

**SYBASE®**

**Device User Guide**

---

**Sybase Mobile Workflow for SAP®  
Business Suite 1.0**

iPhone

DOCUMENT ID: DC01196-01-0100-01

LAST REVISED: March 2010

Copyright © 2010 by Sybase, Inc. All rights reserved.

This publication pertains to Sybase software and to any subsequent release until otherwise indicated in new editions or technical notes. Information in this document is subject to change without notice. The software described herein is furnished under a license agreement, and it may be used or copied only in accordance with the terms of that agreement.

To order additional documents, U.S. and Canadian customers should call Customer Fulfillment at (800) 685-8225, fax (617) 229-9845.

Customers in other countries with a U.S. license agreement may contact Customer Fulfillment via the above fax number. All other international customers should contact their Sybase subsidiary or local distributor. Upgrades are provided only at regularly scheduled software release dates. No part of this publication may be reproduced, transmitted, or translated in any form or by any means, electronic, mechanical, manual, optical, or otherwise, without the prior written permission of Sybase, Inc.

Sybase trademarks can be viewed at the Sybase trademarks page at <http://www.sybase.com/detail?id=1011207>. Sybase and the marks listed are trademarks of Sybase, Inc. ® indicates registration in the United States of America.

Java and all Java-based marks are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Unicode and the Unicode Logo are registered trademarks of Unicode, Inc.

All other company and product names mentioned may be trademarks of the respective companies with which they are associated.

Use, duplication, or disclosure by the government is subject to the restrictions set forth in subparagraph (c)(1)(ii) of DFARS 52.227-7013 for the DOD and as set forth in FAR 52.227-19(a)-(d) for civilian agencies.

Sybase, Inc., One Sybase Drive, Dublin, CA 94568.

# Contents

<b>CHAPTER 1: Sybase Mobile Workflow for SAP Business Suite .....</b>	<b>1</b>
Supported Devices .....	1
Installation Prerequisites .....	1
Installing the Mobile Workflow Client on Your iPhone .....	2
Installing the Mobile Workflow Client from App Store .....	2
Installing the Mobile Workflow Client Using iTunes .....	3
Setting Up the Server Connection .....	3
<b>CHAPTER 2: Using Time and Travel Packages .....</b>	<b>5</b>
Activating the Time and Travel Packages .....	5
Submitting a Leave Request .....	6
Submitting a Travel Request .....	8
Submitting a Time Recording .....	10
<b>CHAPTER 3: Using the SAP Workflow Package .....</b>	<b>13</b>
Activating the SAP Workflow Package .....	13
Processing a Workflow Item .....	14
Processing an Alert .....	15
Processing a Notification .....	16
<b>CHAPTER 4: Uninstalling the Mobile Workflow Client .....</b>	<b>19</b>
Index .....	21



# CHAPTER 1 Sybase Mobile Workflow for SAP Business Suite

Sybase® Mobile Workflow for SAP® Business Suite (Mobile Workflow) works with Sybase Unwired Platform to make parts of your company's SAP Workflow available on your mobile device.

Mobile Workflow lets you submit information to the SAP system and sends you information submitted from the SAP system. Mobile Workflow makes the following parts of SAP Workflow available on your mobile device:

- Time and Travel Packages
  - Leave requests - for submitting requests for taking various types of leave from work
  - Travel requests - for submitting requests for approval of work-related travel plans
  - Time recording - for keeping records of timed events
- SAP Workflow Packages
  - Alerts - for receiving notifications of important events, such as approaching deadlines
  - Workflow items - for approving or rejecting travel and leave requests submitted by subordinates
  - Notifications - to remind you if you do not quickly approve or reject a request

Your Sybase Unwired Platform administrator has to set up an account for you, provide instructions for you to download and install the supporting client software, and enable download of the Sybase Mobile Workflow for SAP applications.

## Supported Devices

---

Your Sybase Unwired Platform system administrator can help ensure that you have a device with a supported operating system.

Sybase Mobile Workflow for SAP can run on these devices running these operating systems.

- Apple iPhone and iPod Touch 3.1 or higher

## Installation Prerequisites

---

Perform the installation prerequisites before installing Sybase Mobile Workflow.

Perform the prerequisites before installing Sybase Mobile Workflow for SAP Business Suite.

