

# The Appointment Calendar (BC-SRV-GBT)



HELP.BCSRV.OFCCAL

**Release 4.6C**



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	Recommendation
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## The Appointment Calendar (BC-SRV-GBT)

### Purpose

The appointment calendar allows you to organize your [appointments \[Page 7\]](#) and to find out when other employees have appointments. The appointments are managed centrally and can be taken into consideration when appointments are planned in your enterprise.

### Integration

The appointment calendar is included in various SAP applications, for example, the processing of sales orders or working with activities in Customer Relationship Management. The appointment calendar is also available as an independent application. The maintenance of your appointments is independent of the application you are in. This means that appointments that you created for sales orders are also displayed in your activities view and vice versa.

### Features

The appointment calendar supports you in your appointment planning with the following functions:

- You can switch between a daily, weekly or monthly view when displaying your appointments.
- You can work with individual appointments, group appointments and periodic appointments. You can create a detailed description for each appointment.
- A search function supports you when searching for times without appointments for one or more users.
- Appointments can block a time period or just reserve it (all-day event).
- All employees involved in a group appointment are notified automatically when the appointment is created and changed.
- A substitute concept enables each user to assign authorizations for the display and maintenance of their appointments to other employees.
- Various time zone functions support you when you are planning appointments in different time zones.

All important functions can be called by clicking once or twice on the object concerned (for example, day, week, month or appointment). For further information, see [Working with the Appointment Calendar \[Page 15\]](#).

It is possible to maintain the SAP appointment calendar from other user interfaces, for example, a Web browser or Microsoft Outlook. See [Appointment Calendar in the Internet \[Page 36\]](#) and [Calendar Integration \[Page 45\]](#).

An interface is available for integrated appointment management. Developers who integrate the appointment calendar into their application can find further information under [Business Appointment Services \[Ext.\]](#).

# Appointments

## Definition

Time period or point in time to which a user has assigned a specific activity or a specific event.

## Use

Appointments are assigned to a specific time period in the appointment calendar. This time period is then blocked for the activity specified. You can assign more than one appointment to a time period.

The appointment calendar provides additional utilities to facilitate the creation of special appointments:

- [Periodic appointments \[Page 10\]](#)
- [Group appointments \[Page 11\]](#)
- [Dominants \[Page 12\]](#).

## Structure

An appointment consists of data, such as start and end time of the appointment, title, description, priority, [visibility \[Page 8\]](#) and [appointment type \[Page 9\]](#).

## Visibility

# Visibility

## Use

You can use visibility to control the [access authorizations \[Page 14\]](#) to an appointment.

## Features

The appointment calendar offers three levels of visibility:

- **public**

By default, public appointments can be displayed by all employees. Examples of such appointments include company meetings and customer visits.
- **private**

Private appointments can only be displayed by selected employees. Examples of such appointments include lunch dates and doctor appointments.
- **secret**

Secret appointments can only be accessed by you. However, they still block a time period, which is to be taken into consideration when appointments are planned within the enterprise.



## Appointment Type

### Use

The appointment type is an optional specification that users select from a list of possible entries. Examples of appointment types include vacation, customer visits or working at home. The appointment type normally only has a descriptive character, however it can be used for user-defined user exits. This means that when an appointment of a certain type is created, an action is triggered directly or is demanded by the user.

For further information, see [Appointment Types and Event Handling \[Ext.\]](#) in the documentation for BC - Generic Business Tools for the application developer.

---

## Periodic Appointments

# Periodic Appointments

## Definition

Time periods or points in time to which a user has assigned a specific recurring activity or a recurring event.

## Use

You can create periodic appointments for activities that are repeated at regular intervals or on fixed dates. When you specify the time intervals, you can also specify various rules, which you can link together as required. This enables related appointments to be displayed.



Examples of periodic appointments:

- Weekly group meetings
- A workshop taking place on the 11<sup>th</sup>, 15<sup>th</sup>, 17<sup>th</sup> and 27<sup>th</sup> of June
- Visiting hours - Mondays and Thursdays from 08.00 to 12.00 hrs and every first Monday in the month from 14.00 to 16.00 hrs.

A search function supports you when you create or change periodic appointments. It can be used to search for conflicts with non-working days.



You can also create periodic [group appointments \[Page 11\]](#).

## Group Appointments

### Definition

Time period or point in time to which a user has assigned a specific activity or a specific event for more than one participant.

### Use

In order to arrange an appointment with several people, you can create a group appointment. You can specify individual users or distribution lists as participants. A search function helps you to find an appointment when all the specified participants are available.

When you have created a group appointment, all the participants are notified automatically and the appointment is created for the participants whose calendars you are authorized to maintain. The participants for whom the appointment was not created can execute the notification so that the appointment is entered automatically.



You can also create [periodic \[Page 10\]](#) group appointments.

---

## All-Day Event

# All-Day Event

## Definition

Time period that a user has reserved for a main activity.

## Use

You can use an all-day event to reserve the days that you want to spend preparing a presentation or sorting out your folders, for example.

Since all-day events do not block a day, they are not taken into consideration in the search for times without appointments. Therefore, use all-day appointments that block a time period rather than all-day events for activities that leave no time for other appointments, for example, customer visits or holidays. (You create all-day appointments by creating an appointment with the corresponding time specification. Appointments that are not all-day events block a time period.)

## The Public Holiday Calendar and the Factory Calendar

### Use

If a public holiday calendar or a factory calendar is set, the non-working days in the relevant region or in the company are highlighted in color in the calendar display and are not included in the search for appointments. By default, a calendar that does not contain public holidays is assigned to the appointment calendar.

### Prerequisites

Your [administrator \[Page 34\]](#) sets which calendars you can select.

### Activities

You set the factory calendar for your appointment calendar in your [calendar settings \[Page 20\]](#).

When you create periodic appointments, you can select a public holiday calendar or a factory calendar, which is then used as a basis for the search for conflicts with non-working days.

## Substitutes and Display Authorizations

# Substitutes and Display Authorizations

## Use

You can use access authorizations to define which users can access your appointment calendar with which functions. For example, you can allow all users to display your appointment calendar with the times of the entered appointments as well as the details about public appointments. Furthermore, you can specify substitutes who are also allowed to maintain your appointments.

## Features

You can set the following access authorizations:

- **General display authorization**

This enables all users to display your appointment calendar with all the entered appointments. The title and description of private and secret appointments are not displayed. This authorization is assigned by default for every appointment calendar but can be withdrawn at any time.

It is recommended that you do not change this setting as it enables other employees in your company to take your appointments into consideration when they are planning appointments.

- **Substitute authorization**

You can create substitutes and assign them specific display authorizations or maintenance authorizations relating to the [visibilities \[Page 8\]](#) *public* and *private*. Secret appointments can only be maintained by you.



It is advisable to assign the person responsible for the coordination of appointments for a department or work group a substitute authorization that allows them to maintain public and, if necessary, private appointments.

## Activities

To change the display authorization for your calendar or to maintain a substitute, proceed as described in [Maintaining Access Authorizations \[Page 22\]](#).



Access authorizations can also be maintained centrally by [administrators \[Page 34\]](#).

## Working with the Appointment Calendar

### Use

In the appointment calendar, you can display and maintain your appointments and the appointments of other employees.

### Prerequisites

The authorizations required to work with the appointment calendar are contained in the role SAP\_BC\_SRV\_GBT\_USER. Administrators should assign this role to all users.


In order to display and maintain the appointments of other employees, you require display authorization or substitute authorization for their appointment calendar. Users can maintain these authorizations themselves. For further information, see [Substitutes and Display Authorizations \[Page 14\]](#).

### Activities

#### Calling the Appointment Calendar


To call your calendar, choose *Workplace* → *Appointment Calendar* (transaction SSC1).



You receive a calendar info when you log on to the SAP System on the days for which appointments have been arranged in your calendar. You can go directly to your appointment calendar by choosing .

To call the calendar of an employee, proceed as described in [Displaying the Appointments of Other Users \[Page 19\]](#).

#### Displaying and Maintaining Appointments

Whilst an appointment calendar is being processed, it remains open for display and maintenance by other users. This ensures that, at all times, the appointments of all users can be taken into consideration when appointments are being planned within your company. Whilst an appointment is being changed by a user, it can only be displayed by other users. Choose  to see the appointment changes that were made by other users whilst you were displaying an appointment calendar.

After you have called a calendar, you go to change mode for your own calendar and for calendars that you are authorized to maintain. For other calendars, you go to display mode. For further information, see [Displaying and Maintaining Appointments \[Page 23\]](#).

For information on planning appointments in different time zones, see [Time Zone-Related Appointment Planning \[Page 32\]](#).

You can also maintain your appointment calendar from other user interfaces, for example, a Web browser or Microsoft Outlook. For further information, see [Appointment Calendar in the Internet \[Page 36\]](#) and [Calendar Integration \[Page 45\]](#).

## The Calendar Display

## The Calendar Display

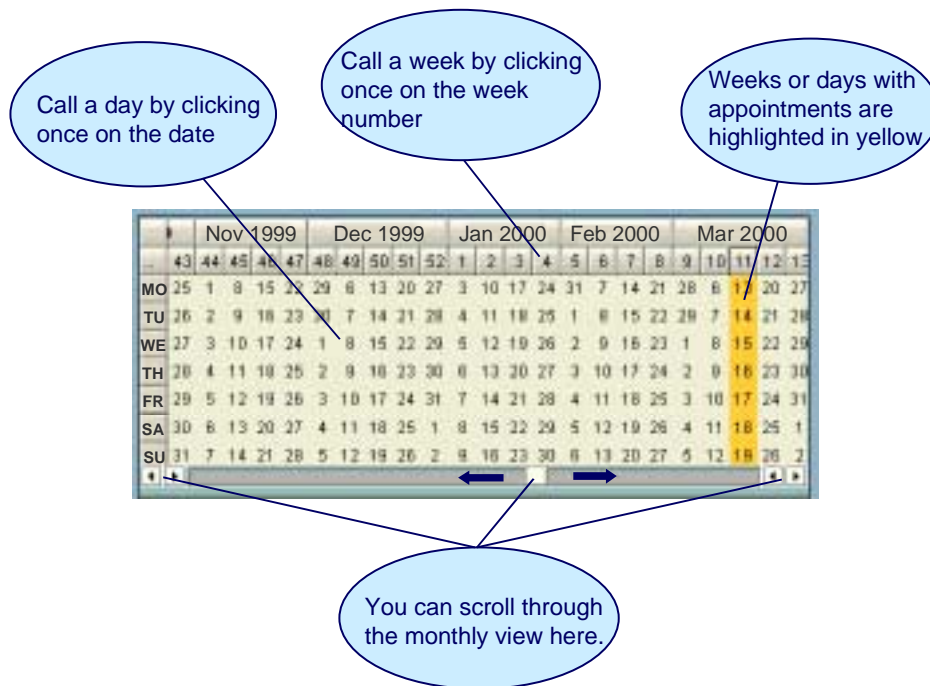
### Use

The appointment calendar has two screen areas:

- The navigation area
- The appointment overview (daily, weekly or monthly view).

