SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration Guide

Customer Contract Change using SAP Build Process Automation or SAP Workflow Management

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THE BEST RUN

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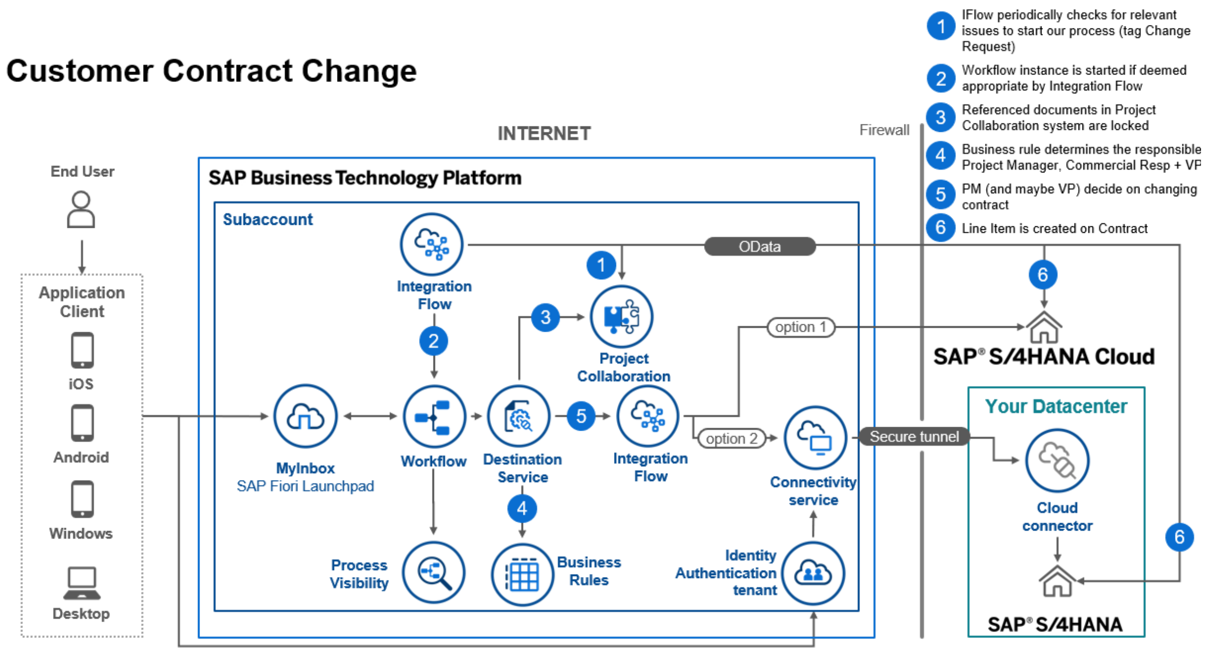
Overview

This document provides information about configuration steps to consume the package Customer Contract Change. The main audiences of this document are Project Manager, Vice President, Commercial Responsible, Developers and Product Owners.

The process will check in regular intervals if an issue that might lead to a change in the project scope has been added and closed and will then start the approval workflow. First, the referenced documents are locked. Afterwards, the project manager will have to decide if the issue leads to a change in the contract. If so, the Project Manager will have to supply additional data and confirm. If the change value exceeds a customizable threshold, an additional Vice President approval will be needed. If all relevant approvals are there, an additional line item will be added to the contract. If contract update fails, the Process Administrator will receive an email with the error and take a decision on contract. If the Process Administrator decides to abort process, the mail will be sent with contract details to Commercial Responsible to manually create the contract line item. Finally in the last step, Project Manager, Vice President and Commercial Responsible will receive an email with Issue, Contract and Approval details. Salient features of this content package are:

- Automatically update Customer Contract Change process status to reflect the current execution in the Workflow
- Orchestrate communication between to Project Manager, Vice President and Commercial Responsible
- Automatically react to the closing of relevant issues in SAP S/4HANA Cloud for Projects, Project Collaboration



Artifacts

A package consists of process templates, process steps, process variants, decisions, and process visibility models. Please refer help documentation about these artifacts.

Process

A process template is a set of business activities and tasks that, once completed, fulfills an organization goal. Customer Contract Change package contains the following process template:

CustomerContractChange – Contains the steps needed for the scenario

A business process can be broken down logically into smaller parts or steps. Each process step is a collection of activities to perform a specific task. For example, an approval process step can contain activity to determine the approvers, approval task, notifications, and handle the approval result. Table 1 represents the list of process steps/sub flows available to be used in Customer Contract Change.

