit Goto Extras Environment System Help

Change Standard Order 137758: Overview

Orders Output GuiXT Off

Standard Order 137758 Net value 389.75 USD

Sold-to party 1007312 Wolfenson/Clute Tool Tax / PO Box 15173 / Houston TX 77220-...

Ship-to party 0PB07312 Wolfenson/Clute Tool Tax / PO Box 15173 / Houston TX 77220-...

PO Number CO6322-S-VS PO date 04/09/2007

Sales Item overview Item detail Ordering party Procurement Shipping Reason for rejection

General header data

Description

Req. deliv.date D 04/09/2007 Deliver.Plant CLU1 Clute Service Center

Complete dlv. Total Weight 425.6

Delivery block Volume 0.000

Billing block Pricing date 04/09/2007

Total amount 389.75 Doc. currency USD / 1.00000

Payment card Exp.date

All items

Item	Material	Order qu...	SU	ATP qua...	S	CS	MRP...	Description	Net price	per	U...	Net value	ItCa	Plnt	Manual Price
10	7001	50	EA		<input type="checkbox"/>	<input type="checkbox"/>	Z2	CR-HINDS CGB192 CORD CONNECTOR, ...	4.45	1	EA	222.50	ZTAN	CLU1	4.4
20	8285	50	EA		<input type="checkbox"/>	<input type="checkbox"/>	Z2	CR-HINDS RAC75HD CONDUIT CLAMP, R...	185.00	100	EA	92.50	ZTAN	CLU1	185.0
30	8300	25	EA		<input type="checkbox"/>	<input type="checkbox"/>	Z2	CR-HINDS RE21 REDUCING BUSHING, 3/...	1.55	1	EA	38.75	ZTAN	CLU1	1.5
40	4649	300	EA		<input type="checkbox"/>	<input type="checkbox"/>	Z2	BURNDY CT120400L0 BLA NYLON CBL TIE	12.00	100	EA	36.00	ZTAN	CLU1	12.0

Standard SAP Sales Order Entry



Incomplete and Obscure Information

Create Standard Order: Overview

Standard Order [] **Net value** 1,026.00 USD **Need more info on margin and tax**

Sold-to party 1000079 Gardner Zemke Company / PO Box 999999999 / Albuquerque ...

Ship-to party 1000079 Gardner Zemke Company / PO Box 999999999 / Albuquerque ...

PO Number 001-778 **PO date** 04/17/2009 **Required Fields in Header**

Sales **Item overview** **Item detail** **Ordering party** **Procurement** **Shipping** **Reason for rejection**

Description [] **Prevent Scrolling**

Req. deliv. date D 04/17/2009 **Deliver.Plant** ALB1 Albuquerque Service ...

Complete div. **Total Weight** 100.6

Delivery block [] **Volume** 300 FT3

Billing block [] **Pricing date** 04/17/2009

Total amount 1,095.26 **Doc. currency** USD / 1.00000 **Cursor for credit card swipe**

Payment card [] **Exp.date** []

Payment terms ZL00 **Incoterms** PPC

All items

Item	Material	Order ...	Pricing date	SU	ATP quantity	S	CS	M..	Description	Net price	per	U...	Net value
	102	100	04/17/2009	EA	1,841			ND	ADC PART FGS-CHRT-A 4" T COVER	10.26	1	EA	

Small icons, unclear of their purpose

Standard SAP Sales Order Entry



Too Much Scrolling to Find Required Fields

The screenshot displays three overlapping SAP Sales Order Entry windows. Each window has a tabbed interface with tabs for Sales, Item overview, Item detail, Ordering party, Procurement, Shipping, and Reason for rejection. The top window shows fields for Unloading Point, Receiving point, Department, and Shp.Cond. (all items). The middle window shows Billing details including Fixed val.date, Invoicing dates, Billing date (04/17/2009), Serv.rendered date, Tax dest. country, EU triang. deal, SubstInvProcess, Add.value days, and Alt.tax classific. The bottom window shows the Ordering party details for Doug Fenton, including Last contact date, Name, Your reference, Telephone (505-881-0555-0), and Ship-to party's reference data (Purchase order no. and Purchase order date). Red boxes highlight the vertical scroll bars in each window, indicating that the required fields are not visible without scrolling.

