SAP: An Overview of the Company and its Software
Session Title Seminar G

Workshop held at the 50th Annual Conference of the American Translators Association
New York City

Markus Meisl
SAP AG, Globalization Services (SLS)
October 2009
Session Goals

- Explain the history of the company
- Provide an overview of the SAP solution and product portfolio
- Demonstrate individual SAP software solutions
- Detail how SAP products are translated
- Introduce the SAP Language Services organization
- Provide an overview of the terminology database SAPterm
- Give participants the opportunity to translate SAP documentation
From Walldorf to New York…

…and back

John Jacob Astor
(1763 – 1848)
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3. SAP’s Product Portfolio
   1.4. The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3. Translation Scope, Tools and Quality Assurance
   2.4. SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3 SAP’s Product Portfolio
   1.4 The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3 Translation Scope, Tools and Quality Assurance
   2.4 SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
Summary of SAP Today

SAP AG in 2008 revenues: €11.567 billion
- Around 89,000 companies run SAP software
- Provides more than 24 industry solutions
- 49,916 SAP employees (March 31, 2009)

12 million users in 120+ countries use SAP software to...
- Integrate their business processes
- Extend their competitive capabilities
- Get a better return on investment at a lower total cost of ownership

Unique partner ecosystem
- More than 1.5 million community members (SAP Community Network for developers and Business Process Experts community)
- 15 Industry Value Networks
SAP Support Follows the Sun (7/24)

Main locations for message solving

GLOBAL SUPPORT CENTER (GSC)
DEVELOPMENT SUPPORT
SAP Software: A Backbone of the Global Economy

SAP’s solutions run …

Production of **40 million** barrels of oil per day

Production of **32,000** car engines per day

Defense forces across **107** countries

Retail outlets transactions totaling **$330 million** per day

**50 million** Bank accounts with one bank

**54 million** Annual health-care patient visits (US Only)

**75%** of worldwide annual beer production (1.5 billion hectoliter)

Processing of **2.5 billion** utility bills per day

**65%** of worldwide annual chocolate production (2.2 million tons)

**4 million** tons of chemicals per day

© SAP AG 2009 All rights reserved / Page 9
Agenda

1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3 SAP’s Product Portfolio
   1.4 The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3 Translation Scope, Tools and Quality Assurance
   2.4 SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
A Look Back in Time: How SAP Software Started

The idea: Create standard software package and enable customer adaptation

The principle: Real-time processing (not batch)

The objective: Digitization of basic business processes (finance, purchasing, …)
Transformation from One-Product Company to Multi-Product Company

Client/Server
SAP R/3

SOA

Business User Solutions

SME Segment

Business Process Platform

Industry Solutions

SAP Business Suite

1998

2003

2008

© SAP AG 2009 All rights reserved / Page 12
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3 SAP’s Product Portfolio
   1.4 The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3 Translation Scope, Tools and Quality Assurance
   2.4 SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
Current Portfolio Covering Needs of Companies of All Sizes

- **User Adaptation**: Duet / Alloy / Portal / Mobile
- **Flexibility Extensibility**: Business Process Management – Composite Applications
- **Business Insights**: SAP BusinessObjects Portfolio
  - Business Intelligence – Information Management – Enterprise Performance Management – Governance, Risk and Compliance
- **Industry Core Processes**: Industry-Specific Extensions
  - SAP Business Suite
  - OnDemand Extensions
  - SAP Business All-in-One
  - SAP Business ByDesign
- **Horizontal Core Processes**: SAP NetWeaver
  - Process Integration – Master Data Management – Life Cycle Mgmt.
- **Integration**: Large Companies
  - Midsize Companies
  - Small Comp.
Evolution of a Power-User User Interface: SAP GUI

The 90s

EnjoySAP

Trade show

High contrast

2009
SAP NetWeaver: Evolution of a Technology Platform

Operational Efficiency

SAP BW, SAP XI, SAP EP, SAP ME, SAP MDM

SAP Basis

Transaction Platform

SAP NetWeaver

Integration Platform

People Integration
Information Integration
Process Integration
Application Platform

