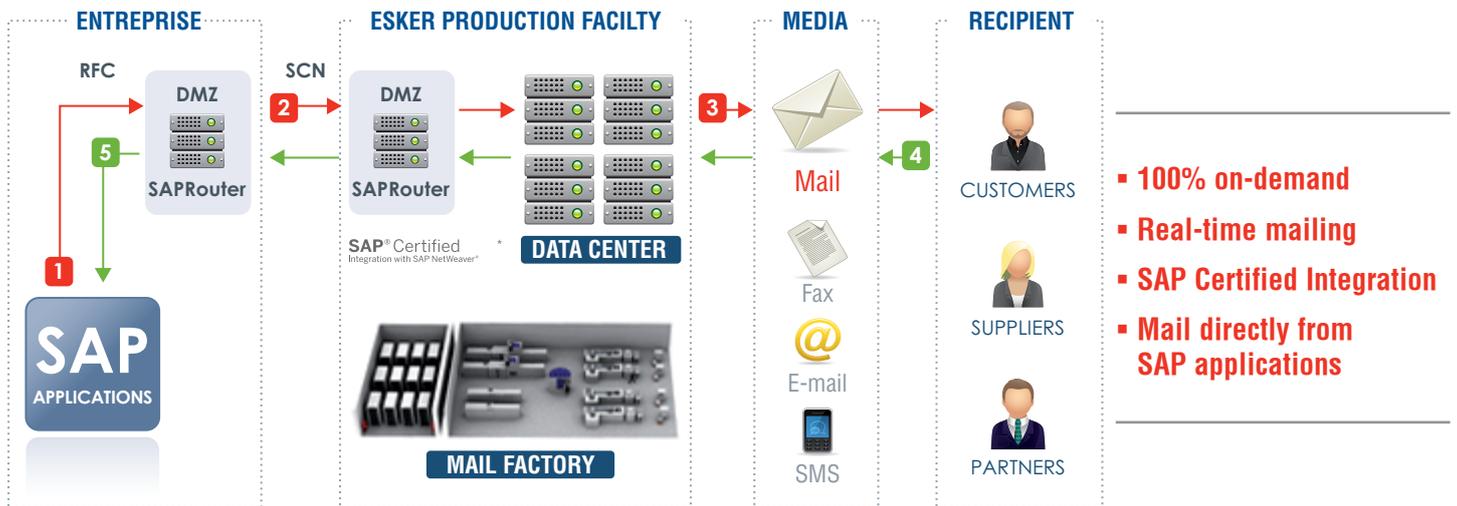# Mail Services for SAP® applications

While companies invest in SAP® solutions to standardise processes and produce accurate and reliable information, paper mail remains the media of choice to deliver critical business documents such as invoices and statements. Today, Esker offers the benefits of sending postal mail as a service, fully integrated into SAP applications — without adding hardware or software.

- 100% on-demand
- Real-time mailing
- SAP Certified Integration
- Mail directly from SAP applications

How it works

Documents are transmitted to an Esker production facility (1) using a secure SAP Remote Function Call (RFC) communication between SAProuters and received by a multitenant Esker server platform with SAP Certified Integration (2). A certified solution transports documents directly from your SAP application to an Esker production facility through an authenticated, encrypted and secured connection. In the Esker production facility your documents are printed, folded, stuffed, stamped and handed off to the postal service in less than 24 hours (3). Once the mail is handed-off for delivery (4), a mail status is fed into the SAP system (5), updated in real-time and visible to users.
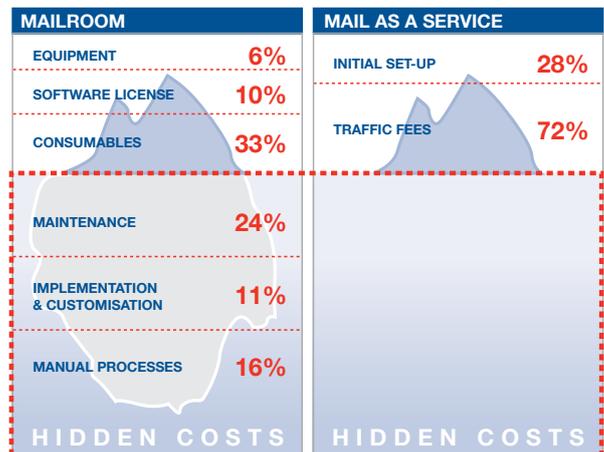
Cost-effective and flexible alternative to mailrooms and mailhouses

Internal mailrooms represent fixed assets that bring no core value to the company and burden enterprises with intensive manual processes such as printing and folding, not to mention consumables and equipment maintenance costs. Using an external mailhouse typically requires companies to produce large batches to be cost-effective, limiting reactivity and visibility.