Standard SAP Sales Order Entry



Confusing Information

CnTy	Name	Amount	Crcy	per	U...	Condition value	Curr.
ZPMC	Placement Cost	100.00	USD	1	EA	10,000.00	USD
ZPBP	Summit Base Price	10.26	USD	1	EA	1,026.00	USD
ZPC2	Column 2 Price	12.09	USD	1	EA	1,209.00	USD
ZPC3	Column 3 Price	9.67	USD	1	EA	967.00	USD
ZPDN	Distributor Net Cost	200.00	USD	1	EA	20,000.00	USD
	Vendor Rebate Calc	0.00	USD	1	EA	0.00	USD
	Vendor Rebate Disc C	0.00	USD	1	EA	0.00	USD
		???					
ZZ06	Cust Grp 1 Reb Cost	0.00	USD	1	EA	0.00	USD
ZZ62	Cust Grp 2 Reb Cost	0.00	USD	1	EA	0.00	USD
ZZ63	Cust Grp 3 Reb Cost	0.00	USD	1	EA	0.00	USD
ZZCM	Cust Reb Cost	0.00	USD	1	EA	0.00	USD
ZZCT	Contract Reb Cost	0.00	USD	1	EA	0.00	USD
	Net Vendor Rebate Co	0.00	USD	1	EA	0.00	USD
ZXRC	Vendor Rebate Cost	0.00	USD	1	EA	0.00	USD
	Price Basis Values	0.00	USD	1	EA	0.00	USD

What's my Sell?
Margin? Cost?

Consolidate

Pull Information Out of Data

Display Material Item Avail. Batch New Pricing Manual Re-Pricing Back Return to Menu GuiXT On

Sales Document Item Item category Stock Item
 Material CR-HINDS RE21 REDUCING BUSHING, 3/4 TO

Qty EA Net Tax

Manual Sell		38.75	Margin	-2.25
Cost		41.00	GM%	-6 %
UOM		1	Per	EA

CnTy	Name	Amount	Crcy	per	U...	Condition value	NumCCo	OUn	CCon...	Un
ZXAF	Allowed Freight	0.00	USD			0.00	0		0	
ZXSM	Anticipated Margin	0.00	USD		1 EA	2.25-	1 EA		1 EA	
ZXS2	Summit Margin - %	5.806-	%	↔		0.13	0		0	
	CO-PA Stats	0.00	USD		1 EA	0.00	1 EA		1 EA	
ZZMP	CO-PA Repl Cost	0.00	USD		1 EA	41.00	1 EA		1 EA	
ZZRS	CO-PA Restock Value	0.00	USD		1 EA	0.00	1 EA		1 EA	
ZZTT	CO-PA 20/20 Value	0.00	USD		1 EA	0.00	1 EA		1 EA	
ZZSB	CO-PA Summit Bk Val	0.00	USD		1 EA	0.00	1 EA		1 EA	
ZZSH	Statistical-S&H	0.00	USD		1 EA	0.00	1 EA		1 EA	
ZMPR	Repl Cost - Rate	0.00	USD		1 EA	1.64	1 EA		1 EA	
ZRCR	Vndr RB Cost - Rate	0.00	USD		1 EA	0.00	1 EA		1 EA	
ZMCR	in Cost - Rate	0.00	USD		1 EA	0.00	1 EA		1 EA	



Use Dynamic Icons to Highlight Key Information

Standard SAP Sales Order Entry



Required Fields Are Hidden in the Header on Many Tabs

Setting Shipping Type

Create Standard Order: Header Data

Standard Order Purchase order no.
 Sold-to party Gardner Zemke Company / PO Box 999999999 / Albuquerque

Sales Shipping Billing Document Payment cards Accounting Conditions

Ship-to party Gardner Zemke Company / PO Box 999999999 / Albuquerque N...

Shipping

Unloading Point Receiving point

Department

Delivery block Complete delivery

Shp.Cond. Order combination

DG mgmt profile Contains DG

MnsOfTrns type **Shipping type Summit Truck**

MeansTransp. SpecProcid

POD-relevant

Clicks

Sales Shipping Billing Document Payment cards Accounting

Text type La...

Sales Text for Custc
 Warehouse Text
 Shipping Instruction
 Miscellaneous Text
 Internal Summit Not

Customer requires call before delivery

Sales Shipping Billing Document Payment cards Accounting Conditions

Payer Gardner Zemke Company / PO Box 999999999 / Albuquerque...

Delivery and payment terms

Incoterms Fixed val.date

Payment terms Add.value days

SUMMIT Sales Order Entry



Sales document Edit Goto Extras Environment System Help

SAP

Change Standard Order 137758: Overview

Doc Flow New Other Summary Avail. Dlv Date Ship-To Data B Credit Card Deliver Output Logoff Gui

Standard Order: 137758 Available Credit: \$ 150,205.55

Sold-to party: 1007312 Wolfson/Clute Tool Tax / PO Box 15173 / Houston TX 77220-...

Ship-to party: 1007312 Wolfson/Clute Tool Tax / PO Box 15173 / Houston TX 77220-...