SAP NetWeaver Foundation for Business Process Platform

Composition
Security and Identity Mgmt
Application Foundation

Life Cycle Mgmt

Composite Applications

Integration

Business Agility

© SAP AG 2009 All rights reserved / Page 17
SAP ERP: SAP’s Flagship Application

- Financials
- Human Capital Management
- Corporate Services
- Logistics and Operations
- Platform Solutions
## SAP ERP Solution Map

<table>
<thead>
<tr>
<th>Human Capital Management</th>
<th>Talent Management</th>
<th>Workforce Process Management</th>
<th>Workforce Deployment</th>
<th>Travel Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financials</td>
<td>Financial Supply Chain Management</td>
<td>Treasury</td>
<td>Financial Accounting</td>
<td>Management Accounting</td>
</tr>
<tr>
<td>Procurement</td>
<td>Purchase Requisition Management</td>
<td>Operational Sourcing</td>
<td>Purchase Order Management</td>
<td>Contract Management</td>
</tr>
<tr>
<td>Operations: Sales and Customer Service</td>
<td></td>
<td>Sales Order Management</td>
<td></td>
<td>Aftermarket Sales and Service</td>
</tr>
<tr>
<td>Operations: Manufacturing</td>
<td></td>
<td>Production Planning</td>
<td>Manufacturing Execution</td>
<td>Manufacturing Collaboration</td>
</tr>
<tr>
<td>Enterprise Asset Management</td>
<td>Investment Planning &amp; Design</td>
<td>Procurement &amp; Construction</td>
<td>Maintenance &amp; Operations</td>
<td>Decommission &amp; Disposal</td>
</tr>
<tr>
<td>Operations: Cross Functions</td>
<td>Quality Management</td>
<td>Environment, Health and Safety Compliance Management</td>
<td>Inbound and Outbound Logistics</td>
<td>Inventory and Warehouse Management</td>
</tr>
</tbody>
</table>

© SAP AG 2009 All rights reserved / Page 19
DEMO
Order to Cash
DEMO
IT Incident Management
## SAP Supplier Relationship Management

### Centralized Sourcing
- Requisition & Purchase Order Management
- Supplier Collaboration
- Spend Reporting
- Supplier Qualification & Evaluation
- Centralized Contracts

<table>
<thead>
<tr>
<th>Purchasing Governance</th>
<th>Global Spend Analysis</th>
<th>Category Management</th>
<th>Compliance Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sourcing</td>
<td>Central Sourcing Hub</td>
<td>RFx / Auctioning</td>
<td>Bid Evaluation &amp; Awarding</td>
</tr>
<tr>
<td>Collaborative Procurement</td>
<td>Self-Service Procurement</td>
<td>Services Procurement</td>
<td>Direct / Plan-Driven Procurement</td>
</tr>
<tr>
<td>Supplier Collaboration</td>
<td>Web-based Supplier Interaction</td>
<td>Direct Document Exchange</td>
<td>Supplier Network</td>
</tr>
<tr>
<td>Supply Base Management</td>
<td>Supplier Identification &amp; Onboarding</td>
<td>Supplier Development &amp; Performance Management</td>
<td>Supplier Portfolio Management</td>
</tr>
</tbody>
</table>

© SAP AG 2009 All rights reserved / Page 23
# SAP Product Lifecycle Management

## Overview

- **Product Management**
- **Product Development & Collaboration**
- **Product Data Management**
- **PLM Foundation**

## Detailed Features

<table>
<thead>
<tr>
<th>Category</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLM Foundation</td>
<td>Product Compliance, Product Intelligence, Product Costing, Tool and Workgroup Integration, Project and Resource Management, Document Management</td>
</tr>
</tbody>
</table>