### Navigation area

The navigation area displays an overview of several months and enables the user to navigate quickly over a longer time period and to change the time period displayed in the daily or weekly view. Days for which appointments have been arranged are highlighted in color. Non-working days are marked by italics.



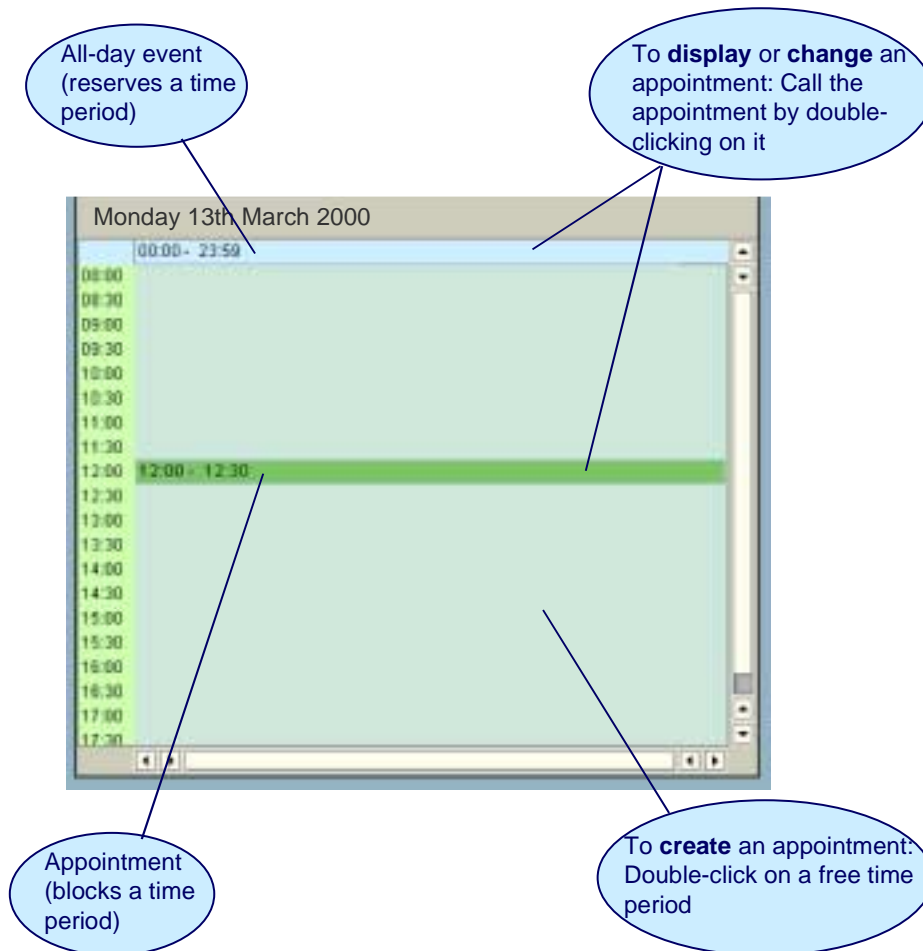
### Appointment overview (daily, weekly and monthly view)

The appointment overview gives an overview of the appointments in the selected time period and enables the user to call the calendar editing functions quickly: You can switch between the daily, weekly and monthly view.

The graphic shows how appointments are displayed in the appointment overview, using the daily view:



## The Calendar Display



## Activities

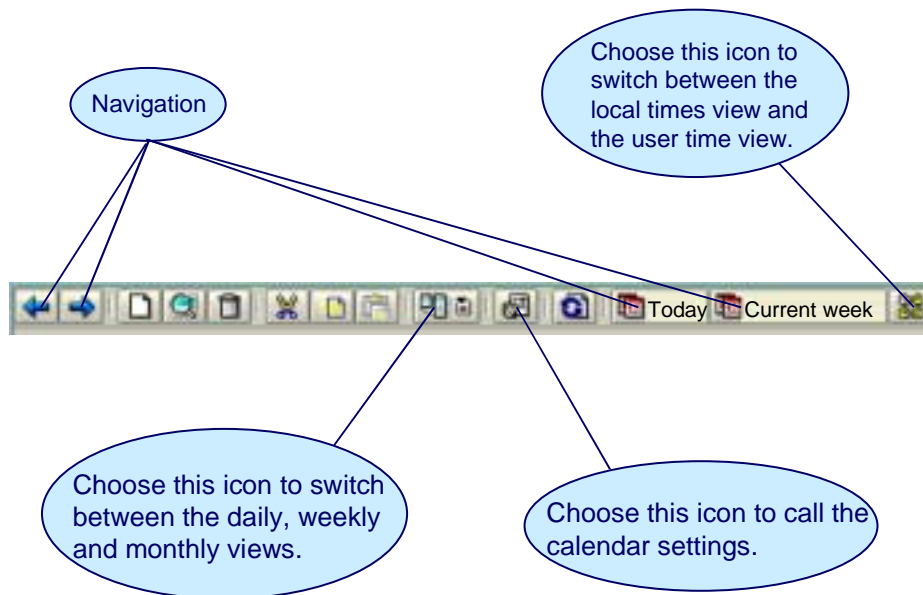
The [standard toolbar for the appointment overview \[Page 18\]](#) provides functions for changing the calendar display. You define the default settings for the calendar display in the [calendar settings \[Page 20\]](#).

## The Standard Toolbar for the Daily and Weekly Views








## The Standard Toolbar for the Daily and Weekly Views

### Use

Functions for navigating and for changing the display are available on the toolbar.



The following standard functions are also available:

-  Create appointment (You can also do this double-clicking on a time interval)
-  Display or change the selected appointment (You can also do this by double-clicking on the appointment)
-  Delete the selected appointment
-  Cut the selected appointment
-  Copy the appointment
-  Insert the selected appointment
-  Update display.

## The Appointments of Other Users

### Use


You can find out about the appointments of employees. To do this, you can either call their calendars or display their appointments in your calendar. A search function is also available to support you when searching for times when several employees are free.

### Prerequisites

To be able to call the appointment calendar of an employee, you must have at least display authorization for this calendar. This authorization is assigned by default to all users, but can be changed by employees for their own calendars. See [Substitutes and Display Authorizations \[Page 14\]](#).


### Activities

#### Calling the appointment calendar of an employee

1. Choose *Goto* → *Open other calendar*.
2. Specify the name of the employee.
3. Choose .

The calendar is displayed in a new session.

#### Displaying the appointments of other employees

1. Choose *Edit* → *Add other appointments to display*.
2. Specify the name of the employee.
3. Choose .

The appointments of the employee specified are displayed in your calendar. You can repeat the procedure for other employees.

4. To remove the appointments of other employees from your calendar display, choose *Edit* → *Display own appointments only*.

#### Searching for times when several employees are available

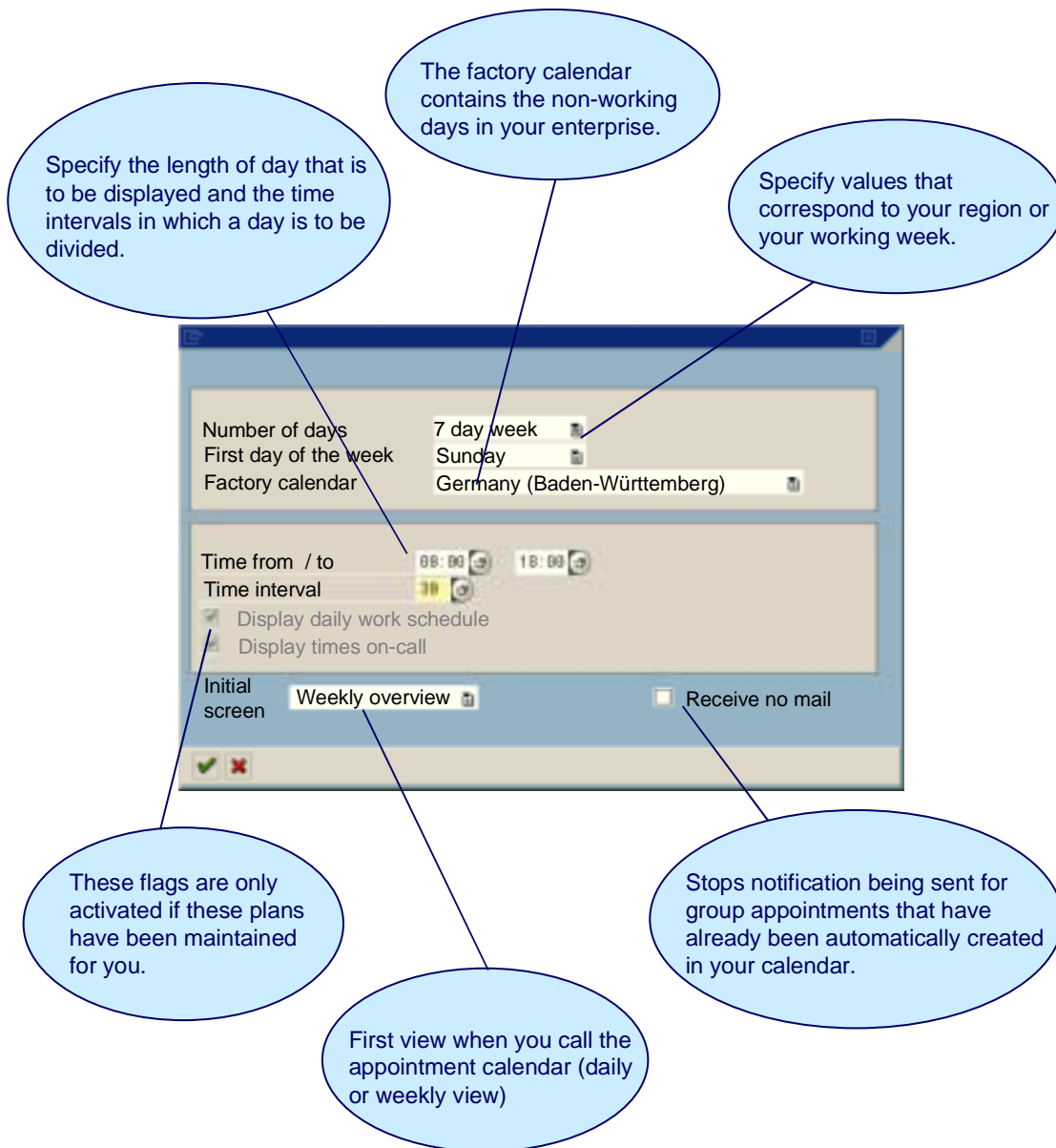
Proceed as described in [Searching for Free Times \[Page 27\]](#).