PO Number: C06322-S-VS PO date: 04/09/2007

Refresh

- Add Order Text
- Add Item Text
- Order Status
- Check Margin

SUMMIT
ELECTRIC SUPPLY

Net value: 389.75

Tax: 0.00

Total Amount: 389.75

Sales Item overview Reason for rejection Entered By: JMARTINEZ

Required Delivery Date: 04/09/2007

Customer Name: VERN

Company Telephone: 713-676-1201

Contract Description: GRAPEVINE WATER

Available Amount: \$0

CUSTOMER REQUESTS CALL ON LTL PICKUP WITH BILL OF LADING

Deliver Plant: CLU1

Payment terms: ZL20

Freight Terms: PPC

- Recent Sales
- Sell History
- Basic Data
- Item Text
- Cross-Selling

Shipping Type

- (Z0) Will Call
- (Z1) Summit Truck
- (Z3) Salesman
- (Z4) Forwarding Agent
- (Z5) UPS
- (Z6) FEDEX

Select Freight Party: Western Freight

Order Status

Delivery block

Billing block

Print Pricing on Delivery: Print Pricing

Complete Delivery

Item Detail Create New Item Delete Item Select All Deselect All Check Item Availability Display Item Availability Schedule Lines Conditions Batch

Item	Material	Order qu...	SU	ATP qua...	S	CS	MRP...	Description	Net price	per	U...	Net value	ItCa	Plnt	Manual Price
10	7001	50	EA				Z2	CR-HINDS CGB192 CORD CONNECTOR, ...	4.45	1	EA	222.50	ZTAN	CLU1	4.4
20	8285	50	EA				Z2	CR-HINDS RAC75HD CONDUIT CLAMP, R...	185.00	100	EA	92.50	ZTAN	CLU1	185.0
30	8300	25	EA				Z2	CR-HINDS RE21 REDUCING BUSHING, 3/...	1.55	1	EA	38.75	ZTAN	CLU1	1.5
40	4649	300	EA				Z2	BURNDY CT120400L0 BLA NYLON CBL TIE	12.00	100	EA	36.00	ZTAN	CLU1	12.0

Standard SAP Sales Order Entry

Asking a User to Perform Many Steps Results in Errors

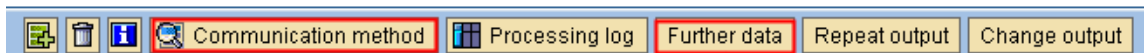
Create Standard Order: Overview



Printing an Order
Clicks



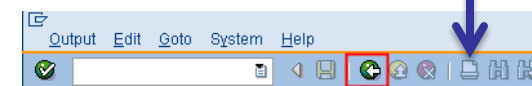
Create Standard Order: Output



Standard Order

Output

Stat...	Outpu...	Description	Medium	Processing...	Time	D Par...	P
○	ZBA0	Order Confirmation	Print output		00:00:00	4 SP	1€
○	ZBAC	Order Confirm Cost	Print output		00:00:00	3 SP	1€
○	ZPR0	SD Proforma Invoice	Print output		00:00:00	3 SP	1€

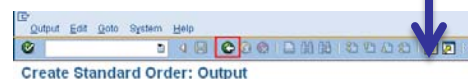


Create Standard Order: Output

Sold-to party 1000079 Gardner Zemke Company
Output type ZBA0 Order Confirmation

Printing information

Logical destination alb1 sales1



Sold-to party 1000079 Gardner Zemke Company
Output Type Order Confirmation Print output

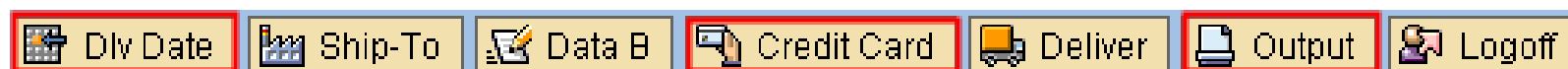
Creation 04/17/2009 11:38:57

Requested processing Dispatch time Send immediately (when saving the application)

Actual processing 00:00:00 Not processed

Automate Repetitive Steps

Create Pushbuttons to Execute Macros for Repetitive Steps



Changing Date



Print Order

Clicks

Clicks

Create Standard Order: Output

Stat...	Outpu...	Description	Medium	Processing...	Time	DPar...	P3
○△	ZBA0	Order Confirmation	Print output		00:00:00	3 SP	1€
○△	ZBAC	Order Confirm Cost	Print output		00:00:00	3 SP	1€
○△	ZPR0	SD Proforma Invoice	Print output		00:00:00	3 SP	1€

Submit Output Fast Output

Select Contact

Email Address

Fax Number

Output Destination (F4 to Search)