© SAP AG 2009 All rights reserved / Page 24
# SAP Supply Chain Management

<table>
<thead>
<tr>
<th>Demand &amp; Supply Planning</th>
<th>Demand Planning &amp; Forecasting</th>
<th>Safety Stock Planning</th>
<th>Supply Network Planning</th>
<th>Distribution Planning</th>
<th>Service Parts Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>Strategic Sourcing</td>
<td>Purchase Order Processing</td>
<td>Invoicing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manufacturing</td>
<td>Production Planning &amp; Detailed Scheduling</td>
<td>Manufacturing Visibility &amp; Execution &amp; Collaboration</td>
<td>MRP-based Detailed Scheduling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warehousing</td>
<td>Inbound Processing &amp; Receipt Confirmation</td>
<td>Outbound Processing</td>
<td>Cross Docking</td>
<td>Warehousing &amp; Storage</td>
<td>Physical Inventory</td>
</tr>
<tr>
<td>Order Fulfillment</td>
<td>Sales Order Processing</td>
<td>Billing</td>
<td>Service Parts Order Fulfillment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>Freight Management</td>
<td>Planning &amp; Dispatching</td>
<td>Rating &amp; Billing &amp; Settlement</td>
<td>Driver &amp; Asset Management</td>
<td>Network Collaboration</td>
</tr>
<tr>
<td>Real World Awareness</td>
<td>Auto-ID (RFID) &amp; Item Serialization</td>
<td>Event Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply Chain Visibility</td>
<td>Strategic Supply Chain Design</td>
<td>Supply Chain Analytics</td>
<td>Supply Chain Risk Management</td>
<td>Sales &amp; Operations Planning</td>
<td></td>
</tr>
<tr>
<td>Supply Network Collaboration</td>
<td>Supplier Collaboration</td>
<td>Customer Collaboration</td>
<td>Outsource Manufacturing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply Chain Management with Duet</td>
<td>Demand Planning in MS Excel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SAP’s Portfolio for Small and Midsize Enterprises (SME)

Business Intelligence and Business Management

Solution Depth and Breadth

Tailored by 4,500+ local partners to fit individual needs
DEMO
SAP BusinessObjects Explorer
SAP Services and the SAP Ecosystem

The SAP Services Offering

- Business Application Solutions
  - SAP Business Objects
  - Logistics Value Chain
  - Finance and Corporate Services
  - Customer Relationship Management

- Platform & Technology Solutions
  - SAP NetWeaver

- Industry Solutions
  - Trading Industries
  - Financial Services
  - Services Industries
  - Public Services
  - Manufacturing: Process Industries
  - Manufacturing: Discrete Industries
  - Consumer Industries

- Cross Solutions
  - Sustainability
  - Service Offering Framework & SOA
  - Value Prototyping
  - Software Engineering & Development
  - Business Transformation Services
  - Run Services

Support Offerings

- SAP MaxMarenk
- SAP Safeguarding
- SAP Enterprise Support
- SAP Product Support for Large Enterprises
- SAP Premium Support
- SAP Standard Support
- Support Services
- SAP Solution Manager
- Run SAP Methodology

Education Offerings

- Business Suite 7
- Training Catalog
- Academy Program
- Certification
- Virtual Live Classroom
- Online Knowledge Products
- E-Learning
- eAcademy
- SAP Education

SAP Ecosystem Portals
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3  SAP’s Product Portfolio
   1.4  The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3  Translation Scope, Tools and Quality Assurance
   2.4  SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
The Future: Service-Oriented Architecture (SOA) in a Nutshell

Complex UI for power users

Simple, focused UI for occasional users

Background technology: Enterprise Service
Example: The technical side

XML Message: MaterialByIDQuery

...<MaterialID>007</MaterialID>...

Service in ABAP: Find Material By ID: 007
SOA in a Nutshell: The Process (Part 2)

Product ID: 007
Product Description: Château SAP, 2008

Service in ABAP: 007 is Château SAP, 2008

XML Message: MaterialByIDResponse
...<MaterialDescription>
Château SAP, 2008
</MaterialDescription>
...

