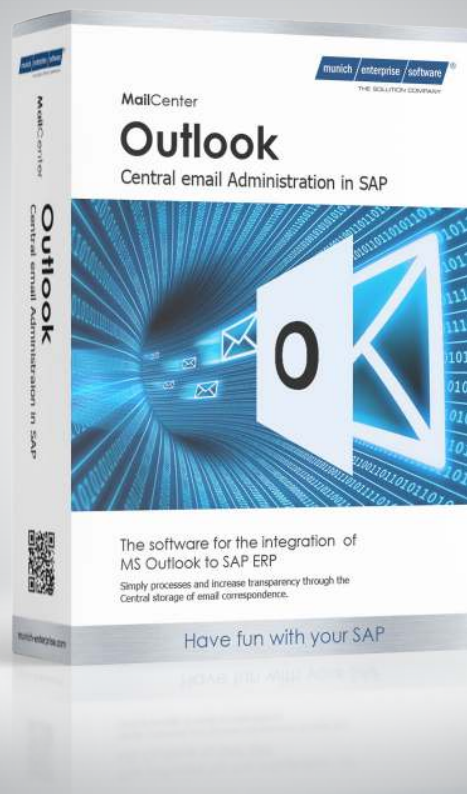


**MailCenter**

# Outlook

The Software of the integration  
of MS Outlook to SAP ERP

03/2021



Business mail central and transparent

# Product Description

MailCenter **Outlook Integration** connects Microsoft Outlook with the SAP ERP system. Incoming business correspondence is quickly and easily linked to the corresponding transaction in SAP.

In SAP ERP, the complete e-mail correspondence is available for the respective business transaction. SAP becomes the central platform for the relevant e-mail correspondence.

The benefit lies in the transparency of processes, the quick access of the users to the correspondence and in an improved quality of the process handling. The add-on represents an important building block in the

Framework of a company-wide enterprise content management strategy.

The solution provides functions for linking e-mails from Microsoft Outlook to SAP Business Objects. It enables the inclusion of e-mails in the attachments list of the corresponding SAP objects, the display and forwarding of emails in SAP via the integrated Outlook viewer, the creation of service notifications and so on.

The simple operation and flexible adaptation to the respective business process enable efficient transaction processing.

The MailCenter Outlook Add-In makes correspondence management in SAP ERP more efficient and proven to save costs, resources and time.

## Feature Overview

- Link incoming e-mail to SAP Business objects such as sales orders, cases, purchase orders, customers, suppliers, and so on
- RInclusion of the e-mail in the attachment list of the SAP object
- Emails with attachments can be viewed completely in SAP at any time via the Generic Object Services (GOS)
- Display of e-mails within SAP as in Outlook, through the built-in Outlookviewer
- Review and assignment of the e-mail received in the client to existing SAP Business objects
- Ability to collect additional information and characteristics to categorize email
- Extended e-mail status for SAP operations
- Message system in SAP possible directly from the mail
- Rule management to automatically move associated emails to specific folders
- Organizational and user-specific settings

The screenshot displays the MailCenter Outlook Add-In interface. The top ribbon includes tabs for 'Suchen', 'Senden/Empfangen', 'Ordner', 'Ansicht', 'Hilfe', and 'MailCenter'. The 'MailCenter' tab is active, showing various email management actions like 'Antworten', 'Allen antworten', 'Weiterleiten', 'Besprechung', 'Chat', and 'Weiterleiten'. A 'QuickSteps' section is also visible. Below the ribbon, a list of emails is shown, including one from 'demo' with the subject 'AW: Auftragsbestätigung 10000216 | munich enterprise software GmbH'. A dialog box titled 'An SAP hochladen' is open, prompting the user to select an email or attachment to upload to SAP. The dialog contains a table with columns: Status, Name, Typ, Datum, Zeit, SAP-Objekt, Nummer, and SAP Typ. The table lists the email 'AW Auftragsbestätigung 10000216 - munich enterprise software' with status 'gesendet an SAP' and SAP object 'Kundenauftrag'. The 'Nummer' field is highlighted in green and contains the value '10000216'. The 'SAP-Objekt' field is set to 'Kundenauftrag'. The 'SAP Typ' field is set to 'MailCenter Eingang II'. The 'Freitext' field contains 'Bestätigungsänderung'. The 'SAP-Verbindung' field is set to 'mes Demo System Ides Mandant 800'. Buttons for 'Suchen' and 'Prüfen' are visible at the bottom right of the dialog.