Send

Navigation

Add Shortcuts to Frequently Used Transactions

The screenshot shows the SAP GUI interface for 'Change Sales Order: Initial Screen'. At the top, there is a menu bar with 'Sales document', 'Edit', 'Goto', 'Environment', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area contains a search field for 'Order' with the value '137758'. To the left is a 'Search Criteria' section with fields for 'Purchase Order No.', 'Sold-to party', 'Delivery', 'Billing Document', and 'WBS Element', along with a 'Search' button. To the right is a 'GuiXT On' button and a list of shortcuts: 'Order Status', 'Order Overview', 'Item View', 'Customer View', 'New Quote', 'Change Quote', 'New Order', 'View Order', and 'Change Order'. The list of shortcuts is highlighted with a red box. On the far right, there are three circular service guarantees: '30 second counter service guarantee', '20/20 WILL CALL GUARANTEE', and '20 Service Center Locations'.



Avoid Returning User to Main Menu

How We Did It

- GuiXT scripts are called based on Program name and screen number

This combination calls this script

sapmsdyp.e0010	0 KB	Text Document
sapmssy0.e1000	0 KB	Text Document
sapmssy1.e3004	0 KB	Text Document
sapmv45a.e0101	2 KB	Text Document
sapmv45a.e4001	2 KB	Text Document
sapmv45a.e4003	3 KB	Text Document
sapmv45a.e5003	5 KB	Text Document
sapmv60a.e0104	6 KB	Text Document
schedulelines_36x88	5 KB	JPEG Image
rdv_viewer.e0100	1 KB	Text Document

System: Status

Usage data		
Client	210	Previous
User	DWASCOM	Logon
Language	EN	System

SAP data	
Repository data	
Transaction	VA01
Program (screen)	SAPMV45A
Screen number	4001
Program (subscreen)	SAPMV45A
Screen number	4701
Program (GUI)	SAPMV45B
GUI status	U

A Sample Script

```
if V[_title=Create Counter Sales Order: Overview]
  If Q[page=Sales]
    Include "va01_counter_order_DESIGN.txt"
  Endif
else
  //-----Change Counter Order-----*****-----
  if V[_title=Change Counter Sales Order &F[Counter Sales Order]: Overview] and Q[page=Sales]
    Include "va01_counter_order_DESIGN.txt"
  else
    if V[_title=Display Counter Sales Order &F[Counter Sales Order]: Overview] and Q[page=Sales]
      Include "va01_counter_order_DESIGN.txt"
    else
      //-----Change -Quotation-----*****-----
      if Q[transaction=VA21] or Q[transaction=VA22] or Q[transaction=VA23]
        if Q[page=Sales]
          Include "va21_quote_DESIGN.txt"
        Endif
      else
        if Q[page=Sales] and not Q[transaction=VA41] and not Q[transaction=VA42] and not Q[transaction=VA43]
          Include "va01_DESIGN.txt"
        endif
      endif
    endif
  endif
endif
```

Integration



Control Navigation with Function Code Substitution

SUMMIT Availability Overview for Material 15449

Selection

Material: 15449 GE THQB1120 Q-LINE BREAKER, 20A
 Matl Type: HAWA Trading goods
 Unit of Meas.: EA Base Unit of Meas.: EA

Stock Overview

Client/Company Code/Plant/Storage Location/Batch/Special Stock	MRP Type	Unrestricted use	Sales orders	Schd. for delivery	Availability
Total		499.000	19.000	15.000	
US10 Summit Electric Supply		499.000	19.000	15.000	
ALB1 Albuquerque Service Center	Z2	499.000	19.000	15.000	496.00
0010 Main Warehouse	Z2	499.000		15.000	496.00
Sales Order Stock	Z2	25.000			496.00

**Goal: Connect transactions
but without opening a
new session**

select
 Check Item Availability
 Display Item Availability
 Schedule Lines

CS	M..	Description
<input type="checkbox"/>	Z2	GE THQB1120 Q-LINE BREAKER, 20A



Replace Fcodes to Be Sure User Returns Safely

More Samples

On "/Menu=1,9" "Fcode=/0" process="va01_billing.txt"

On "/2" process="read_itm_cnd.txt"

On "/3" "Fcode=/0" process="va01_clr_var1.txt"

On "/15" process="va01_clr_var1.txt"

on "/12" process="va01_clr_var1.txt"

On "/7" Fcode="/0" process="va05_tran_material.txt"

Simplify

Remove Screen Elements To Avoid Confusion

Customer Change: Contact Person Details

Visiting Hours... Business Address... Home Address... Partner Functions... Additional Data... Extra fields

Customer: 1000079 Gardner Zernke Company Albuquerque

Contact person: 0000000291

VIP: Management Gender: Male

Department: 0002 Purchasing Date of birth: 02/11/1968

Function: 02 Head of Purchasing Marital status

Power of att.: 3 Authorized buyer

Higher partner

Rep. number

Call frequency: 0002 Weekly Advertising mat

Buying habits: 01 Positive

Remarks: Dallas Cowboy Fan

Preview

Person

Title: Mr.