The Wine Shop

Check Availability

Product List
Product ID: 007
Product ID: 007
Product Description: Château SAP, 2008

Availability check
Start date: 2014/01/01
End date: 2014/01/31

© SAP AG 2009 All rights reserved / Page 32
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3 SAP’s Product Portfolio
   1.4 The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3 Translation Scope, Tools and Quality Assurance
   2.4 SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
Translation @SAP: An Integral Part of Globalization

**Internationalization**
- Technical enablement of a system to operate globally
  - Multilanguage support
  - Code pages / Unicode
  - Time zones
  - Multiple currencies
  - Calendars

**Localization**
- Business solutions are not viable without localization of content
  - Local best business practices
  - Legal requirements and statutory reporting
  - Over 50 country versions supported

**Translation**
- Speak the language of the locals: support users by removing language barriers to system use
  - More than 35 languages supported
The Key Challenge for Translation: Two Source Languages

SAP Language Services

German
- Catalan
- Czech
- Danish
- Dutch
- Finnish
- French
- Hebrew
- Hungarian
- Italian
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Slovak
- Slovenian
- Spanish
- Swedish
- Turkish

English
- Arabic
- Bulgarian
- Croatian
- Simplified Chinese
- Traditional Chinese
- Farsi
- Greek
- Japanese
- Korean
- Thai
- Ukrainian
- …

Translation by SLS-certified translation partners
One System – Multiple Languages/Countries: Example for Large Enterprise

- German
- English
- Italian
- Japanese
- Chinese
- Arabic
- Russian
Example for Small and Medium Enterprises: SAP Business ByDesign
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3. SAP’s Product Portfolio
   1.4. The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3. Translation Scope, Tools and Quality Assurance
   2.4. SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
# SAP Language Services:
## SAP’s Translation Organization

### Our Challenges
- Dual-source approach
- Distributed authoring
- Mixed technologies (ABAP, Java, XML, …)

### Our Strategy
- Strong central & integrated organization
- Heavy usage of language technology
- Strong technology & services partnerships

## Vice President’s Office

### Engineering: Consulting and harmonization of processes, technologies and services

<table>
<thead>
<tr>
<th>Account Management</th>
<th>Project Management</th>
<th>CoEs for Language</th>
<th>Business Partner Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact for development</td>
<td>Central project management (incl. reporting, evaluation)</td>
<td>Quality processes &amp; assurance</td>
<td>Management of external resources</td>
</tr>
<tr>
<td>Production management</td>
<td>All products, all languages</td>
<td>Language &amp; terminology support</td>
<td>Controlling processes</td>
</tr>
<tr>
<td>Technical infrastructure</td>
<td></td>
<td>Partner training</td>
<td>Advice on outsourcing</td>
</tr>
</tbody>
</table>

### Language Technology: System setup, technical/tool support and operations
The Standard Software Translation Process

General principles:
- German and English are development languages.
- The English and the German software versions are shipped simultaneously.
- The software is translated in parallel to development.
- English and German are the source languages for all other languages.

Start of development

Start of EN/DE translation

Start of translation into other languages

Development close

Translation close for EN/DE translation

Translation close for other languages

DELIVERY
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3. SAP’s Product Portfolio
   1.4. The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3. Translation Scope, Tools and Quality Assurance
   2.4. SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
User Interfaces Comprise Different Objects

- **Interface Texts**
  - Search
  - Help

- **Data Elements**
  - Recipe Group
  - Recipe
  - Plant

- **Screen Painter Texts**
  - Fixed Values for Domains
  - Tables

- **Text Elements**
  - Yes
  - No
  - Cancel

- **Message**
  - Make an entry in all required fields

- **Tables**
  - Commercial unit
  - Measurement unit text
  - Dimension text
  - Length
  - Area
  - Volume
  - Proportion
  - Fahrenheit
  - Celsius
  - Degree Celsius
  - Temperature
  - Per mille
  - Percentage
  - Cubic inch
  - Square inch
  - Inch
  - Foot
  - Foot
Translating SAP Software: The Worklist

"Collection": Used to group texts belonging to a particular area of development.

Texts for translation grouped according to text type and function on the user interface.

Technical name of object and number of lines for translation.