## Calendar Settings

## Calendar Settings

## Use

In the calendar settings, you can adapt the display of the appointment overview to suit your needs, set a [factory calendar](#) [Page 13] and limit the receipt of info mails about group appointments. You can make the following settings:



## Activities

You can call the user settings from the [standard toolbar for the appointment overview \[Page 18\]](#).

## Maintaining Substitutes and Display Authorizations


## Maintaining Substitutes and Display Authorizations

### Use

For information on the use of substitutes and display authorizations, see [Access Authorizations \[Page 14\]](#).

### Procedure

1. In the appointment calendar, choose *Substitute* → *Maintain*.
2. The following functions are available in substitute maintenance:









Function	Description
<b>General display authorization</b>	Select this field to grant display authorization for your calendar to all users.
<b>Substitute authorization</b>	<p>In order to <b>create</b> a new substitute, enter the name of the substitute and assign an authorization to this person using the entry help.</p> <p>In order to <b>change</b> the access authorization of a substitute, assign a different substitute authorization to them using the entry help.</p> <p>In order to <b>delete</b> a substitute, select the entry and choose .</p>

3. Choose .






Only you yourself can maintain secret appointments and display the title and description of secret appointments.

## Creating and Maintaining Appointments

Function	Procedure
<p>Creating appointments</p>	<ol style="list-style-type: none"> <li>1. Choose .</li>   <div style="text-align: center;">  <p>You can also call this function by double-clicking on a free time interval. In this case, the date and time of the time interval are preset.</p> </div> <li>2. You can <a href="#">search for free times [Page 27]</a>.</li> <li>3. Enter the duration, title and room of the appointment and, if necessary, select an appointment type using the entry help. You can also create a description, insert a copy or import an existing text file from your PC using .</li>   <div style="text-align: center;"> <p>You obtain an overview of these functions in the <a href="#">detail screen of an appointment [Page 25]</a>.</p> </div> <li>4. Specify a different time zone, if necessary, and select whether the appointment is always to be displayed in the user time zone. For further information, see <a href="#">Time Zone-Related Appointment Planning [Page 32]</a>. If you are planning appointments in one time zone only, do not change anything here.</li> <li>5. If necessary, specify <a href="#">rules for a periodic appointment [Page 28]</a>.</li> <li>6. If necessary, specify the <a href="#">participants of a group appointment [Page 31]</a>.</li> <li>7. Choose .</li>   <div style="text-align: center;">  <p>It is possible to create several appointments for the same time. Scheduling conflicts are then highlighted in color in the appointment overview.</p> </div> </ol>
<p>Changing appointments</p>	<ol style="list-style-type: none"> <li>1. Select the appointment in the appointment overview by double-clicking on it.</li> <li>2. Make the changes.</li> <li>3. Choose .</li> </ol>
<p>Moving appointments</p>	<ol style="list-style-type: none"> <li>1. Position the cursor on the appointment in the appointment overview.</li> <li>2. Choose .</li> <li>3. Confirm the subsequent dialog box with Yes.</li> <li>4. Position the cursor on the new time interval.</li> <li>5. Choose .</li> </ol>

## Creating and Maintaining Appointments

Copying appointments	<ol style="list-style-type: none"> <li>1. Position the cursor on the appointment in the appointment overview.</li> <li>2. Choose .</li> <li>3. Position the cursor on the time interval in which the copy of the appointment is to be inserted.</li> <li>4. Choose .</li> </ol>
Deleting appointments	<ol style="list-style-type: none"> <li>1. Select the appointment in the appointment overview by double-clicking on it.</li> <li>2. Choose .</li> <li>3. Confirm the subsequent dialog box with Yes.</li> </ol>

### Special Features of Group Appointments

You can specify whether the description of a group appointment can only be changed by you, as the organizer of the appointment, or whether it can be changed by all users.



A description that can be changed by all users could serve as participant confirmation or it could be used to gather discussion points, for example. If, on the other hand, the description contains a fixed agenda, it can be protected from changes by the other participants.

If you have created, changed or deleted a group appointment, the participants receive notification in their [Business Workplace \[Ext.\]](#) inbox. The appointment, or change of appointment, is copied automatically in appointment calendars that you are authorized to maintain. These participants do not receive notification if they have activated this option in their calendar settings. The participants for whom the appointment has not been maintained can execute the notification in their inboxes (in the context menu of the message) so that the appointment is automatically entered in their calendars.

### Special Features of Periodic Appointments

After you have confirmed the change or deletion of a periodic appointment, you have to select, in the subsequent dialog box, whether the function is to apply to the called appointment only or to all subsequent appointments. Changes to descriptions always apply to all appointments.

If you move (cut and insert at a different time) appointments in a periodic appointment, the affected rules are automatically adapted. However, the whole periodic appointment cannot be moved at the same time but only the appointments that belong to a rule.

However, you can copy the whole periodic appointment and insert it again. Note, however, that when you insert periodic appointments with several rules, all the time specifications are retained.



## Detail Screen for an Appointment

In addition to the title, [appointment type \[Page 9\]](#) and room, you can also specify the following appointment attributes on the detail screen for an appointment:

The screenshot shows the 'Detail Screen for an Appointment' in SAP. The interface includes a top section for appointment details and a bottom section for visibility and priority settings. Callouts provide the following information:

- Title, Appt. type, Room:** The date and time of the time period that you have clicked on is preset.
- Start/Finish:** Select if the appointment does not block a time period (but rather reserves a time period).
- All-day appt. checkbox:** Deselect if the appointment is always to be displayed in the user time zone.
- Time zone:** Time zone in which the appointment takes place.
- Description area:** You can enter an appt. description of any length here.
- Visibility:** Under Visibility, define who can access the appointment.
- Priority:** Appointments with high priority are highlighted in red.
- Period icon:** Choose this icon to start the search for free times.
- Participants icon:** Specify the participants for group appointments.
- Interval icon:** Specify the intervals for periodic appointments.

For more information, see

[Visibility \[Page 8\]](#)






[Searching for Free Times \[Page 27\]](#)

**Detail Screen for an Appointment**

[Specifying Rules for a Periodic Appointment \[Page 28\]](#)

[Specifying the Participants of a Group Appointment \[Page 31\]](#).

## Searching for Free Times

1. In the detail screen for an appointment, choose .
2. Specify the time period within which free times are to be searched for.
3. Select an appointment duration.
4. If you are creating a group appointment, choose *Participants*.
5. Enter the participants. You can specify address names and distribution lists. Enter the corresponding address type for each one. Otherwise, the [address type can be entered automatically \[Ext.\]](#).
6. Choose .
7. If you want a list of free times, choose . If you want an overview of the appointments that the participants have during the specified time period, choose  *Appointment overview*.
8. Either in the list or in the overview, select the time interval in which the appointment is to take place.
9. Choose .
10. Proceed as described in [Creating and Maintaining Appointments \[Page 23\]](#).

## Specifying Rules for a Periodic Appointment

## Specifying Rules for a Periodic Appointment

### Use

The time periods in which the activities or events of a periodic appointment are scheduled are spread over several time intervals that recur regularly or irregularly. You can use the following interface to specify the rules for these time intervals:

Time period For one year 01.01.2001 31.12.2001

Every week: Tuesdays 8:00-12:00, Thursdays 8:00-12:30;  
And every first Monday in the month from 16:00 to 18:00 hrs

More Delete

Rule Daily periodic appointments

Every 1 Days

From 8:00 hrs to 12:30 hrs Central Europe

Exceptions Not on non-working days

Factory calendar Germany (Hessen)

Public holiday cal.

Every day is a working day

Copy

Time period to which all the rules for the periodic appointment apply

Display of all the rules created for the periodic appointment

Details about a new rule or about the rule selected in the display

Exceptions for non-working days that apply to all the rules for the periodic appointment

### Procedure

In the detail screen of an appointment, choose *Period*. Then create rules or edit existing rules. To complete editing, choose *Copy*.

### Creating Rules

1. Specify the time period for which the periodic appointment is to be created.

## Specifying Rules for a Periodic Appointment



If you select a time period from the input help (for example, *For one year*), the end date of the time period is entered automatically.