Based on a simple pay-per-use pricing model, Esker Mail Services for SAP applications eliminates the hidden costs of relying on an in-house mailroom without compromising integration with SAP applications. Unlike conventional mailhouses, Esker does not require batches and can even process individual pieces of mail.

Highlights

- Mail directly from SAP applications without any hardware or software
- SAP Certified Integration
- Robust production mailing from any SAP module
- Real-time status available within the SAP system
- Reduce DSO through real-time invoice processing
- Minimised and predictable time, labour and operational expenses
- Fast and cost-effective mail processing services
- 24x7x365 availability
- Virtually unlimited capacity

SAP® Certified
Integration with SAP NetWeaver® *

MAILROOM	
EQUIPMENT	6%
SOFTWARE LICENSE	10%
CONSUMABLES	33%
MAINTENANCE	24%
IMPLEMENTATION & CUSTOMISATION	11%
MANUAL PROCESSES	16%
HIDDEN COSTS	

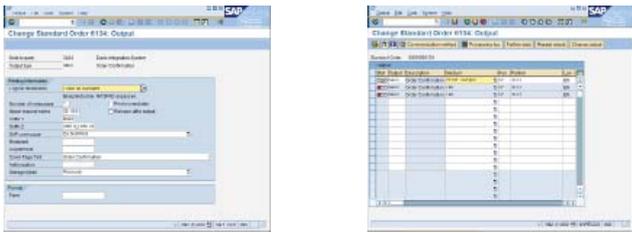| MAIL AS A SERVICE	
INITIAL SET-UP	28%
TRAFFIC FEES	72%
HIDDEN COSTS	

The benefits of real-time mailing

Esker production facilities are designed to produce pieces of mail coming from various companies in a single standardised chain of production. This guarantees economies of scale even for companies with relatively low volumes of mail.

Sending invoices the same day they are generated by the SAP system means your customers will receive and be able to process your invoices sooner, which can trigger faster payment and help reduce your DSO (Days Sales Outstanding).
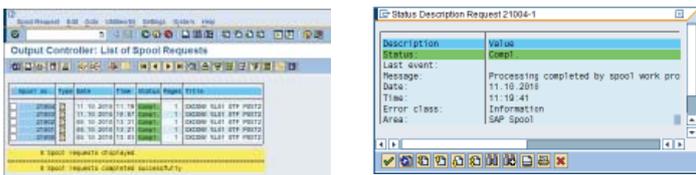
In addition to processing and mailing paper invoices, Esker offers a complete automation solution which sends and archives invoices electronically.

Fully integrated with SAP applications

Esker Mail Services for SAP applications uses certified integration for the SAP BC-XOM interface. Mail jobs are directly submitted from SAP applications (manually or automatically using Output Determination) and securely transferred to an Esker production facility where they are processed immediately.

Real-time status of mail jobs is visible in the Outpout Controller transaction (SP01).

Processing and formatting

Thanks to leading-edge Esker DeliveryWare document process automation technology, any file coming out of the SAP system (TXT, PCL, PostScript, PDF, XSF, RDI, etc.) can be accepted and processed to your specifications.

Industry-leading Crystal Reports technology is fully integrated into the patented Esker DeliveryWare Rules Engine, providing advanced formatting capabilities. Incoming data can be reformatted to include text lines, fonts, logos and barcodes. Charts, graphs and sub-calculations can also be created directly within the document. With Esker Mail Services for SAP applications, raw application data is quickly transformed into professional business documents.

Ensured traceability

Each document processed by an Esker production facility is tracked with a unique identifier. A barcode is added on each page to ensure traceability and real-time status of each individual piece of mail directly within the SAP system.

The Esker network

To ensure efficient and secure handling of your business documents, Esker Mail Services for SAP applications relies on the worldwide network of Esker production facilities.

- Mail is transmitted to Esker production facilities via secured protocol (SSL).
- Backup and monitoring between Esker production facility data centres ensures 24x7x365 availability.
- Esker production facilities automatically print, fold, stuff, stamp and post your mail for you.

TECHNICAL SPECIFICATIONS	
Administration	- Central management entirely within the SAP environment - No additional software to install
Communication protocols	- Use of Remote Function Calls (RFC) between SAProuters - Security guaranteed by SAP Cryptographic Library over SNC
Supported SAP software versions	- From SAP R/3 4.0 to SAP NetWeaver application Server 7.0
Available process	- Document splitting - File conversion - Simple formatting (addition of logo or overlay) - Advanced formatting (Crystal Reports) - Mail grouping