Status of texts for translation:
- red = new text
- yellow = modified text
- green = translated
Translating SAP Software: User Interface Texts

Text type, translation direction, technical name of object

Source text

Proposal pool entry (i.e. the existing translation)

Target text, i.e. the translation line

Translation status of object, and counter indicating the occurrence of this text

Status of the proposal used as the translation of this text
Translating SAP Documentation: Content Management System and SDL Trados

Translation environment of SAP Knowledge Warehouse (KW)

- Offline environment (Translation package)
- Used for end user documentation (SAP Library http://help.sap.com)

SDL Trados

- TM Server installation for all translators
- Translator's Workbench and TagEditor
- MultiTerm
## Translation Quality Assurance @SLS

### Vendor life cycle
- **Vendor identification**
  - Test translation
  - Tool/process training at agency premises
  - Incremental schedule for new translation partners
- **Vendor access/support**
  - Authorization concept / user profiles
  - Power user concept
- **Continuous quality**
  - Audits at agency premises
  - Certification Program

### Translation project
- **Preparation**
  - Use of translation memories (proposal pool)
  - Terminology project
  - Top Texts project
- **Translation**
  - Quality flagging of proposals
  - Automatic distribution of existing translations
  - Continuous terminology work
- **Wrap-up**
  - Quality Evaluation Tool for Translation (QETT)
  - Project-based Evaluation of Partners (PEP)
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3 SAP’s Product Portfolio
   1.4 The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3 Translation Scope, Tools and Quality Assurance
   2.4 SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
SAP Works with Translation Agencies

SAP ERP
SAP Language Services (SLS)
SAP Project Management
SAP ERP Financials

Invoice
Translation
Volume updates
SLS Planning Tool
Certification Criteria

- Long-standing relationship with SLS:
  - Vendor has established reliability through proven quality translation services
- Adherence to SLS standards
  - Only vendors with satisfactory audit results are eligible for certification.
- Satisfactory performance
  - Continuous measurement of quality of translation through project evaluations

List of SAP-Certified Translation Partners
http://www.sap.com/ecosystem/partners/partnerwithsap/support/translation.epx
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3. SAP’s Product Portfolio
   1.4. The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3. Translation Scope, Tools and Quality Assurance
   2.4. SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
Terminology in SAPterm: Basis for High Quality Translation

A central repository for defining and standardizing the use of specialist terms with two simultaneous roles:

- Monolingual reference
- Multilingual translation support
## SAP Terms: What Is a Valid Term in SAPterm

<table>
<thead>
<tr>
<th>Terms…</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created by SAP and unique to an SAP product</td>
<td>company code, SAP List Viewer</td>
</tr>
<tr>
<td>Used by SAP with a non-standard meaning</td>
<td>client (as used in the IT branch, rather than in law)</td>
</tr>
<tr>
<td>From a specialist field to which an SAP product applies</td>
<td>bill of exchange (financial accounting) regrade (oil industry)</td>
</tr>
<tr>
<td>Created by another company and needed for integration with SAP products</td>
<td>Microsoft NT LAN Manager (Basis/Security) Oracle Enterprise Manager (Basis/DB Mgmt.)</td>
</tr>
<tr>
<td>That are trademarks or registered names</td>
<td>Microsoft Excel (may not be translated)</td>
</tr>
<tr>
<td>With additional information that requires standardization</td>
<td>Such as invalid synonyms or abbreviations</td>
</tr>
<tr>
<td>With a translation in one of the follow-on languages that requires standardization</td>
<td>Translators report these, or create the original language term themselves.</td>
</tr>
</tbody>
</table>
SAP’s Concept System: Component Hierarchy

[Image of a diagram showing the component hierarchy of SAP's Concept System, including layers such as Accounting-General, Basis Components, Cross-Application Components, and other financial components.]
Personalizing the Work Environment: User Settings
Finding What you Need: The Search Screen

![Search Screen Diagram]