If your Sybase Unwired Platform system administrator has already installed the Sybase Mobile Workflow client on your device, skip these steps.

Before installing Sybase Mobile Workflow, be sure you have at least 40 MB of free storage space on the device.

- See your Sybase Unwired Platform system administrator to ensure that you have an SAP account and an Unwired Server device messaging account.
- For Unwired Server, be sure to note your user name, Unwired Server name, Unwired Server port number, activation code, and farm ID.

## Installing the Mobile Workflow Client on Your iPhone

Your Sybase Unwired Platform system administrator will direct you to install the Mobile Workflow client from App Store, or using iTunes.

You obtain the Sybase Mobile Workflow client from the App Store, either directly or through iTunes.

Your company will choose a method for provisioning the application; meaning, your system administrator determines how you obtain and install the Mobile Workflow client. The possible methods include:

- Download and install the Mobile Workflow client directly to your iPhone from the App Store.
- Obtain a copy of the application on your corporate network or through a link in an e-mail message, then use iTunes to install it on your iPhone.

## Installing the Mobile Workflow Client from App Store

Install the Mobile Workflow client from App Store if that is your company's policy.

### **Prerequisites**

Review the installation prerequisites.

### **Task**

1. On the iPhone home page, tap **App Store**.
2. Search for **Sybase**.
3. When the Sybase Mobile Sales results display, tap **Free**.
4. Tap **Free** again on the Mobile Sales information page.

---

**Note:** The application you are downloading is called Sybase Mobile Sales. After you install it, you can set it up to provide access to Sybase Mobile Workflow, Sybase Mobile Sales, or both.

---

5. Tap **Install** to download the application.

**Next**

- Set up the server connection.

**Installing the Mobile Workflow Client Using iTunes**

Install the Mobile Workflow client using iTunes if your company does not provide an App Store account.

**Prerequisites**

Review the installation prerequisites.

**Task**

1. Launch iTunes.
2. Download the application from your corporate network to your Applications library.

**Next**

- Set up the server connection.

**Setting Up the Server Connection**

Configure the server connection so that you can connect your device to the server for Sybase Mobile Workflow.

The server connection settings provide the information needed to connect to server for Sybase Mobile Workflow.

1. From the Home page, select **Settings > Sybase** to display the Sybase Connection screen.
2. Enter the server connection settings that your Sybase Unwired Platform system administrator sent to you.
  - **Server Name**
  - **Server Port**
  - **Farm ID**
  - **User Name**
  - **Activation Code**

Ignore **URL Prefix**. The server supplies this value when you connect.
3. At the bottom of the screen, in the **Sybase** section, set the "switches" to support Sybase Mobile Workflow, with or without Sybase Mobile Sales.

Options	Description
<b>Sybase Mobile Workflow switch</b>	Set to <b>ON</b> position to enable Mobile Workflow.
<b>Sybase Mobile Sales switch</b>	Set as directed by your Sybase Unwired Platform system administrator. <ul style="list-style-type: none"> <li>• Set to <b>OFF</b> position to disable Mobile Sales.</li> <li>• Set to <b>ON</b> position to enable Mobile Sales.</li> </ul>

4. Select **Return** to save your settings.



# CHAPTER 2 Using Time and Travel Packages

The Time and Travel packages allow you to submit travel and leave requests, and record your time.

## Activating the Time and Travel Packages

---

You must activate the Time and Travel packages before you can submit time and travel items.

### Prerequisites

- Your Sybase Unwired Platform administrator must register your device for the Time and Travel packages on Sybase Unwired Server.
- The Mobile Workflow client must be installed on your device.

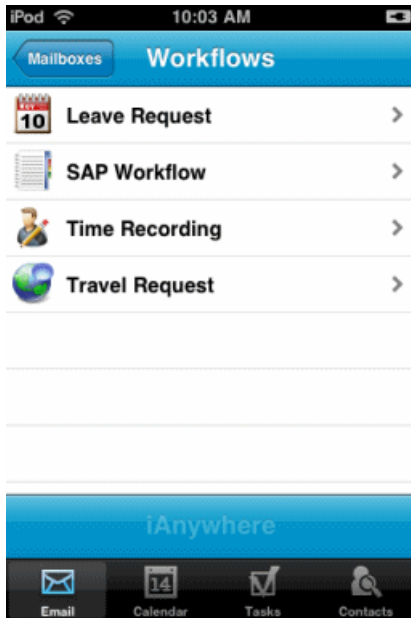
The first time you open any one of the Time and Travel packages, you must enter your SAP Username and Password in an Activation screen. When your Username and Password are accepted, you are able to use all three Time and Travel packages.