2. Select a rule.
3. Depending on the rule selected, make the following specifications for the appointments:
  - **Daily periodic appointments**

Specify the time period between the individual appointments in days and the time at which the appointments take place.
  - **Weekly periodic appointments**
    - i. Specify the time period between the individual appointments (for example, every week).
    - ii. Select the week days on which the appointments are to take place and specify the time at which the appointments are to take place on the selected week days.
  - **Monthly periodic appointments**


Select whether the appointments are to take place on a specific date or on a specific week day in the month. The rest of the specifications depend on this choice:

    - On a specific date


Specify the time period between the individual appointments in months, and also specify the day and time of the appointment.
    - On a specific week day

Specify in which week and on which week day the appointment is to take place.  
Specify the time period between the individual appointments, and also specify the time of the appointment.
  - **Additional appointments**

Specify the date and time of the additional appointments.
  - **No appointments on**

Specify the date of the appointments or of the time periods on which appointments are not to take place. Appointments that, according to a rule, take place on this date are then canceled. They are not displayed in the calendar.
4. Specify whether exceptions apply to non-working days and how appointments are then to be handled (for example, whether they are to be canceled or moved to the next working day).
5. Specify the factory calendar or the public holiday calendar according to which the exceptions are to be calculated.
6. Choose  *Copy*.

### Creating Further Rules


1. Choose  *More* in the display of the rules.
2. Proceed as described in Creating Rules.

## Specifying Rules for a Periodic Appointment

### Changing Rules

1. In the display of the rules, select the rule that you want to change.
2. Change the details of the rule, for example, the rule type, the time period between the appointments, or the times.


### Deleting Rules

1. In the display of the rules, select the rule that you want to delete.
2. Choose  *Delete*.


## Specifying the Participants of a Group Appointment

### Procedure

#### Adding Participants

4. Choose *Participants*.
5. Enter the participants. You can specify address names and distribution lists. Specify the corresponding address type for each one. Otherwise, the [address type can be entered automatically \[Ext.\]](#).
6. Choose .

#### Deleting Participants

1. Select the group appointment by double-clicking on it.
2. Choose *Participants*.
3. To add participants, specify address names or distribution list names.
4. Select the participants that you want to delete.
5. Choose .

### Result

The participants are informed by mail and/or by the change to their calendars.

## Time Zone-Related Appointment Planning

# Time Zone-Related Appointment Planning

## Use

Each appointment has to be assigned the time zone in which it takes place. The appointment is then displayed in the calendar at a time that is dependent on the time zone-dependency of the appointment and on the view used.



If you maintain your calendar for one time zone only, there is no difference in the views. In this case, you do not need to deal with time zones. Your own time zone is assigned automatically to your appointments.

### Views: Local times view and user time view


An appointment is displayed in the local times view in the time zone assigned to it, that is, in its local time. It is displayed in the user time view in your time zone, that is, the time zone that is assigned to you in your user data. Local time-independent appointments are exceptions. These are displayed in the local times view in your time zone. Therefore, they are displayed in the local times view and in the user time view in your time zone.

### Time zone-dependency: Local time-dependent appointments and local time-independent appointments

Local time-independent appointments are appointments that take place in a different time zone to the one that you are in at the time of the appointment. For example, a video conference taking place in the time zone Sydney but which you are participating in from Central Europe.

## Activities

### Switching time zone views

When you call the appointment calendar, the local times view is displayed. To switch views, choose .


You can recognize which view is currently active by the icon:

- If the icon is depressed = User time view
- If the icon is not depressed = Local times view.

### Changing the time zone of an appointment

Your time zone is preset when you create an appointment. You can change the time zone when you create or change the appointment.

### Changing your own time zone

1. Choose *System* → *User profile* → *Own data*.  
A new session is opened.
  2. On the tab page *Defaults*, specify the time zone.
  3. Choose .
- The initial screen is displayed.



4. Close the session.

**Creating local time-independent appointments**

When you create or change an appointment, deselect the field *Display appointment in local time*.

---

**Administration of the Appointment Calendar**

## Administration of the Appointment Calendar

### Use

Neither Customizing nor administration settings are required for users to be able to work with the appointment calendar. However, it is advisable to check whether an appropriate factory calendar or public holiday calendar exists. Only then can users be supported in their appointment planning by the exclusion of non-working days.

In administration, you can maintain substitutes centrally for users and user groups. You can also preset or change the calendar settings for all users.

In Customizing, you can define your own appointment types and assign to the appointment types using a Customer Exit Action (function module). You can also change the settings for the appointment priorities.

### Prerequisites

You require administrator authorization for the appointment calendar. This is contained in the role SAP\_BC\_SRV\_GBT\_ADMIN.

### Activities


A personal appointment calendar with the standard values is automatically assigned to each user in the SAP System the first time he or she calls the calendar. This calendar is based on the public holiday calendar or factory calendar that is preset for the whole client.

You maintain **factory calendars and public holiday calendars** in the Basis R/3 Implementation Guide (*Tools --> Business Engineer --> Customizing*) under *Basis → General Settings*. For further information, see [Maintain Calendars \[Ext.\]](#) (for Japan: [Maintain Calendars for Japan \[Ext.\]](#)).

You maintain **appointment types** in the Basis R/3 Implementation Guide or in the role menu under *Business Communication Administration → Appointment calendar → Appointment calendar: Appointment type maintenance*. For further information, see [Maintain Appointment Types for the Appointment Calendar \[Ext.\]](#).

You **maintain appointment priorities** in the Basis R/3 Implementation Guide or in the role menu under *Business Communication Administration → Appointment calendar → Appointment calendar: Priority maintenance*. For more information, see the Implementation Guide under *Basis → Basis Services → Generic Business Tools → Appointment calendar* in the documentation for the node [Maintain Priorities for the Appointment Calendar \[Ext.\]](#).

In order to maintain **substitutes** centrally for one or more users, choose *Business Communication Administration → Appointment Calendar → Substitute maintenance* in the role menu. Specify a substitute and choose *Authorization maintenance*. In the subsequent dialog box, you can specify the users to be substituted and the corresponding [access authorizations \[Page 14\]](#). Instead of specifying all the users individually, you can also use [distribution lists \[Ext.\]](#).

To change the **calendar settings**, choose *Business Communication Administration → Appointment calendar → Maintenance of constant values*. Specify the new values for the [calendar settings \[Page 20\]](#). On the right hand side, select the values that are to be changed and choose . The values are changed for all the calendar users.

---

**Administration of the Appointment Calendar**

To be able to use the appointment calendar, users must be assigned the authorizations for transactions SSC1 and SSC0. This authorization is contained in the role SAP\_BC\_SRV\_GBT\_USER. For more information on roles, see the documentation [Users and Roles \[Ext.\]](#).

## Appointment Calendar in the Internet

### Use

This Easy Web Transaction (EWT) offers your employees an easy to use, intuitive interface for the maintenance of their appointments in the SAP System. As a result, appointment data can also be managed in the SAP System by employees who do not work with the SAP GUI. This means that it is possible to benefit from the advantages of a central appointment availability without incurring training expenses for the use of the SAP GUI. When planning their own appointments or creating group appointments, employees can access the appointments of their colleagues, irrespective of whether these were created using the SAP GUI or the Web interface. Furthermore, employees working out of the office, for example, can maintain their appointments using an Internet link in the SAP System.

### Integration

The [appointment calendar \[Ext.\]](#) is part of the Basis component of the SAP System and can, therefore, be used in all applications by all users.

### Authorizations/Security

The authorizations required to maintain your own appointment calendar are contained in the role SAP\_BC\_SRV\_GBT. Access authorizations for the calendars of other users are defined by users for their own calendars or by an administrator. By default, every user can display the appointment calendars of other users. Users can limit the display options for individual appointments by classifying them as secret. Secret appointments block a time period, but no detailed information is displayed.

### Standard Settings and Preallocated Data

You can make settings for the EWT appointment calendar in Customizing. For further information, see Customizing of the appointment calendar under *Basis* → *Basis/Services* → *Generic Business Tools* → *Appointment calendar*. There, you can define the appointment types, which can be assigned to appointments using the SAP GUI or the Web interface, and the priorities that can be selected. For further information, see [Administration of the Appointment Calendar \[Page 34\]](#).

### Features

The usability of the EWT calendar is of utmost importance. Therefore, some of the functions of the SAP GUI calendar were not incorporated in the Web calendar.

All-day events can only be maintained in the SAP GUI calendar. They are, however, displayed in the Web calendar. Various options for defining the period of periodic appointments are available in the SAP GUI calendar. Whereas in the Web calendar, you only have the choice of daily, weekly, monthly or yearly periods. Appointments with other periods are, however, displayed in the Web calendar as periodic appointments and can be changed or deleted there.

### Adjustment Options

#### Service Name

The service name of this Easy Web Transaction is BWCA. You will find all the associated files in the SAP System and in the SAP@Web Studio under this name.

**SAP Development Objects**

The following development objects are of significance for this EWT:

Development class	<b>SSC</b>
Transaction	<b>SSC1</b>
Function group for screens	<b>SAPLBW05</b>

## The Appointment Calendar

# The Appointment Calendar

## Help on Procedures

Your appointment calendar is displayed with the following screen areas:

- Navigation area (overview of several months)
- Appointment overview (daily, weekly or monthly view)

In the time period displayed in the daily or weekly view, appointments and scheduling conflicts are flagged with text, color or icons. The following functions are available:

[Navigating in the appointment calendar \[Page 39\]](#)

[Displaying and maintaining appointments \[Page 41\]](#)

[Calling the appointment calendars of other employees \[Page 42\]](#)

[Creating or deleting substitutes \[Page 43\]](#)

[Changing the calendar settings \[Page 44\].](#)

## Information on the Appointment Calendar

The Easy Web calendar enables you to maintain your appointment calendar in the SAP System. You can create, display, change and delete your own appointments or the appointments of your employees. The appointments that were maintained in the SAP GUI are also displayed in the Web.

If you maintain appointments for several employees, you can create group appointments. The participants are then notified when the appointment is created and if it is changed. The appointment is entered directly in the calendars of the users for whom you have substitute authorization.

