

GLOSSARY



SAP Business One: Sales and Customer Service

With Steven Lipton

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
backorder	Any item not delivered, even if there is sufficient inventory in stock
Business Partner	The term used in SAP Business One for leads, customers, and vendors
CRM	Customer Relationship Management; the way, often with technology, customer relationships are managed across sales, marketing, and customer service
lead	A potential customer who has not yet made a purchase from a company
marketing documents	A series of files with a similar structure of headers and inventory items that drive the Sales – A/R and Purchasing – A/P modules in SAP Business One
Opportunity	A catch-all term in SAP Business One for stages in the sales cycle, from a lead to a closed sale
Stages	A component in SAP Business One that lets you see the progress, if any, from a lead to a closed sale