Table 1. Process Steps

Process Steps	Cardinality	Detailed Description
Decide Contract Change	1……1	Mandatory step that has to be placed first in a Process Variant. In this step the Project Manager Reviews the Project, Contract and Issue details and takes a decision if changing the contract is required or not. If change is required, then process executes to the Project Manager to add the change value. The next step is to Vice President Approval where the Vice President decides to Approve or Reject that contract by given contract details. If no contract change is required, then the Project Manager can directly decline that contract change process in the first user task.
Update Customer Contract	0……1	Optional step that has to be placed after Decide Contract Change. In this step the Customer Contract is appended with a new line item.

The process has attributes, and these attributes are available in process visibility to search approval process instances and to define process performance indicators. Please see Table 3 for more details.

Table 3. Process Attributes.

Process Attributes	Detailed Description
Project Name	Project Name
Issue Title	Issue Title

Sales Contract	Sales Contract
Contract Update	Contract Update
PM Approved	PM Approved
VP Approved	VP Approved
Sales Organization	Sales Organization
Issue Priority	Issue Priority
Issue Status	Issue Status
Issue Created By	Issue Created By
Project Id	Project Id
Issue Id	Issue Id
Change Value	Change Value

Process Variants

A process variant consists of multiple process steps configured by a line of business expert. It is possible to create multiple variants of the same process.

Please refer help documentation about how to import content packages and configure a process variant.

Import Customer Contract Change and Configure Process Variants with SAP Build Process Automation

1. In the SAP Build Process Automation Store, search for live process package Customer Contract Change and import the same. This content package has one process template and process variant(s) for that template.
2. In the Application Development Lobby, click to open the package with name Customer Contract Change. This opens the package in a new tab/window.
3. Click the + icon next to the process template to create a new process variant.
4. Enter Name of the new Process Variant (ex, Two Step Approval).
5. Click the newly created Process Variant tile to save and activate the process variant.
6. The process variant has a default implementation with two steps and at least one level of approval.
7. It is possible to remove steps like "Approval for Customer Contract Change" from a process variant only if there are multiple approvals. Please note that whether a step is mandatory or optional, and how many a times any step can be used within a variant, are dependent on the constraints defined on the process steps.
8. Save and activate the variant. A successful activation will create a new workflow definition in the account that can be viewed in the Monitor Processes and Workflows app.

Import Customer Contract Change and Configure Process Variants with SAP Workflow Management

1. In Process Flexibility Cockpit app, search for content package **Customer Contract Change**. and import the same. Please refer the standard help document about how to import a content package. This content package has one process template and process variant(s) for that template are required.
2. Open content package in Flexibility Cockpit and click Process Variants tile.
3. Click New Process Variant.
4. Enter Name of the new Process Variant (ex, default) and select "Customer Contract Change" as Process.
5. Click the newly created Process Variant tile to save and activate the process variant.
6. The process variant has a default implementation with two steps.
7. Save and activate the variant. A successful activation will create a new workflow definition in the account that can be viewed in the Monitor Workflows – Workflow Definition app in SAP Fiori Launchpad.
8. Update the Determine Process Variant Policy and include the newly created workflow definition ID in the rule

Prepare System

The Prepare System step is a mandatory step preconfigured in the default process variant and it is not available for process step selection in process variant. It will prepare data for Decide Contract Change. This step prepares the data such as Project information, Issue information, Process information and sets the referenced document status to be reviewed.

Decide Contract Change

Mandatory step that has to be placed first in a Process Variant. In this step the Project Manager Reviews the Project, Contract and Issue details and takes a decision if changing the contract is required or not. If change is required, then process executes to the Project Manager to add the change value. The next step is to Vice President Approval where the Vice President decides to Approve or Reject that contract by given contract details. If no contract change is required, then the Project Manager can directly decline that contract change process in the first user task.

1. Drag the step into the variant. Place it first after start event of variant. Place it exactly once

Update Customer Contract

Optional step that has to be placed after Decide Contract Change. In this step the Customer Contract is appended with a new line item.

1. Drag the step into the variant. Place it after Decide Contract Change. Place it exactly once

Finalization

The Finalization step is a mandatory step preconfigured in the default process variant and it is not available for process step selection in process variant. In this step, based on Update Customer Contract status the final email is sent to the Project Manager, Vice President and Commercial Responsible with Issue details, Approval Details and the Contract details information. If contract update failed and need to manual update then, Commercial Responsible will receive an email with contract details for manually updating the contract and Project Manager and Vice President also receive an info mail with that status.