If you maintain appointments that take place on a regular basis, you can create periodic appointments. For example, you can create an appointment for a weekly group meeting for the first six months of next year for all the participants.



You cannot create periodic appointments that take place irregularly (for example, on the 14<sup>th</sup>, 15<sup>th</sup> and 20<sup>th</sup> of October or on the first Monday of every month) in the Web calendar. However, you can display and change such appointments just like other periodic appointments. *Other* is entered as the period for such appointments.

## Navigating in the Appointment Calendar

**Displaying a day in the detail view:**

On the calendar page, click on the date.

**Displaying a week in the detail view:**

On the calendar page, click on the week number.

**Displaying a month in the detail view:**

On the calendar page, click on the name of the month.

**Displaying the previous or next month:**

On the calendar page, click on the arrow above or below the column containing the name of the month.

**Displaying the previous or next year:**

On the calendar page, click on the arrow pointing right or left next to the year number.

**Enlarging or reducing screen areas:**

Move the separator lines using the mouse.

**Increasing or decreasing the number of months displayed:**

On the calendar page, click on the + or - above the column containing the name of the month.

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## Creating Appointments

# Creating Appointments

### Creating Normal Appointments

1. In the daily or weekly view, choose *Create appointment*.



Alternatively, you can call this function by clicking once on a free time interval in the detail view. In this case, the date and time of the time interval are preset.

2. Specify at least the date and title of the appointment in the dialog box.

If you do not enter a title, the system automatically enters the date as the title.

3. Choose *Save*.

### Creating Group Appointments

Perform the following steps for each participant:

1. When you create or change an appointment, specify the name of a participant in the field above the participant list.
2. Choose *Insert*.
3. If more than one employee is found, select the participant by clicking once on his or her name.
4. Choose *Save*.

### Creating Periodic Appointments

1. When you create or change an appointment, specify in the *Period* field whether the appointment is to take place daily, weekly, monthly or yearly.
2. Specify the end date of the period in the field *To*. Enter the date for which the appointment was created as the start date of the period.
3. Choose *Save*.

The appointment is created from the start date to the end date of the period, at the specified time and in the specified intervals (for example, from 03.01.2000 to 30.06.2000, every Monday from 14:00 to 16:00 hrs).

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## Displaying, Changing or Deleting an Appointment

### Displaying / Changing an Appointment

1. In the appointment overview, click on the text of the appointment.
2. Make changes, if necessary.
3. In the case of periodic appointments, specify whether it is the current appointment only that is to be changed or all appointments in the period.
4. Choose *Save*.



A group appointment can only be changed by the organizer. The organizer is the user who created the appointment.

### Deleting Participants of a Group Appointment

1. In the appointment overview, click on the text of the appointment.
2. In the participant list, click on *Trash* next to the participant for whom you want to delete the appointment.
3. Confirm the subsequent dialog box.

### Deleting an Appointment

1. In the daily or weekly view, click on the text of the appointment.
2. In the case of periodic appointments, specify whether it is the current appointment only that is to be changed (therefore deleted) or all the appointments in the period.
3. Choose *Delete*.
4. Confirm the subsequent dialog box.

### Displaying Scheduling Conflicts

In the appointment overview, click on the time period highlighted in red.

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**Calling the Appointment Calendar of Another Employee**

## Calling the Appointment Calendar of Another Employee

1. In the field *Maintain appointment calendar* or *Display appointment calendar*, enter the name of the employee whose calendar you want to call. You can also specify part of the name and replace the rest with the joker \*, for example, B\*cker.
2. Click on the icon *Start user search*.
3. If more than one employee is found, select the employee you require by clicking once on his or her name.

The calendar of the employee is displayed. You can navigate in the same way as you can in your own calendar and you can display the detail view of an appointment as well as scheduling conflicts. If you have substitute authorization for the employee's calendar, you can also maintain appointments.



In the case of secret appointments, only the time data is displayed to you and not the title or the description of the appointment. This is also the case for private appointments, unless you have substitute authorization for the private appointments of the employee.

To return to your own calendar, click on the icon *Own calendar* next to the confirmation tick.

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## Creating or Deleting Substitutes

### Creating Substitutes

1. Choose *Substitutes*.
2. Specify the name of the employee who you want to create as a substitute.
3. Choose *Insert*.
4. If more than one employee is found, select the employee you require by clicking once on his or her name.
5. Choose *Save*.

### Deleting Substitutes

1. Choose *Substitutes*.
2. Click on Trash next to the employee who you want to delete as your substitute.
3. Choose *Save*.

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---

**Changing the Calendar Settings**

## Changing the Calendar Settings

1. Choose *Personal settings*.
2. You can change the following settings:
  - The length of day that is to be displayed to you (for example, 8:00 to 18:00 hrs).
  - The time intervals in which a day is to be divided (for example, 30 minutes).
  - The detail view that is to be preset when you call your calendar (for example, the weekly view).
  - The days that are to be displayed in the weekly view (for example, a 5 day week, therefore Monday to Friday).
  - If public holidays or other non-working days are to be flagged in your calendar, set a calendar that corresponds to your region or your enterprise.
3. Choose *Save*.

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## Calendar Integration

### Purpose

Calendar integration enables you to connect calendars from third party manufacturers to the R/3 System. As a result, appointments that users in another electronic calendar (calendar client) have maintained can be synchronized with R/3 appointments. The advantages of a central address management and of integrating the R/3 calendar into R/3 applications are connected with the functions of the chosen calendar client. For example, users can work offline with a calendar client such as Microsoft Outlook.

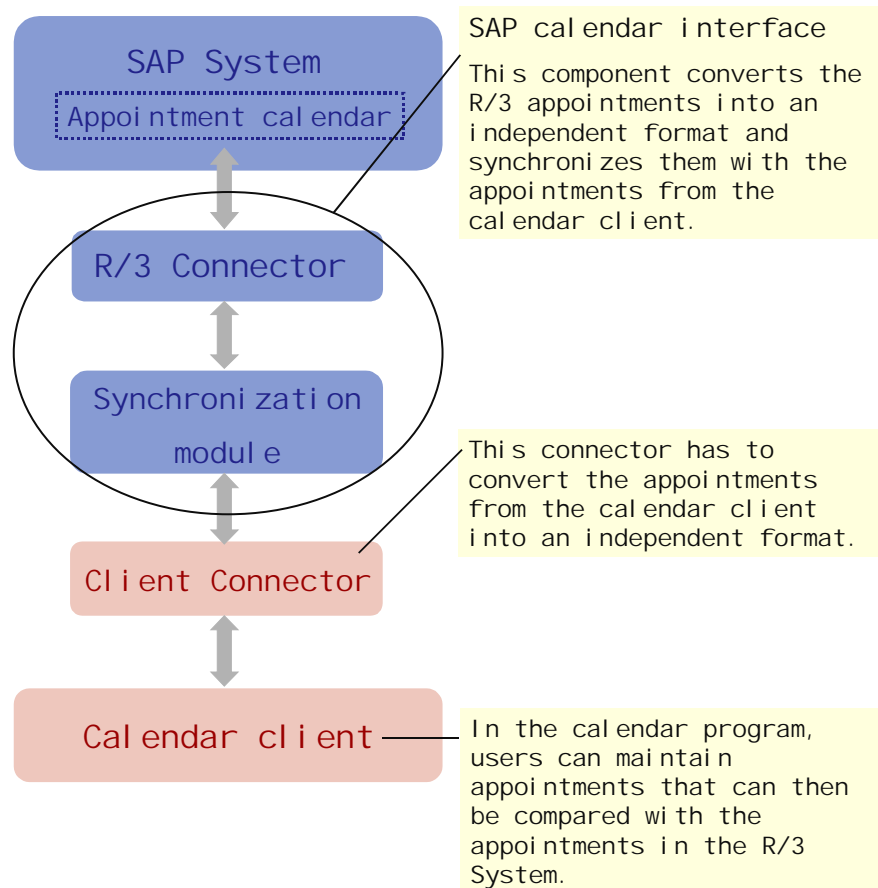
[Outlook calendar integration \[Page 47\]](#) provides a calendar integration that enables the Microsoft Outlook calendar to be connected to the R/3 System. As a result, users who use the workflow and mail functions of the R/3 System via the Microsoft Outlook interface can also maintain their R/3 calendar in Outlook. For information on the connection of mail clients to the R/3 System, see [BC - SAP MAPI Service Provider \[Ext.\]](#).

### Integration

The connection between the R/3 calendar and the calendar client runs via a synchronization module that is independent of the calendar client used. The synchronization module expects the appointments in an independent format. On the R/3 side the R/3 connector is converted and on the client side a client connector.

The following graphic illustrates the composition of calendar integration.