Last name: Bench

First name: Doug

Academic Title:

Format: Doug Bench

Function: Buyer

Department: Purchasing

Room Number: Floor: Building:

Communication

Language: English Other communication...

????

del F[Pric. procedure.text]
 del F[Price List]
 del F[Usage]
 del F[Customer Group]
 del F[Sales Group] "-triple"
 del F[Pricing date]
 del F[Shp.Cond.]
 del F[Doc. currency]

Simplify



Customer Change: Contact Person Details

Visiting Hours... Business Address... Partner Functions... Additional Data... GuiXT On

Customer Number: 1000079 Gardner Zemke Company Albuquerque
 Contact Number: 0000000291

SUMMIT Info
 More

Person

Title: Mr. [dropdown]
 First name: Doug
 Last name: Bench
 Function: Buyer
 Department: Purchasing

Personal

Gender: Male [dropdown]
 Date of birth: 02/11/1968 [calendar]

Communication

Telephone: 505-123-4567 Extension: [input]
 Mobile Phone: 505-321-9876
 E-Mail: doug@benchelectric.com
 Fax: 505-321-9875

Information

VIP: 1 Management
 Department: 0002 Purchasing
 Function: 02 Authorized buyer
 Decision Power: 3
 Call frequency: 0002 Weekly
 Buying habits: 01 Positive
 Related Account: [input] Advertising mat
 Remarks: Dallas Cowboy Fan

Company
 Gardner Zemke Company / 6100 Indian School Rd. NE / Albuquerque NM 87110



Easier Data Entry = Better Data

Consolidate



What's Missing From v102n Outbound Delivery?

Summit Delivery 8000006047 Change: Overview

Outbound deliv. Document Date
 Ship-to party Gardner Zemke Company / PO Box 999999999 / Albuquerque NM 87110

Planned GI Total Weight LB
 Actual GI date No. of packages

Item	Material	Delivery quantity	SU	Description	B...	ItCa	P	W	Batch	Val. type	Open quantity
10	2	1	EA	ADC PART FGS-CHRT-A 4" T COVER		ZTAN					1

Consolidate

Move Information Forward From Other Tabs to User

Outbound Delivery Edit Goto Extras Environment Subsequent Functions System Help

Summit Delivery 800006047 Change: Overview

Doc Flow Post Goods Issue Output Packing labels Back Return to Menu Logoff GuiXT On

Outbound deliv. 800006047 Document Date 04/17/2009
 Ship-to party 1000079 Gardner Zemke Company / PO Box 999999999 / Albuquerque NM 87110

Header Details

Item Overview Goods Movement Data

Planned GI 04/17/2009 Total Weight 2 LB
 Actual GI date No. of packages 1
 Delivering Plant ALB1 Shipping Type Z5 UPS
 PGI Status Not yet started Incoterms PPC

Bill Of Lading Number 128821020391760039
 Tracking: Track Shipment -> UPS
 Billing Status A Not invoiced
 URGENT SHIPMENT PACK CAREFULLY!

Item Detail Create New Item Delete Item Select All Deselect All Batch

Item	Material	Delivery quantity	SU	Description	B...	ItCa	P	W	Batch	Val. type	Open quantity
10	2	1	EA	ADC PART FGS-CHRT-A 4" T COVER		ZTAN					1

Consolidate



Put Information Where A User Needs It

Invoice 900000972 (F2) Change: Overview of Billing Items

Accounting | Billing documents | Output | GuiXT Off

Invoice: 900000972 Net value: 1,187.34 USD
 Payer: 1000188 Design Electric / 2650 Andjon / US - 75220 Dallas
 Billing date: 03/08/2007

Item	Description	Billed Quantity	SU	Net value	Material	Cost
10	CR-HINDS LB27 LB CONDUIT ...		5 EA	69.90	8273	0.00
20	CR-HINDS 270 CONDUIT BOD ...		5 EA	21.40	9380	0.00
30	CR-HINDS GASK572 CONDUL ...		5 EA	12.25	8060	0.00

Invoice 900000972 (F2) Change: Overview of Billing Items

Close Window | Doc Flow | Acct View | List Billing | View Other | Change Other | Output | Back | Return

Invoice: 900000972 Net value: 1,187.34 Tax: 59.39
 Payer: 1000188 Design Electric / 2650 Andjon / US - 75220 Dallas
 Billing date: 03/08/2007