### Task

1. From the Home page, select **Sybase**.

What happens next depends on whether Sybase Mobile Sales for SAP® is also installed on your device.

Options	Description
<b>Mobile Sales is also enabled</b>	You go to the Sybase Mobile Sales screen. <ol style="list-style-type: none"><li>1. If prompted, enter your login information for Sybase Mobile Sales.</li><li>2. Select the <b>Workflow</b> icon at the bottom of the screen to proceed to the Workflows screen.</li></ol>
<b>Mobile Sales is not enabled</b>	You go directly to the Workflows screen.



2. Open one of the Time and Travel packages (Leave Request, Travel Request, or Time Recording).  
The first time you open one of the Time and Travel packages an Activation screen appears.
3. Enter your **SAP Username** and **Password**.
4. (Optional) Change the **Language** setting.
5. Select **Activate**.  
The Activation Successful screen appears when your Username and Password are accepted.
6. Select **Close** to return to the Sybase Workflow screen.

## Submitting a Leave Request

---

Submit a leave request when you want to get approval to take time off of work.

### Prerequisites

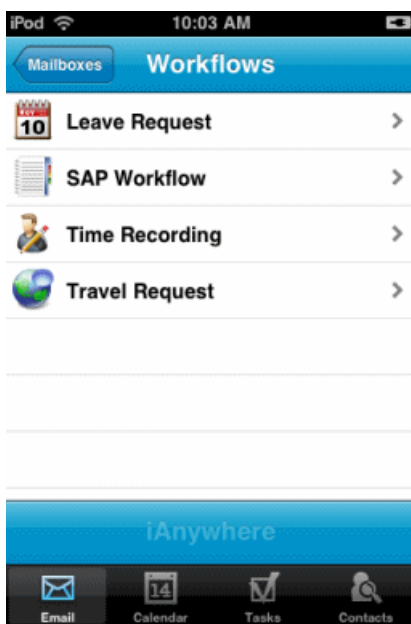
- You have activated the Time and Travel packages.

### Task

1. From the Home page, select **Sybase**.

What happens next depends on whether Sybase Mobile Sales for SAP® is also installed on your device.

Options	Description
<b>Mobile Sales is also enabled</b>	You go to the Sybase Mobile Sales screen. <ol style="list-style-type: none"> <li>1. If prompted, enter your login information for Sybase Mobile Sales.</li> <li>2. Select the <b>Workflow</b> icon at the bottom of the screen to proceed to the Workflows screen.</li> </ol>
<b>Mobile Sales is not enabled</b>	You go directly to the Workflows screen.



2. Open the **Leave Request** package.
3. Set **Start Date** and select **Continue**.  
You can not Set **Leave Type** yet.
4. Select **Continue**.
5. If your SAP login has changed, enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.  
Contact your SAP system administrator if you do not know your new Username or Password.
6. Set **Leave Type**.
7. (Optional) Change the **Start Date**.

8. Select **Continue**.
9. Set the **End Date** and enter any additional information required on the form.
10. Depending on the configuration in the SAP system, you may be able to search for and change the Approver. To add another Approver, tap the icon at the bottom of the screen and select **Search Approver**.
11. (Optional) Change **Start Date** or **End Date** or add a **Note**.

The screenshot shows a mobile application interface for submitting a leave request. At the top, there is a blue header bar with 'Back', 'Leave Request', and 'Submit' buttons. Below this, the form contains several fields, each with a right-pointing arrow indicating it is a selectable field:

- Start Date:** Dec 1, 2009
- Leave Type:** Leave Request
- End Date:** Dec 1, 2009
- Approver:** 00000014 - Kano Takashi
- Note:** Going skiing

At the bottom of the form, there is a blue bar with a white icon representing a search or selection function.

12. Select **Submit**.  
A "Leave Request was submitted" message appears. A message has been sent to the Approver. When the Approver approves or rejects the leave request, a text message may be automatically sent to notify you of the result.

