



4MOST NEWSLETTER - DECEMBER 2021

As 2021 draws to an end, we sincerely thank those who have made our progress throughout a very difficult year possible. Warm wishes for the holiday season. May peace, prosperity and happiness be yours throughout the holidays.

Please take note that our Head Office in Pretoria, South Africa will be open throughout the holiday season, excluding public holidays, to assist with any urgent service related queries. We will have a small number of staff on duty, to ensure that you are fully supported in this time.

You can direct your requests to support@4most.co.za or +27 (0)12 345 2505.
In addition, the urgent after hours support lines will be operational during this period;
Urgent After-Hours SAP Support: +27 (0)72 271 9898
Urgent After-Hours IT Support: +27 (0)72 281 1920 (For 4most's Hosted Clients)

Read further in this newsletter for more information on how to contact our Support Services and how to log a support call.

What's in store for you in this month's newsletter:

1. SAP CTO Juergen Mueller at SAP TechEd in 2021: We Can Reinvent the Global Economy
2. Start Acting on a Circular Economy and Eliminate Waste
3. SAP Tip of the Week
4. How to Contact 4most for Support

SAP CTO Juergen Mueller at SAP TechEd in 2021: We Can Reinvent the Global Economy



Juergen Mueller, chief technology officer and member of the Executive Board of SAP SE, kicked off SAP TechEd in 2021 with a hard-hitting strategic view of the major challenges business face and how leaders and developers are partnering with SAP to reinvent the global economy.

As companies and consumers struggle with the pandemic's ongoing health and economic crises, supply chain disruptions remain the norm, and accelerated digital transformation demands cloud-based innovation. These challenges are taking place against the backdrop of increasing climate change and calls for equality.

By Susan Galer. SAP News Center

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Start Acting on a Circular Economy and Eliminate Waste



Thanks to consumer concern about the environmental impact of their favorite brands, companies are focused on producing more sustainable products and implementing processes to prevent materials from going to waste.

Currently only a fraction of our plastic waste – 14%, according to a report by the World Economic Forum and the Ellen MacArthur Foundation – is collected and recycled after use. The rest ends up in landfills or in the oceans and waterways, contributing to global warming.

By Natasha Pergl. Courtesy of SAP News Center

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Write Your Path on Your Own

Hiking is great. Being outdoors, enjoying nature, clearing the mind and soul... when taking a hike in a new place sticking to the marked paths is essential – simply because it is safer. But if you go hiking in a place that you know – you might allow yourself to be more adventurous knowing that somehow you'll make it OK. Setting the paths to the various folders in SAP Business One is pretty similar – you click the browse button and navigate to the target folder – e.g. pictures or attachments. This may require few clicks and few more seconds but you surely end up with the accurate path. But what if you know the path by heart? Or you just have the folder open in front of you? For such cases, SAP Business One enables you to manually enter the path by typing or, by pasting it into the respective field:

By Ari Shapira - Chief Product Owner SAP Business One at SAP

[Click here](#)

How to Contact 4most for Support

We provide more than one way to log a Service Call to ensure you receive the best service in the shortest possible time. When an SAP issue is detected, you are able to log the service call by;

1. Log the call online
2. Send us an email
3. Call in for Telephonic Support

Please see below for steps to follow.



Support Portal

We provide our clients with a custom developed Service Call Management Functionality also known as a Support Portal.

This allows our clients to log service calls simply and conveniently online at any time, track accurate, timely and conclusive updates on the progress and status of their service call and more. This is a transparent, incorruptible means of communication, not limited by business hours!

If you are a client of ours, you can login with your username and password [here](#).

The Support Portal offers a convenient web based system which enables you to:

- Log your service calls, simply and conveniently, online at anytime
- Update against the open issues
- Attach supporting documents to your logged call
- Track accurate, timely and conclusive updates on the progress and status of your service call
- View the progress and status of all of your company's logged issues
- Regain control of the level of issues logged

[More info](#)



4most Client Care Centre

As a certified SAP Business One Partner, 4most is dedicated to ensuring the continued care of our clients and boasts an in-house Client Care Centre.

Our experienced and certified business and technical consultants provide assistance and technical support services with the goal of helping the user solve specific problems with their technology or software solutions.

How to contact our Client Care Centre:

1. Email us at support@4most.co.za

2. Call in - for emergencies only

Office landline: +27 (0)12 345 2505

* Monday to Friday; 8am to 5pm*

Urgent After-Hours Support:

Urgent After-Hours SAP Support: +27 (0)72 271 9898

Urgent After-Hours IT Support: +27 (0)72 281 1920 (For 4most's Hosted Clients)

Kindly take note that 'Urgent Support' is defined as a level 1 or level 2 incident.

[More info](#)



4most Systems provides world-class, individually tailored and innovative business solutions for small, medium and large enterprises across industries and sectors. Established as an SAP Partner in 2004, we deliver ERP solutions utilising SAP Business One at the core. With offices in South Africa, Botswana and Namibia as well as a growing economic footprint in the DRC, Kenya, Zambia, Malawi and Tanzania, the company has a strong base, being the first and only partner to establish all-round SAP competency, offering over 30 years of experience and skills.

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