Calendar Integration



## Outlook Calendar Integration

### Use

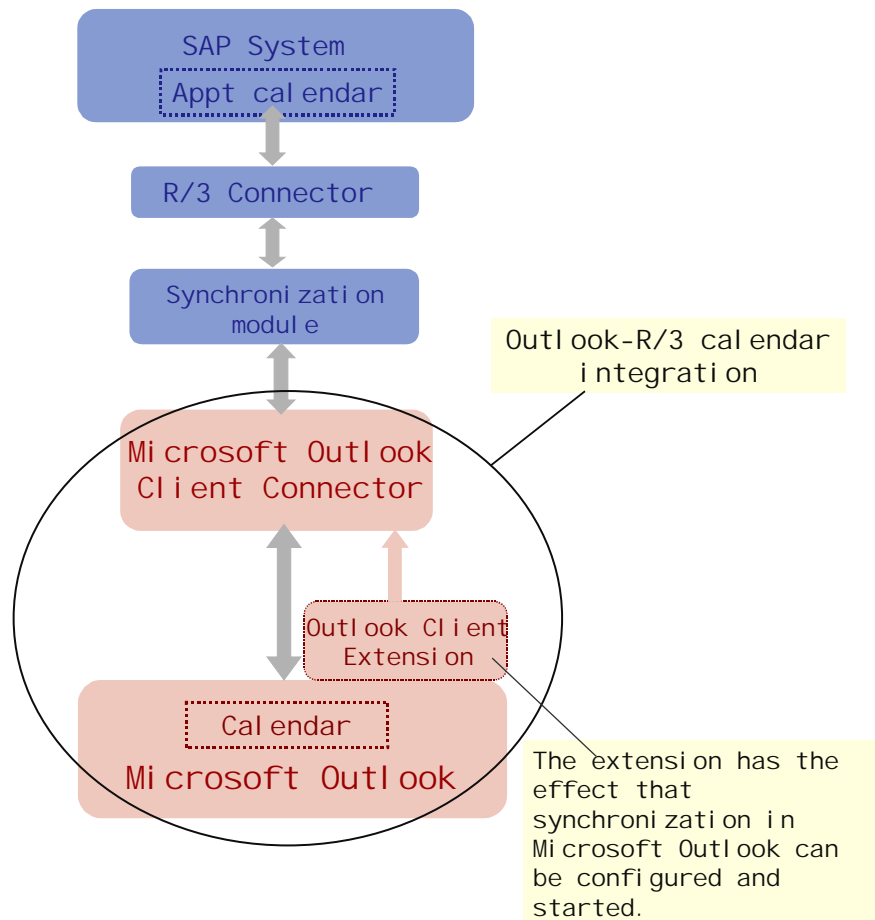
Outlook calendar integration allows enterprises to plan their appointments in the R/3 System, regardless of whether users maintain their appointments in the R/3 calendar or the Microsoft Outlook calendar.

### Integration

Outlook calendar integration consists of the SAP calendar interface and the Outlook-R/3 calendar interface. The Outlook R/3 calendar interface is composed of the programs that connect Microsoft Outlook to the synchronization module (**WdkSyCl.exe**) of the SAP calendar interface:

- The Microsoft Outlook Client Connector (**Wdkcol.dll**)
- The Outlook Client Extension (**Wdkcalex.dll**)
- The configuration file of the Outlook Client Extension (**Sapcalex.ecf**)

The following graphic illustrates the composition of Outlook calendar integration:



---

Outlook Calendar Integration



## Installing Outlook Calendar Integration

### Use

The Outlook calendar integration installation program contains all the programs you need for the connection between the R/3 calendar and the Outlook calendar. You will find this program on the SAP presentation CD.

### Prerequisites

Operating system Windows 95, Windows 98 or Windows NT 4.0.

R/3 System version 4.5B or higher.

Microsoft Outlook 98



If you use the minimum installation of Microsoft Outlook, it is possible that the program component *Expression Service*, which is required for calendar integration, will be missing. If this is the case, you will receive an error message. In order to install the missing program component, call the Microsoft Outlook installation program again and select only the *Expression Service* to be installed.



If a version of Outlook calendar integration is already installed on your PC, uninstall this before installing the new version. You must also uninstall the client extension from the Microsoft Outlook Add In Manager. To do this, choose *Extras* → *Options* in the Outlook menu, then *Further options* on the tab page *Others*, then *Add In Manager*. Deselect *SAP calendar* and confirm all three dialog boxes with *OK*.



You can also use calendar integration with R/3 Release 4.0B, but to do so you need to make some adjustments. Before installing, read note 0103529 and related notes in SAPNet.

### Procedure

Call the installation program **Setup.exe**.

A wizard guides you through the installation process.

When you reach the installation options, choose *Desktop interfaces* and choose *Change option* to confirm. Select the component *Calendar synchronization for MS Outlook* and confirm.

### Result

The installation program installs the required files. The client extension is also copied to the Add-In directory in Microsoft Outlook (for example, C:\Programs\Microsoft Office\Office\Addins). If errors occur during installation, read note 178760 in SAPNet.

Before you can use calendar integration, you have to [set calendar integration \[Page 57\]](#).

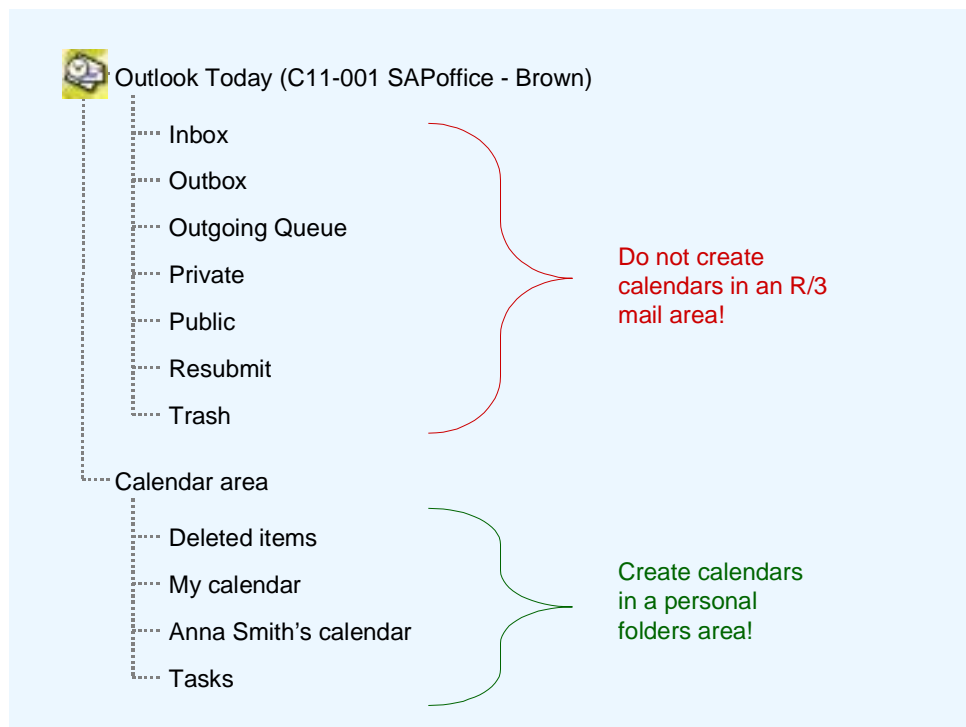
## Setting Calendar Integration

## Setting Calendar Integration

### Purpose

You can create several calendars in Microsoft Outlook. Therefore, you have to inform the system which calendar is to be synchronized with the R/3 System. Note that you can only use calendars in the personal folders area. You cannot use calendars under the folder in which the inbox for mails and work items from the R/3 System is located.

If you also maintain calendars for other R/3 users, you can arrange these calendars in the same personal folders area or use a separate personal folders area for each one. The graphic shows a mail area and a calendar area in which the calendars of several users have been created.



### Process Flow

If you do not use a calendar in Microsoft Outlook yet:

1. Create or select personal folders area

See [Creating Calendar Areas \[Page 52\]](#).

2. Create or select the calendar folder

Use an existing calendar folder in the calendar area that you selected earlier or create a new folder for appointments in the calendar area. It is recommended that you copy the calendar used to the Outlook short cut bar.

3. Create and configure the calendar profile.

See [Calendar Profiles \[Page 56\]](#).

## Result

If you work in Microsoft Outlook, the calendars of the current profile are synchronized at the specified time. For further information, see [Working with Calendar Integration \[Page 66\]](#).

## Creating the Calendar Area

# Creating the Calendar Area

## Use

You have to use a calendar that is in the personal folders area of MS Outlook for calendar integration. Furthermore, the personal folders area must be assigned to the mail profile as a service. You can use an existing personal folders area or create a new one.

## Procedure

### Procedure 1

1. Open Outlook.



If you have created several mail profiles, log on using the profile in which you want to use the calendar.

2. Choose *File* → *New* → *Personal folders (pst file)*.
3. In the subsequent dialog box, specify the path and file name with the ending PST. You can, for example, copy the proposed file **Personal Folders(1).pst**.
4. Choose *Create*.
5. Specify the name under which the area is to be displayed in the file list, for example **Calendar area**.
6. Choose *OK*.

### Procedure 2

As an alternative to procedure 1, you can proceed as follows. In this case, however, you cannot choose the name of the area yourself. Furthermore, the standard files (inbox, outbox, and so on), which you cannot delete, are automatically displayed to you in this area.

1. On the tab page *Services*, choose *Add*.
2. Select the personal folders area.
3. Choose *OK*.
4. In the subsequent dialog box, specify the path and file name with the ending PST. You can, for example, accept the proposed file **Outlook.pst**.
5. Choose *Create*.
6. Choose *OK*.



If you want to maintain the same calendar in several profiles, add the service to each of these profiles.



## Calendar Profiles

## Calendar Profiles

### Use

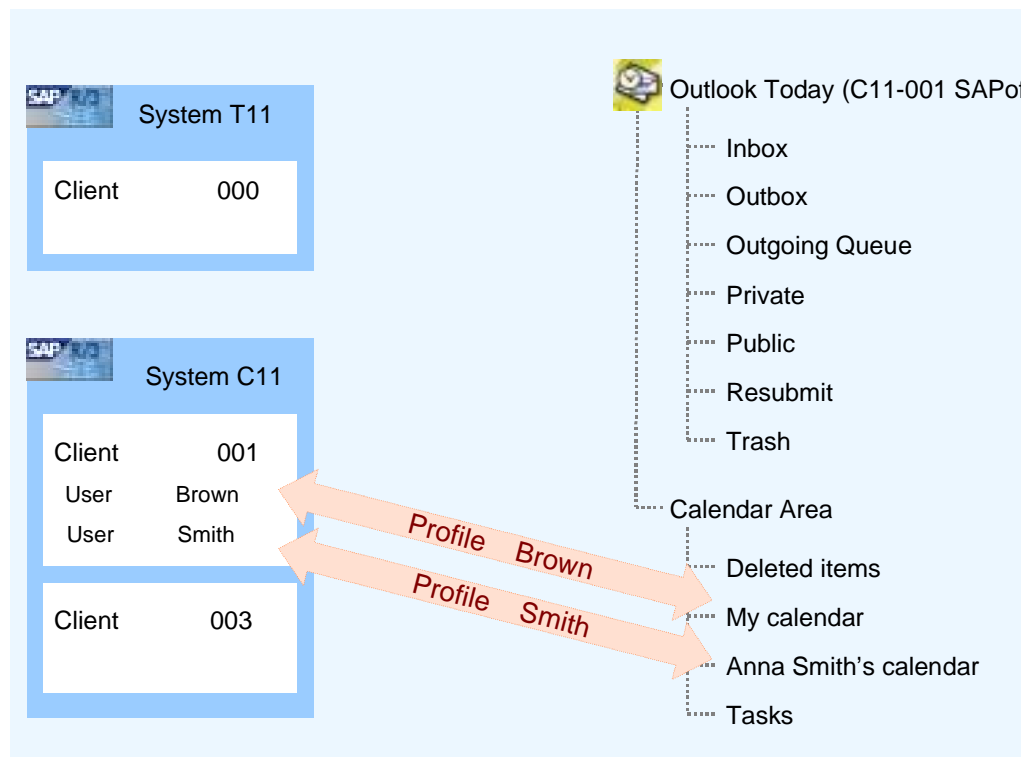
Calendar integration synchronizes an R/3 calendar with an Outlook calendar. In the calendar profile, you define which calendars are to be synchronized and how synchronization is to take place.