Avail. Credit: 19050708.62 Terms: ZL20
 Avail. Contract: 26251.38 Freight: PPC

Ref test all output

Invoice Margin | View Header | View Account

Item	Description	Billed Quantity	SU	Net value	Material	Cost
10	CR-HINDS LB27 LB CONDUIT ...		5 EA	69.90	8273	0.00
20	CR-HINDS 270 CONDUIT BOD ...		5 EA	21.40	9380	0.00
30	CR-HINDS GASK572 CONDUL ...		5 EA	12.25	8060	0.00

Optimize

Use Function Modules For GUI Performance



Get Credit Balance in VA01

Clicks

EASY TO USE
FAST PERFORMANCE
RFC AUTHORIZATION
BUT LIMITED to CHARS

*Call "Z_GET_CREDIT_AMOUNT" in.KUNNR="&V[KUNNR]"
out.CREDIT_AMT="ZVA01_CRDAMT"*



Use Function Modules vs Scripts Calling Tcodes

Optimize

Add Missing Information with Function Modules

Create Purchase Order

Hold Open Doc View Create Other PO Warnings Check My Settings ZMMBE Output Return to Menu GuiXT On

Standard PO Vendor 100046 Square D Company Doc. date 04/19/2009

Delivery/invoice Conditions Texts Address Communication Partners Additional data Org data Status

Header Texts A... HOT!! HOT!! HOT!!! PLEASE RECEIVE THESE AND CALL EXT 1240!!! THANKS

Header text Header note Fax/Email Message Deadlines

Continuous-text... Use Header Note to relay instructions to Receiving at MIGO

Texts for output / Notes are Internal
 * Header Text
 * Shipping Instructions Text
 * Fax/Email Message Text

S...	Item	Material	Short text	PO quantity	O...	Deliv. date	Net price	Curr...	Per	...	Matl Group	Plnt
	10	35678	QO120 CIRCUIT BREAK...	1,000	EA	04/27/2009	6.30	USD	1	E	Distribution ...	Albuquerque Servi...

Important Instructions Entered by Buyer (ME22n)

Goods Receipt Settings System Help

Goods Receipt Purchase Order 4500001239 - LEE LEWIS

Show Overview Hold Check Post Help Other Back Return to Menu GuiXT On

Goods Receipt Purchase Order Plant GR goods receipt 10

General Vendor

Document Date 04/19/2009 Delivery Note Vendor Square D Company
 Posting Date 04/19/2009 Bill of Lading
 HeadText

PLEASE NOTE SPECIAL INSTRUCTIONS
 HOT!! HOT!! HOT!! PLEASE RECEIVE THESE AND CALL EXT 1240!!! THANKS

Line	Material	ShortText	L...	OK	Qty in UnE	E...	Stor.Loc	Profit Center	Batch	Valuation by...	M...	D	Stock type
1	QO120 CIRCUIT BREAKER, 20 AMP				1,000	EA	Main Warehouse	2000				101	Unrestrict

But Standard MIGO (PO Receipt) Does Not Have the PO Text

Integration

Pass SAP Screen Data to Web

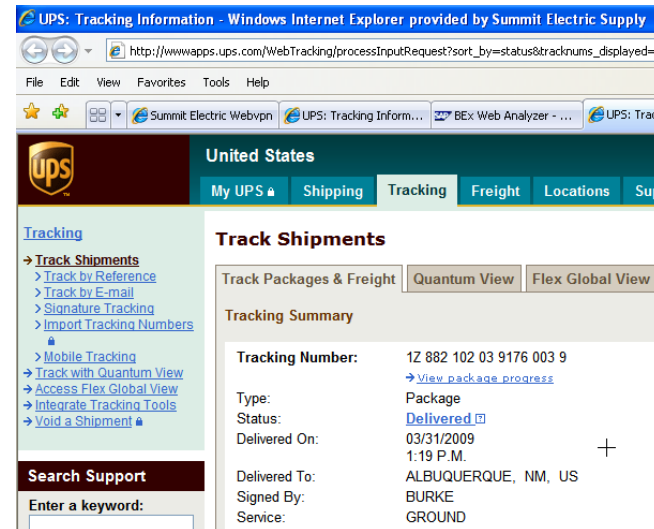
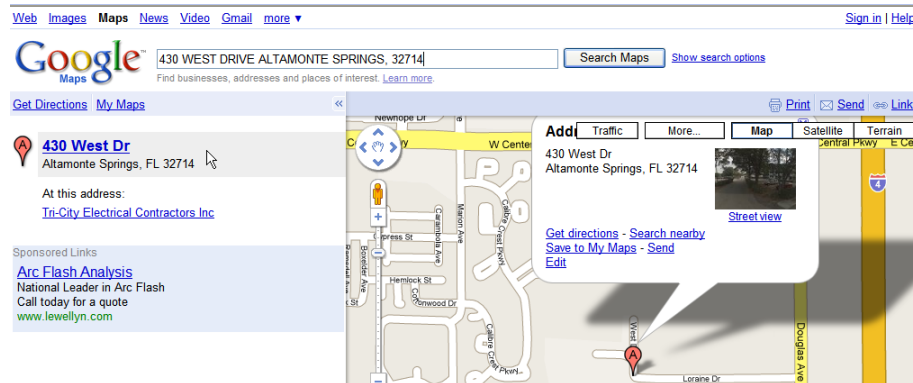
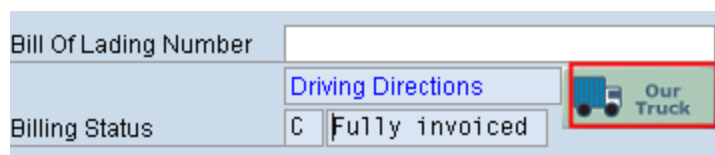
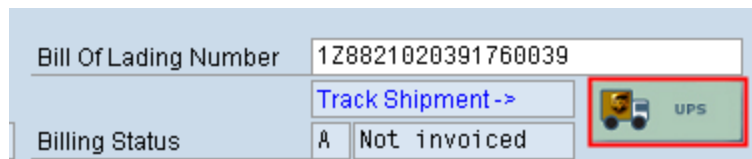