## Submitting a Travel Request

---

Submit a travel request when you want to get approval for business travel.

### Prerequisites

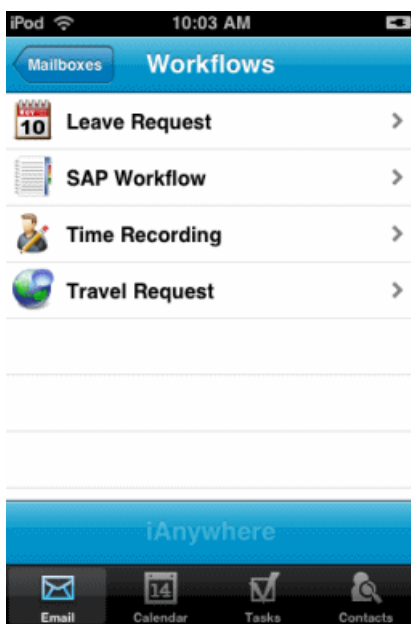
- You have activated the Time and Travel packages.

### Task

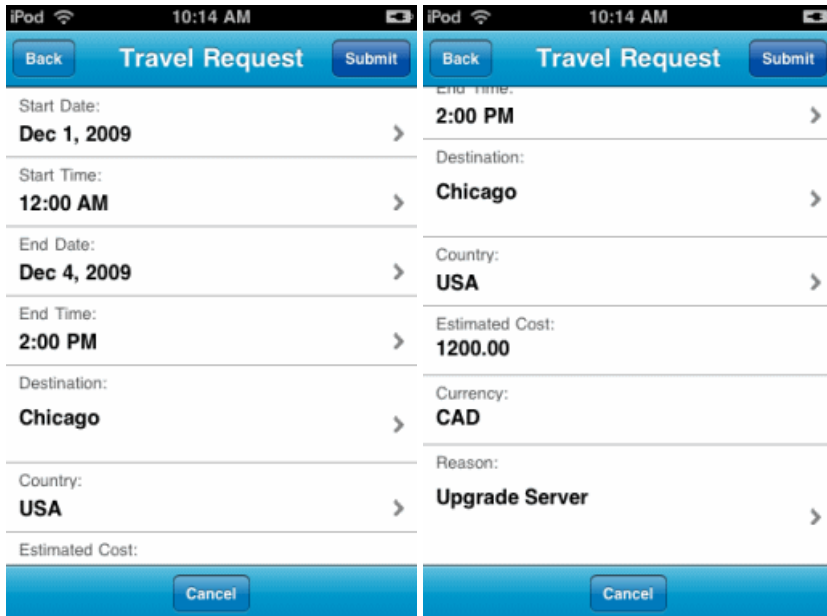
1. From the Home page, select **Sybase**.

What happens next depends on whether Sybase Mobile Sales for SAP® is also installed on your device.

Options	Description
<b>Mobile Sales is also enabled</b>	You go to the Sybase Mobile Sales screen. <ol style="list-style-type: none"> <li>1. If prompted, enter your login information for Sybase Mobile Sales.</li> <li>2. Select the <b>Workflow</b> icon at the bottom of the screen to proceed to the Workflows screen.</li> </ol>
<b>Mobile Sales is not enabled</b>	You go directly to the Workflows screen.



2. Open the **Travel Request** package.
3. Enter **Start Date** and **Start Time**.  
 You can not yet enter the other information yet.
4. Select **Continue**.
5. If your SAP login has changed, enter your new **SAP Username** and **Password** in the Change Credentials screen that appears.  
 Contact your SAP system administrator if you do not know your new Username or Password.
6. Enter the rest of the detailed information for your travel.
7. (Optional) Change information you entered earlier.



**8. Select **Submit**.**

A message appears saying that the Travel Request was submitted. A message has been sent to the Approver. You may receive a confirmation message, containing the trip number, after the travel request is accepted by the SAP system. When the Approver approves or rejects the leave request, a text message may be automatically sent to notify you of the result.

## Submitting a Time Recording

---

Submit a time recording when you want to record your time.