Status	Name	Typ	Datum	Zeit	SAP-Objekt	Nummer	SAP Typ
gesendet an SAP	AW Auftragsbestätigung 10000216 - munich enterprise software	msg	03.03.2021	12:39	Kundenauftrag	10000216	MailCenter Eingang II

SAP-Objekt: Kundenauftrag

Nummer: 10000216

Dokument-Typ: MailCenter Eingang II

Kategorie 1:

Kategorie 2:

Freitext: Bestätigungsänderung

SAP-Verbindung: mes Demo System Ides Mandant 800

# Benefits for the customer



## Company Benefits

- Improved transparency of operations
- Improved service quality
- Improved quality of transaction processing
- Improved document security
- Fewer document loss



## User Benefits

- Central overview of the entire e-mail correspondence
- Faster access to information
- Unified information platform
- Simple, user-friendly handling
- Error minimization
- No media breaks



## IT Benefits

- Easy and short implementation
- Modification-free and upgradable
- No further hardware/server necessary
- Enhanced user satisfaction

MailCenter - Sende- und Empfangsberichte zum Objekt

**Ausgang**

Status	Mail Empfänger	Sendername	Senderequest	Sendedatum	Sendezeit	Sendezeit
	demo@munich-enterprise.com	SICHINGER_A	10000000000000007944	03.03.2021	12:37:28	00:00:00

**Eingang**

Status	Mail Betreff kurz	Sendedatum	Sendezeit	E-Mail Absender
	AW: Auftragsbestätigung 10000216   munich enterpri	03.03.2021	14:31:58	Demo@munich-enterprise.com

**Verkaufsbeleg** Bearb.

**Terminauftrag**

Terminauftrag 10  
Auftraggeber 11  
Warenempfänger 1171 HicheckTech AG / 21015 Hamburg  
Bestellnummer 123456-2021 Bestelldatum

**Verkauf** Positionsübersicht Positionsdetail Besteller Beschaffung Versand Absagegrund

Wunschlieferdat D 12.02.2020 AuslieferWerk  
☐ Komplettlief. Gesamtgewicht 6 KG  
Liefersperre Volumen 0,000  
Fakturasperre Preisdatum 11.02.2020  
Zahlungskarte Gültig bis  
Kart verif code

## Scope

The MailCenter Outlook Add-In is offered as a standard solution and is available in German or English. The add-in consists of the client software for Microsoft Outlook as well as the server software for SAP ERP.

## Services we offer

- Technical implementation
- Company-specific configuration
- Handover including briefing on functionality
- User documentation

## Technical Data

- Based on SAP NetWeaver/ABAP Application Server technology
- Developed with ABAP and integrated enhancement of ABAP objects
- Integration with Microsoft using Object Linking & Embedding (OLE)

## System Requirements

Product versions from:

- EHP2 FOR SAP ERP 6.0
- SAP ERP 6.0
- SAP NETWEAVER 7.4

Softwarekomponent versions from:

- MESERP | MailCenter | Release 32010 | 20-11 (11/2020)

Also for SAP S/4HANA - from SAP S/4HANA ON-PREMISE 1511

## How to contact us

Would you like to know more about MailCenter Outlook Add-In? Feel free to contact us. We will be happy to discuss your requirements in detail and give you a demonstration of our product.



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Have fun with your SAP®.

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