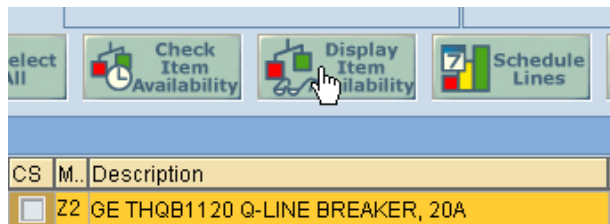
image (5.6,129.4) (7.99,140.4) "OurTruck_36x88.jpg"

"start=http://maps.google.com/maps?f=q&hl=en&geocode=&time=&date=&type=&q=&V[z_address]+&V[z_city],+&V[z_zipcode]"

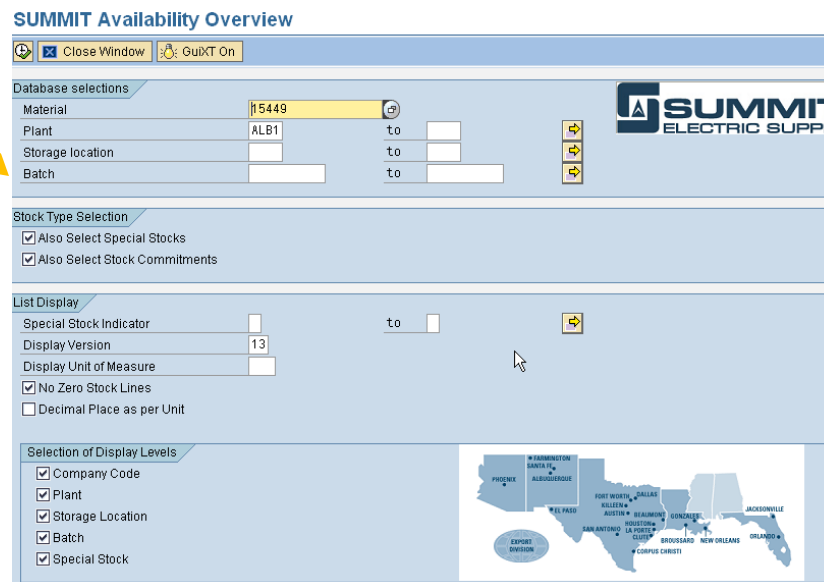
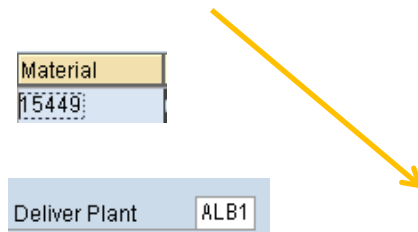
Integration



Use Parameters to Connect Transactions



Connect SAP Standard Programs to Custom (Z) Transactions



Connect Business Processes to Avoid Errors

Integration

Function Module Checks for Document then If Exists Displays Pushbutton to User to View Scan

C...	ltm	PK	S	Account	Description	Amount	Curr.	Tx
US10	1	21		92009666	SQUARE D COMPANY	469.72	USD	
	2	50		520110	Rebates - SPJ	469.72	USD	