If you want to synchronize several calendars, you have to create a calendar profile for each combination of

- R/3 calendar (R/3 System, client and user) and
- Outlook calendar folder.



In the example, Mr Brown has assigned a personal folders area with the name 'calendar area' to the mail profile for his mails and work items in the R/3 System C11. The calendars that Mr Brown maintains in Outlook are to be synchronized with the calendars in client 001 of the R/3 System C11. As well as maintaining his own calendar, Mr Brown also maintains the calendar of his boss, Anna Smith. Therefore, he created two profiles.



If Mr Brown wants to synchronize 'My calendar' with another client or another R/3 System, he has to create a profile for this combination too.

**Calendar Profiles**

However, only one profile is used in a synchronization process. Only the calendars specified in the current profile are synchronized. To synchronize a different calendar combination, you have to change the profile.

---

## Maintaining the Calendar Profile

# Maintaining the Calendar Profile

## Use

You have to create a calendar profile for every calendar combination that is to be synchronized. Only the current profile is synchronized. Therefore, you have to change the current profile if another calendar combination is to be synchronized.



The profile does not automatically change if you edit a calendar file that belongs to a different profile to the current one.

## Procedure

1. Choose *Extras* → *Options*.
2. On the tab page SAP Calendar, choose *Settings*.
3. Choose *Profile*.
4. A list of the existing profiles is displayed.

You can perform the following functions in this list:

### Change the current profile

- a. Select the profile that is to be set as the current profile.
- b. Choose OK.

### Create a profile

- a. Enter the name of the new profile in the field Profile name.
- b. Choose OK.
- c. The new profile is automatically set as the current profile.

### Delete a profile

- a. Select the profile.
- b. Choose Delete.
- c. The profile is deleted immediately.



The standard profile and the profile currently set cannot be deleted.

## Change profile

Set the profile as the current profile and change the settings.



## Configuring the Calendar Profile

### Use

A calendar profile summarizes which calendars are to be synchronized, when synchronization is to take place and which time period in the calendar is to be synchronized.

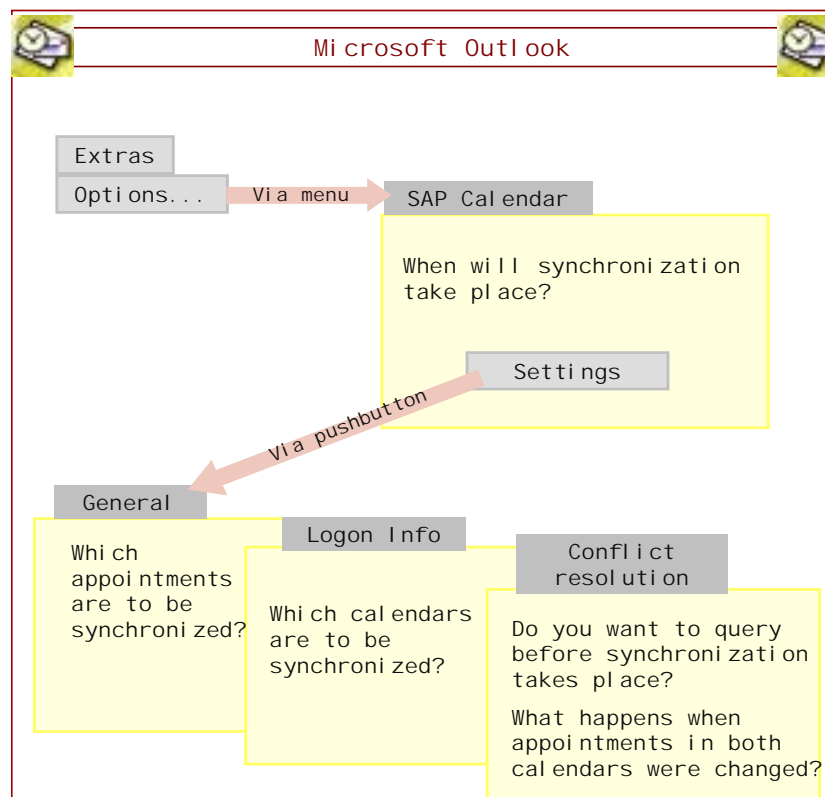
### Activities

Create a profile for each calendar combination. See [Maintaining Calendar Profiles \[Page 56\]](#). If you only maintain one calendar, you can change the preset standard profile.

You make all the settings for calendar integration in Microsoft Outlook. The settings include

- [setting the time of synchronization \[Page 59\]](#) and
- [setting synchronization \[Page 60\]](#).

The following graphic shows an overview of the settings that are summarized in a profile for each calendar combination:



If the dialog box for the synchronization settings does not appear, although you have called the settings using the pushbutton, it could be covered by other windows (for example, the Outlook main window). Check first before calling the function again.

---

Configuring the Calendar Profile

## Setting the Time of Synchronization

### Use


You can set a default for when an automatic synchronization between the Outlook calendar and the R/3 calendar should take place:

- When Outlook is started
- When Outlook is shut down
- When appointments are created or changed in Outlook

You can select one or more of these options. Bear in mind however, that the synchronization process affects performance. You can also specify whether you want to start synchronization manually directly from the Outlook menu.

### Activities

To change the settings for the synchronization period, choose *Extras* → *Options*. On the tab page *SAP Calendar*, specify when an automatic synchronization is to take place and choose *Apply*. You can call up more functions using pushbuttons:

Function	Description
<b>Synchronizing</b>	This function is used to start a synchronization.
<b>Settings</b>	<p>This function is used to change the <a href="#">settings for synchronization [Page 60]</a>.</p> <p style="text-align: center;"></p> <p>If the dialog box for the synchronization settings does not appear, although you have called the settings using the pushbutton, it could be covered by other windows (for example, the Outlook main window). Check first before calling the function again.</p>
<b>Info</b>	You call a dialog box containing the version number of the current Outlook-R/3 calendar integration.

## Setting Synchronization

## Setting Synchronization

### Use

You use these settings to record in the calendar profile which calendars are to be compared and how appointments are to be synchronized in cases of conflict.

### Activities

Choose *Extras* → *Options* and on the tab page SAP calendar, choose *Settings*.



If the dialog box for the synchronization settings does not appear, although you have called the settings using the pushbutton, it could be covered by other windows (for example, the Outlook main window). Check first before calling the function again.

You can call up the following functions using pushbuttons:

Function	Description
Profiles	If you want to change the settings for another profile, change the profile. See <a href="#">Maintaining Calendar Profiles [Page 56]</a> .
Initial values	This function is used to reset all settings to the initial values.
Help	This function is used to call documentation on calendar integration.

Make you settings on the tab pages:

- [General Settings \[Page 61\]](#)
- [Settings for Conflict Resolution \[Page 62\]](#)
- [Logon Information \[Page 63\]](#).

## General Settings


### Use

In general settings, specify which time period is to be used for synchronization.

### Activities

Choose *Extras* → *Options* and on the tab page SAP calendar, choose *Settings*.

*Microsoft Outlook* is set as the comparison calendar on the tab page *General*. To set the period during which the appointments are compared during synchronization, choose one of the following functions:

Function	Description	Condition
<p><b>All in the next</b> &lt;number&gt; &lt;unit&gt;</p> <p>or</p> <p><b>All in the last</b> &lt;number&gt; &lt;unit&gt;</p>	<p>All appointments that exist in the specified time period are synchronized.</p>  <p>Both entries are <b>2 days</b>. During a synchronization on 17.10.1998 all appointments from 15.10.98 to 19.10.1998 are synchronized.</p>	<p>Select the option <i>all in the next</i>, if the users work regularly with the calendar online.</p> <p>You only need the additional option <i>in the last</i> if the users require all past appointments to be documented in both calendars.</p> <p>It is best not to specify too long a time period, because all the existing appointments in the time period are compared each time. If the users use their calendars every day, the entry <b>All in the next 2 days</b> is sufficient</p>
<b>All in the future</b>	All appointments that exist as of the current point in time are synchronized.	Only select this option if this is the first time a synchronization has been performed or if users work with the calendar very little.
<b>All</b>	All existing appointments are synchronized.	Only select this option if this is the first time a synchronization has been performed and the users require past appointments to be documented in both calendars, or if appointments stored in the R/3 System are to be deleted in Microsoft Outlook.

You can also set whether it is possible to interrupt the synchronization process manually.

## Resolving Conflicts

## Resolving Conflicts

### Use

You can maintain the calendar in the R/3 System or in Microsoft Outlook. The calendars are compared with one another during synchronization and are both updated. Conflicts arise if an appointment has been changed in the R/3 calendar and in Microsoft Outlook since the last synchronization took place. You can specify how these conflicts are to be resolved. You can also specify whether, and in which cases, you want to receive a query before an appointment is synchronized.