### Prerequisites

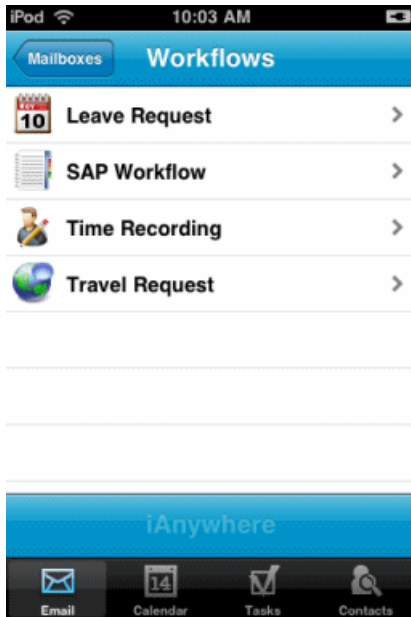
- You have activated the Time and Travel packages.

### Task

1. From the Home page, select **Sybase**.

What happens next depends on whether Sybase Mobile Sales for SAP® is also installed on your device.

Options	Description
<b>Mobile Sales is also enabled</b>	You go to the Sybase Mobile Sales screen. <ol style="list-style-type: none"> <li>1. If prompted, enter your login information for Sybase Mobile Sales.</li> <li>2. Select the <b>Workflow</b> icon at the bottom of the screen to proceed to the Workflows screen.</li> </ol>
<b>Mobile Sales is not enabled</b>	You go directly to the Workflows screen.



2. Open the **Time Recording** package.
3. Enter the **Date** and **Time** for the event.
4. Select **Continue**.
5. If your SAP login has changed, enter your new **SAP Username** and **Password** in the Change Credentials screen that appears.  
 Contact your SAP system administrator if you do not know your new Username or Password.
6. Set **Time Event**.
7. (Optional) Change **Date** and **Time**.



8. Select **Submit**.

A message is displayed saying that the Time Recording was submitted. You will not receive any further messages about your Time Recording submission.



# CHAPTER 3 Using the SAP Workflow Package

SAP Workflow package allows you to approve travel and leave requests, and receive alerts.

## Activating the SAP Workflow Package

---

You must activate the SAP Workflow package before you can process SAP Workflow items.

### Prerequisites

- Your Sybase Unwired Platform administrator must register your device for the SAP Workflow package on Sybase Unwired Server.
- The Mobile Workflow client must be installed on your device.

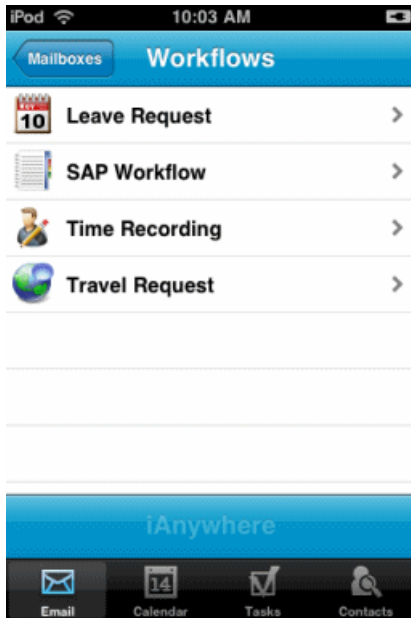
The first time you open the SAP Workflow package, you must enter your SAP Username and Password in an Activation screen. When your Username and Password are accepted, you are able to use to the SAP Workflow package.

### Task

1. From the Home page, select **Sybase**.

What happens next depends on whether Sybase Mobile Sales for SAP® is also installed on your device.

Options	Description
<b>Mobile Sales is also enabled</b>	You go to the Sybase Mobile Sales screen. <ol style="list-style-type: none"><li>1. If prompted, enter your login information for Sybase Mobile Sales.</li><li>2. Select the <b>Workflow</b> icon at the bottom of the screen to proceed to the Workflows screen.</li></ol>
<b>Mobile Sales is not enabled</b>	You go directly to the Workflows screen.



2. Open the **SAP Workflow** package.  
The Activation screen appears.
3. Enter your **SAP Username** and **Password**.
4. (Optional) Change the **Language** setting.
5. Select **Activate**.  
If your Username and Password are accepted, the Activation Successful screen appears.
6. Select **Close**.  
The Sybase Workflow screen appears, without the SAP Workflow icon.

## Processing a Workflow Item

---

A workflow item requires you to approve or reject a request.

### Prerequisites

- You have activated the SAP Workflow package.