Display Document

Clicks

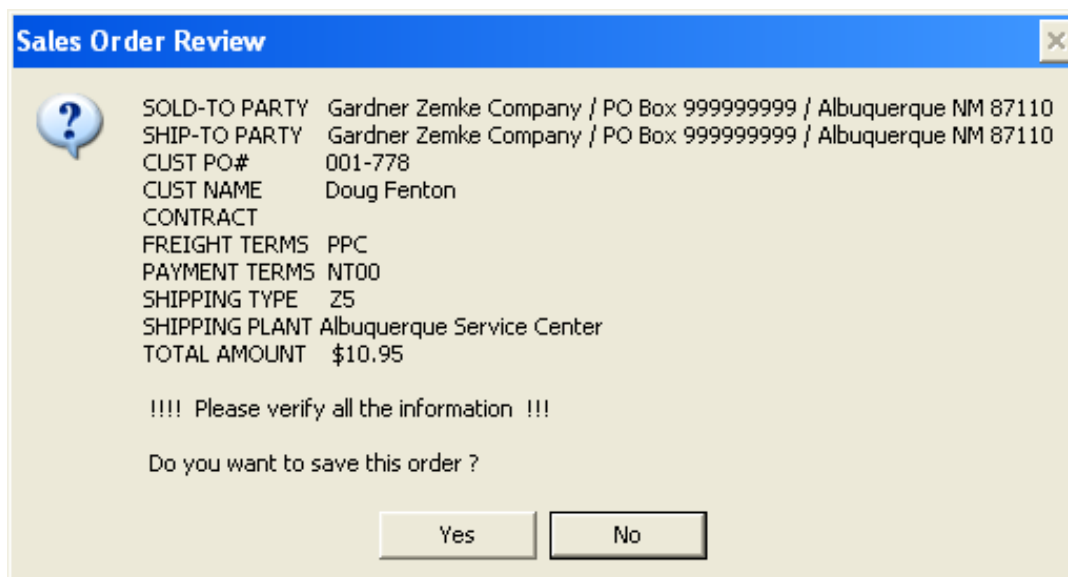
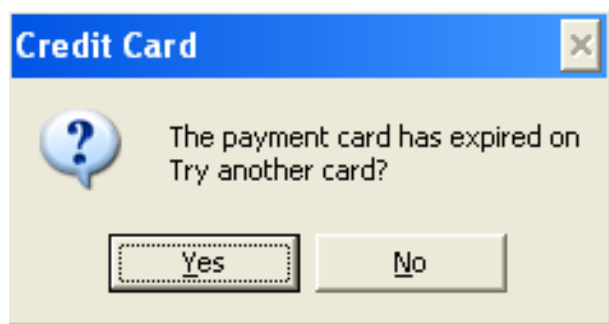
QUANTITY	CATALOG NUMBER AND DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
1	REF USE CREDITING	87157	8350	21.46
1	2F41100 PURCHASER INVOICE NUMBER: 635295			
1	2C44S PURCHASER INVOICE NUMBER: 635295	79888	8352	5.29
1	1P2308A PURCHASER INVOICE NUMBER: 635295	02643	6078	6.85
1	2D374030 PURCHASER INVOICE NUMBER: 635295	87904	6213	105.82
1	2D374030 PURCHASER INVOICE NUMBER: 635295	87526	6213	132.20
1	2D374060 PURCHASER INVOICE NUMBER: 635295	6213	132.20	132.20



Replace Obscure Icons and Menus with Your Own

Personalize

Using Windows Type Messages



Personalize



Use Company Images and Labels and Icons

Change Outbound Delivery

Outbound Delivery

- New Order
- Change Order
- View Order
- New Delivery
- View Delivery

Complete Delivery

Order Status

Check Margin

30 second counter service guarantee[®]

20/20 WILL CALL GUARANTEE[®]

20 Service Center Locations

The Upgrade

- ECC 6.0 upgrade – go live over Memorial day weekend 2010
- Issues:
 - True GUI elements
 - Field moves by SAP
 - Same tab
 - Different tab
 - Function calls
 - Validate that base functionality was still present

Next Steps

- Take our own advice
 - Optimize 'power scripts'
 - On demand vs. on open

- Example – VA02
 - Process steps are all sub-second
 - User experience is 'slow'

The Fast

GuiXT is Very Fast to Develop and Release

- Be Involved in Blueprint and User Support
- Know What GuiXT Does, Can't and Should Not Do
- Start to Simplify and Personalize. Build Momentum.

Avoid the Furious

How to Avoid Possible Frustrations

- Encourage Ideas from Users and Functional Teams
- Require Specifications
- Be Prepared with Testing Resources
- Involve ABAP developers
- Pick a Wide Group for User Acceptance
- Coordinate with Training for Documentation
- Plan for Scheduled and Contained Releases
- Get Commitment for a Standard User Interface

Webinars: August

Utility Industry

- Customer Presentation
 - Fairfax Water
 - August 18, 2010 at 10:00 AM (Pacific)

Survey

- Please fill out the brief survey that appears at the close of today's webinar... Thank You!

Questions & Answers

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