**SAPterm: General Selection Criteria for Searches**

**Exact Search**
- Wildcards in search term: Use `*` for one character, or `*` for several characters

**General Search Criteria**
- *Source Language*
- *Target Language*
- *Term*

**Global Attributes**
- *Application Component*
- *Entry Class*
- *Entry Entry*
- *Main Entry Only*
- *Terminology Entries*
- *Index Entries*

**Entry Type**
- *Main Entries*
- *Abbreviations*
- *Valid Synonyms*
- *Invalid Synonyms*
- *Superordinate Terms*
- *Invalid Spellings*

**Context**
- *First Release*
- *End of Release*
- *Country*
- *Enhancement*
- *Enhancement Release*

**Administration Information**
- *Status*
- *Created By*
- *Created On*
- *Last Changed By*
- *Changed On*

**Environment**
- *Long Test Type*
- *Object Type of the Link*

**Grammatical Attributes**
- *Part of Speech*
- *Gender*
Found It:
The Hit List of Search Results
Filtering the Results Further
The Alternate Mouse Menu

<table>
<thead>
<tr>
<th>Command</th>
<th>Key Combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue</td>
<td>Enter</td>
</tr>
<tr>
<td>Help</td>
<td>F1</td>
</tr>
<tr>
<td>Display Term Concept</td>
<td>F2</td>
</tr>
<tr>
<td>Back</td>
<td>F3</td>
</tr>
<tr>
<td>Possible Entries</td>
<td>F4</td>
</tr>
<tr>
<td>Maintain Entry</td>
<td>F6</td>
</tr>
<tr>
<td>Maintain Glossary Entry</td>
<td>F8</td>
</tr>
<tr>
<td>Cancel</td>
<td>F12</td>
</tr>
<tr>
<td>Sort in Ascending Order</td>
<td>Shift+F1</td>
</tr>
<tr>
<td>Sort in Descending Order</td>
<td>Shift+F2</td>
</tr>
<tr>
<td>Exit</td>
<td>Shift+F3</td>
</tr>
<tr>
<td>Where-Used List</td>
<td>Shift+F4</td>
</tr>
<tr>
<td>Legend</td>
<td>Shift+F5</td>
</tr>
<tr>
<td>Remove Entry from List</td>
<td>Shift+F9</td>
</tr>
<tr>
<td>Toggle variants</td>
<td>Shift+F11</td>
</tr>
<tr>
<td>Monolingual List</td>
<td>Ctrl+F1</td>
</tr>
<tr>
<td>Without Status</td>
<td>Ctrl+F4</td>
</tr>
<tr>
<td>Status Display: Icon &lt;-&gt; Text</td>
<td>Ctrl+F7</td>
</tr>
<tr>
<td>Place Entries in Transport Request</td>
<td>Ctrl+F9</td>
</tr>
<tr>
<td>Display All Entries</td>
<td>Ctrl+F10</td>
</tr>
<tr>
<td>Display Translated Entries Only</td>
<td>Ctrl+F11</td>
</tr>
<tr>
<td>Display Non-Translated Entries Only</td>
<td>Ctrl+F12</td>
</tr>
<tr>
<td>Release All Entries</td>
<td>Ctrl+Shift+F1</td>
</tr>
<tr>
<td>Revoke Release for All Entries</td>
<td>Ctrl+Shift+F2</td>
</tr>
<tr>
<td>Display only status 3 in target lang.</td>
<td>Ctrl+Shift+F4</td>
</tr>
<tr>
<td>Display only status 1 &amp; 2 in target lang.</td>
<td>Ctrl+Shift+F5</td>
</tr>
<tr>
<td>Internal key of SI group</td>
<td>Ctrl+Shift+F7</td>
</tr>
</tbody>
</table>
Specifying SAPterm Content: The Term Maintenance Screen
Providing the Meaning of a Term:
The Glossary Definition

2 pm rule
An accounting rule according to German employment tax law.

14-Uhr-Regel
Abrechnungsregel nach deutschem Lohnsteuerrecht.

Travel Management (FI-TV)
An accounting rule according to German employment tax law.

For an international trip lasting several days, the meals per diem for the day of the return trip from the location abroad depends on the location abroad and the time of border crossing for the return.