### Activities

Choose *Extras* → *Options* and on the tab page SAP calendar, choose *Settings*.

On the tab page *Conflict resolution*, set:

When you want to receive a query:

Function	Description
<b>Query</b> <ul style="list-style-type: none"> <li>• <b>when deleting</b></li> <li>• <b>when changing</b></li> <li>• <b>when creating a new appointment</b></li> </ul>	If you activate a query, the user receives a list during synchronization, of all appointments that have been processed using one of the selected functions since the last synchronization. The user then confirms the appointments that are to be synchronized.

How appointments are to be synchronized in cases of conflict:

Function	Description
<b>Copy most recent appointment</b>	The most recently changed appointment overwrites the appointment in the other calendar.
<b>SAP R/3 calendar has priority</b>	Appointments from the R/3 calendar overwrite the appointments in Microsoft Outlook.
<b>Synchronization calendar has priority</b>	Appointments from Microsoft Outlook overwrite appointments in the R/3 calendar.

## Logon Information

### Use

You have to specify which R/3 System you use the calendar in and which calendar you use in Microsoft Outlook. You also have to enter logon data so that the R/3 calendar can be accessed during synchronization. Furthermore, you can make a setting so that non-working days in your enterprise are highlighted in the Outlook calendar.

### Activities

Choose *Extras* → *Options* and on the tab page SAP calendar, choose *Settings*.

The logon data within the context of *SAP R/3* is automatically entered if you choose the pushbutton *R/3 Logon* on the tab page *Logon information* and log on to the required R/3 System.

In the input field *Calendar*, you can use value help to display the calendar files that you created in Microsoft Outlook.



You can only use calendars from a personal folder area. Furthermore, only the calendars that are located on the first level under these areas can be used.

You can also [copy non-working days from the R/3 System \[Page 64\]](#).

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**Copying Non-Working Days**

## Copying Non-Working Days

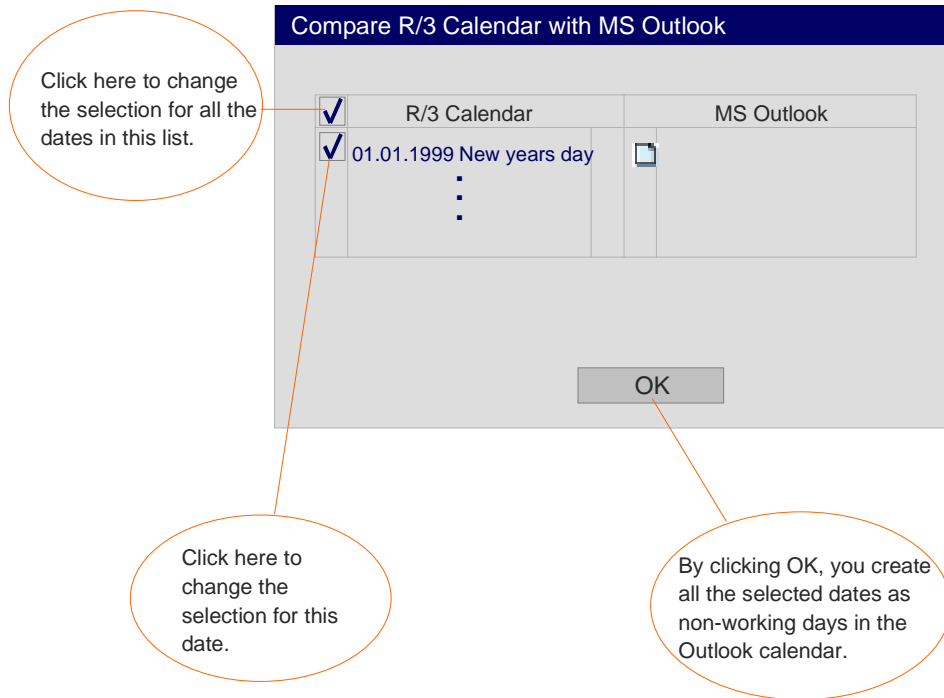
### Prerequisites

Non-working days are copied from the public holiday or factory calendar that is set in the R/3 System.

### Procedure

1. Choose *Extras* → *Options* and on the tab page SAP calendar, choose *Settings*.
2. Choose *Copy public holidays*.
  - In the subsequent dialog box, specify:
    - whether you want to copy public holidays and/or other non-working days (for example, company vacation)
    - whether you want to receive a query before the non-working days are created in the Outlook calendar.
    - which year you want to copy the non-working days for.
3. Choose *Start*.
4. Choose *OK*.
5. If you have selected the query, you receive a dialog box asking you to confirm that the appointments on non-working days are to be copied:





## Result

The appointments on non-working days are created in the Outlook calendar and marked as R/3 non-working days.

## Working with Outlook Calendar Integration

### Use

You and your substitutes can maintain your calendar either in the R/3 System or in Microsoft Outlook using Outlook calendar integration. So that both calendars stay up to date, they are regularly compared. Your individual [settings \[Page 60\]](#) determine when the synchronization process starts and whether the user receives queries concerning the process.

In the Outlook calendar, you can execute the available functions independently of R/3 and work online or offline. If you require help when working with the Outlook calendar, use Microsoft help. If you require help with regard to synchronization, see



Make sure that you work in Outlook in the calendar file that you set in the calendar profile. If you also want to maintain another calendar as a substitute, you have to create a calendar profile for this calendar too. Only the calendar specified in the current profile is synchronized.

## Synchronizing R/3 and Outlook Calendars

### Use

In order for calendars in the R/3 System and in Microsoft Outlook to contain the same appointments, changes made in one calendar must be copied to the other. Synchronization can occur automatically when you call and/or exit Microsoft Outlook or you can start synchronization manually. When and how synchronization takes place depends on your settings.

### Activities

Only the calendar specified in the current profile is synchronized, irrespective of whether synchronization takes place automatically or is started manually. If you want to synchronize other calendar combinations, you have to change the profile. See [Maintaining Calendar Profiles \[Page 56\]](#).

Synchronization is started in Microsoft Outlook and the [settings \[Page 59\]](#) for the synchronization process are also made there. It is not possible to start synchronization from the R/3 System. To start synchronization manually, choose *Extras* → *SAP calendar synchronization* in the Microsoft Outlook menu.

If [queries \[Page 69\]](#) are activated in your settings, a dialog box is displayed during synchronization in which you select appointments that you want to be synchronized.



It can take some time for the dialog box to be displayed, depending on the system load.

If several synchronization processes are started at the same time, they run one after the other. You should therefore not call synchronization repeatedly if the system does not react immediately. It is possible that you have not yet answered the queries from the current synchronization.

### Constraints

Some functions are treated differently in the two different calendars causing the following differences in synchronization:

Outlook Function	Synchronization with R/3 Calendar
<b>Appointment series</b>	Appointment series are called periodic appointments in the R/3 System.  During synchronization, appointment series / periodic appointments are created in the R/3 calendar / Outlook calendar as normal appointments. If the appointments are created outside the synchronization period, they are taken into account in the next synchronizations.
<b>Appointment attachments</b>	The R/3 calendar does not display attachments, they remain 'invisible'. If you change appointments in the R/3 calendar that had an attachment in the Outlook calendar, the attachments remain in Outlook when the R/3 synchronization is performed.

Synchronizing R/3 and Outlook Calendars

<b>Tasks</b>	The R/3 calendar does not support tasks.
<b>Contacts</b>	Contacts are not synchronized.

## Queries During Synchronization

### Use

If you have activated *Queries* in your settings, you receive an overview of the appointments that have been edited in a calendar with the specified function and that are now to be transferred to the other calendar. In this case, the appointments are only synchronized if you confirm synchronization.







If online synchronization is selected, you receive the queries individually and sometimes after a time delay.

### Features

The query window contains a list of the appointments that have been edited in the synchronization period either in the R/3 calendar or in the Outlook calendar. The following information is displayed for each appointment in the list:

- Date and time of the appointment
- Appointment title
- Function to be used to edit the appointment during synchronization (only those specified in the query settings).

The specified icons have the following meanings:

- |   |   |
|---|---|
|  | Create new appointment                      |
|  | Delete appointment                          |
|  | Change appointment in the R/3 calendar      |
|  | Change appointment in the Outlook calendar. |

You can also display the following detailed information for each appointment:


- Description
- Start of appointment
- End of appointment
- Room
- Transparency (0 = not blocked, 1 = blocked)
- Classification (public, private, secret)
- All-day appointment (dominant)
- Appointment type
- Appointment-specific data
- Last change.

In the detailed display, the fields that differ in the two calendars are indicated by an exclamation mark (!).

## Queries During Synchronization

## Activities

Before synchronization takes place, a dialog box is displayed listing all appointments that have been created, changed or deleted since the last synchronization. You can execute the following actions:

Function	Description
<b>Synchronize all appointments</b>	Confirm.
<b>Synchronize some appointments</b>	<p>Remove the ticks (✓) from the appointments that you do not want to synchronize and confirm.</p>  <p>If you reject the change of appointments, the appointments are not listed again for future synchronizations until they have been changed again or deleted.</p> <p>If you reject the deletion of appointments, the appointments are listed as new appointments for future synchronizations.</p> <p>If you reject the creation of appointments, the appointments are listed again as appointments to be created for future synchronizations.</p>
<b>Display detailed information about an appointment</b>	Select the appointment by double-clicking on it.
<b>Synchronize appointments individually</b>	<p>Select an appointment in the detailed display and</p> <ul style="list-style-type: none"> <li>- choose &gt;&gt; to copy the appointment into the Outlook calendar, or</li> <li>- choose &lt;&lt; to copy the appointment into the R/3 calendar.</li> </ul>
<b>Synchronize individual fields of an appointment</b>	<p>Select the required fields in the detailed display and</p> <ul style="list-style-type: none"> <li>- choose &gt; to change the field in the Outlook calendar, or</li> <li>- choose &lt; to change the field in the R/3 calendar.</li> </ul>