A workflow item comes to you when someone you manage submits a request that you must either approve or reject. Workflow items come to your mobile device messaging inbox.

### Task

1. Go to your device messaging inbox and locate the workflow item.

Look for "SAP Workflow" as the sender.

2. Open the workflow item and review the information on the SAP Workflow screen.

The SAP Workflow screen provides all the information submitted in the request.

3. Under **Choose an Alternative**, select **Approve** or **Reject**.

4. (Optional) Add a **Comment**.

For example, give the reason why you reject a request.

5. Select **Save** to complete the processing of the request; after processing by SAP, it will be automatically deleted from your inbox.

If you want to come back to process this workflow item later, select **Cancel**.

---

**Note:** With Travel Request workflow items, the approval may be sent to several managers. As soon as one manager approves the Travel Request, the workflow item is automatically deleted from the other managers' inboxes.

---

6. If your SAP login has changed, another message will automatically be sent to you.

Open that message and enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.

Contact your SAP system administrator if you do not know your new Username or Password.

---

**Note:** If your SAP login has changed, the workflow item is not processed until you supply your new SAP login.

---

## Processing an Alert

---

An alert informs you of some event that will occur soon, which you need to know about, or for which you need to take action.

### Prerequisites

- You have activated the SAP Workflow package.

Managers send alerts to groups of people to advise them of important events, like project deadlines and milestones. Alerts come to you in your mobile device messaging inbox.

### Task

1. Go to your device messaging inbox and locate the alert.

Look for "SAP Alert" as the sender.

2. Open the alert and read the summary information on the Alert screen.

The Alert screen provides a summary of what you need to do, and when you need to finish doing it.

3. Select **Menu > Longtext** to display detailed instructions for the alert.

The Alert Longtext screen provides more detailed instructions.

4. Select **Back** to return to the Alert screen.
5. Select **Menu > Activities** to display additional information, or links to additional information, related to this alert.
6. Select **Back** to return to the Alert screen
7. If you are finished with this alert, select **Complete**; after processing by SAP, it will be automatically deleted from your inbox.

If you want to come back to this alert later, select **Menu > Close** to close the alert, keeping it in your inbox.

8. If your SAP login has changed, another message will automatically be sent to you.

Open that message and enter your new SAP **Username** and **Password** in the Change Credentials screen that appears.

Contact your SAP system administrator if you do not know your new Username or Password.

---

**Note:** If your SAP login has changed, your response to the alert is not processed until you supply your new SAP login.

---

## Processing a Notification

---

A notification comes to your device messaging inbox when you have not finished processing a Time and Travel request within 15 minutes.

### Prerequisites

- You have activated the SAP Workflow package.

### Task

1. Go to your device messaging inbox and locate the notification.

Look for "SAP Notification" as the sender.

2. Open the notification and review the information on the SAP Notification screen.

The SAP Notification screen provides summary information about the request that you need to process, by either approving or rejecting.

3. Use the information in the notification to locate the related "SAP Workflow" entry in your device messaging inbox.

That message arrived about 15 minutes before the notification.

4. Complete the processing of the related request by accepting or rejecting it.  
The request message and the notification message will be automatically deleted after you process the original request.



## CHAPTER 4 **Uninstalling the Mobile Workflow Client**

Uninstall the Mobile Workflow client when you no longer need to use it.

1. Hold your finger on the Sybase icon on your home screen until it begins to shake or wiggle.
2. Select the **X** in the upper left-hand corner of the application icon.





# Index

## A

- activating SAP Workflow package 13
- activating Time and Travel packages 5
- alert 15

## E

- enabling Sybase Mobile Sales for SAP 3
- enabling Sybase Mobile Workflow 3

## I

- installation prerequisites 1
- installing client 2
  - using iTunes 3
- installing from App Store 2

## L

- leave request 6

## M

- Mobile Workflow 1

## N

- notification 16

## S

- setting up server connection 3
- supported devices 1
- Sybase Mobile Sales for SAP
  - disabling 3
  - enabling 3
- Sybase Mobile Workflow for SAP Business Suite
  - 1
  - enabling 3

## T

- time recording 10
- travel request 8

## U

- uninstalling client 19
- using SAP Workflow package 13
- using time and travel packages 5

## W

- workflow item 14