If the border is crossed before 2 pm, the return trip day is valued with the relevant domestic per diem.
Otherwise, the employee receives the country per diem for the border location abroad.

Translation
Glossary Entry for "2 pm rule"

Travel Management (FI-TV)
An accounting rule according to German employment tax law.

For an international trip lasting several days, the meals per diem for the day of the return trip from the location abroad depends on the location abroad and the time of border crossing for the return.

If the border is crossed before 2 pm, the return trip day is valued with the relevant domestic per diem.
Otherwise, the employee receives the country per diem for the border location abroad.

GLS (A) From DE To EN: 3526C19FAFAB52B9E10000008B389743526BE0BDB126F
SAPterm Output/Access Formats

- SAP GUI
- Web access
- OLIF downloads
- Babylon
The SAP Process of Terminology Creation

Software development and technical writing teams create terms and definitions

DE/EN technical writers and translators create and review source language terms

SAPterm Terminology Database

Translators create and review target language terms

Feedback

Technical writers and translators review terms based on feedback

Reference for technical writers and translators

Reference for all SAP colleagues (software developers, trainers, services)

Reference for externals (customers, partners, agencies)

Feedback
### Quality Assurance Example:
#### Checklist: When To Release a Term

A term is released only when...

<table>
<thead>
<tr>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>The term is correct.</td>
</tr>
<tr>
<td>No duplicate term exists.</td>
</tr>
<tr>
<td>The component is correct.</td>
</tr>
<tr>
<td>The spelling is correct.</td>
</tr>
<tr>
<td>The source information is complete.</td>
</tr>
<tr>
<td>The source information is reliable.</td>
</tr>
<tr>
<td>Any synonyms are correct.</td>
</tr>
<tr>
<td>Only this term and no other is defined in the definition.</td>
</tr>
<tr>
<td>Any necessary information is entered as a comment.</td>
</tr>
<tr>
<td>The term is defined such that it is reusable in other areas.</td>
</tr>
<tr>
<td>No unnecessary further components are added.</td>
</tr>
<tr>
<td>The term is consistent with terms from related areas.</td>
</tr>
</tbody>
</table>
1. SAP is one of the world's leading business software companies serving over 80,000 customers in over 120 countries.

2. SAP’s solution portfolio covers the requirements of companies of all sizes, both large enterprises as well as small and midsize businesses.

3. From the very beginnings of the company, the internationalization, localization and translation of its solutions have been key features.

4. SAP Language Services is the central SAP-internal service department that handles all translation work and related processes.

5. One of the key quality assurance measures for translation is SAPterm, SAP’s own terminology database.
Wrap-Up

Translation Exercise, Questions & Answers

Thank You!
1. SAP: The Company
   1.1. SAP Today
   1.2. A Look at SAP’s History
   1.3. SAP’s Product Portfolio
   1.4. The Technological Future: Service-Oriented Architecture

2. Translation at SAP
   2.1. Introduction: Globalization at SAP
   2.2. SAP Language Services: The Central Translation Hub
   2.3. Translation Scope, Tools and Quality Assurance
   2.4. SAP’s Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation
Further Information

- SAP Global Website
  [http://www.sap.com](http://www.sap.com)

- SAP Community Network
  [http://www.sdn.sap.com](http://www.sdn.sap.com)

- SAP Help Portal

SAP Library documentation for
- Translation tools
  - Translation tools for translators
  
  - Setting up and coordinating translation

- SAPterm (terminology environment)
  [http://help.sap.com/saphelp_nw70/helpdata/en/22/6e2c355c6bba41e1000009b38f839/frameset.htm](http://help.sap.com/saphelp_nw70/helpdata/en/22/6e2c355c6bba41e1000009b38f839/frameset.htm)

- List of SAP-Certified Translation Partners
Contact Information

Markus Meisl
SAP AG
Dietmar-Hopp-Allee 16
69190 Walldorf
T +49/6227/7-64399
F +49/6227/7-43289
markus.meisl@sap.com
www.sap.com