Decisions & Policies

Decisions allow to encapsulate the business logic from core applications and supports the reuse of business rules across different business processes. Decisions enable customers to adopt changes in processes without changing the underlying workflows or application logic. SAP Build Process Automation or SAP Workflow Management has business rules capabilities that enables customers to centrally manage all decisions. Please go through the business rules capabilities in SAP Build Process Automation or SAP Workflow Management.

Customer Contract Change enables customers to flexibly configure decisions to gain flexibility to

1. Determine Project Manager
2. Determine VP Approval
3. Determine Commercial Responsible
4. Determine Variant Information

1. Determine Project Manager

Rule Service Name: Determine Project Manager

Input: Determine Project Manager Input (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Project Id	String	Project Id

Output: Determine Project Manager Output (Structure Type)

Determine Project Manager Information

ATTRIBUTE	TYPE	DESCRIPTION
User Id	String	User Id
Group Id	String	Group Id
Email	String	Email id

Where Used: Decide Contract Change, Finalization

2. Determine VP Approval

Rule Service Name: Determine VP Approval

Input: Determine VP Approval Input (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Project Id	String	Project Id
Change Value	String	Contract Change Value
Currency	String	Currency

Output: Determine VP Approval Output (Structure Type)

Determine VP Approval Information

ATTRIBUTE	TYPE	DESCRIPTION
User Id	String	User Id
Group Id	String	Group Id
Email	String	Email id

Where Used: Decide Contract Change, Finalization

3. Determine Commercial Responsible

Rule Service Name: Determine Commercial Responsible

Input: Determine Commercial Responsible Input (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Project Id	String	Project Id

Output: Determine Commercial Responsible Output (Structure Type)

Determine Commercial Responsible Information

ATTRIBUTE	TYPE	DESCRIPTION
User Id	String	User Id
Group Id	String	Group Id
Email	String	Email id

Where Used: Update Customer Contract, Finalization

4. Determine Variant Information

Rule Service Name: Determine Variant Information

Input: Determine Variant Information Input (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Project Id	String	Project Id

Output: Determine Variant Information Output (Structure Type)

Determine Variant Information

ATTRIBUTE	TYPE	DESCRIPTION
Admin User Id	String	User Id
Admin Group Id	String	Group Id
Admin Email	String	Email id
Variant Id	String	Variant Id
Escalation Time	String	Escalation Time in Hours

Where Used: Prepare System, Decide Contract Change, Update Customer Contract, Finalization

Process Visibility

Process Visibility capability in SAP Build Process Automation or SAP Workflow Management enables Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. It also enables customers gain out of the box process visibility into their deployed processes. Please refer help documentation for more details.

Customer Contract Change process content package provide out of the box visibility on all the process variants in SAP Build Process Automation or SAP Workflow Management. Line of business expert will be able to enhance the visibility scenario to their requirements.

Configure Visibility Scenarios in SAP Build Process Automation

1. Go to the Application Development Lobby.
2. Select Customer Contract Change Project.
3. Click to open Customer Contract Change scenario.
4. Click Activate button.

Please go through the help documentation on how to configure the visibility scenario.

Configure Visibility Scenarios in SAP Workflow Management

1. Go to Process Flexibility Cockpit.
2. Select Customer Contract Change Dashboard tile.

3. Click Visibility Scenarios tile.
4. Select Project Creation scenario

Please go through help documentation on how to model a visibility scenario.

Access Process Workspace in SAP Build Process Automation

1. The process visibility scenario can be accessed using SAP Launchpad Service. Refer to the help document for creating UI applications on central SAP Fiori Launchpad for SAP Build Process Automation.
2. Once you have added the applications process Visibility Scenario Instances (with app ID com.sap.spa.pv.instances) and Visibility Scenario Dashboard (with app ID com.sap.spa.pv.ovp), follow the below steps to add a tile to access the Customer Contract Change dashboard.
   a. Navigate into "Visibility Scenario Dashboard".
   b. On the screen that opens, choose Create a Local Copy.
   c. To use custom texts, choose Edit and adapt the texts in the General section.
   d. You can use a custom title, description, and subtitle for the tile.
   e. Choose the Navigation tab.
   f. Under the Intent section, ensure that the value in the Action tab is unique for every application.
   g. Under the Parameters section, provide the following:

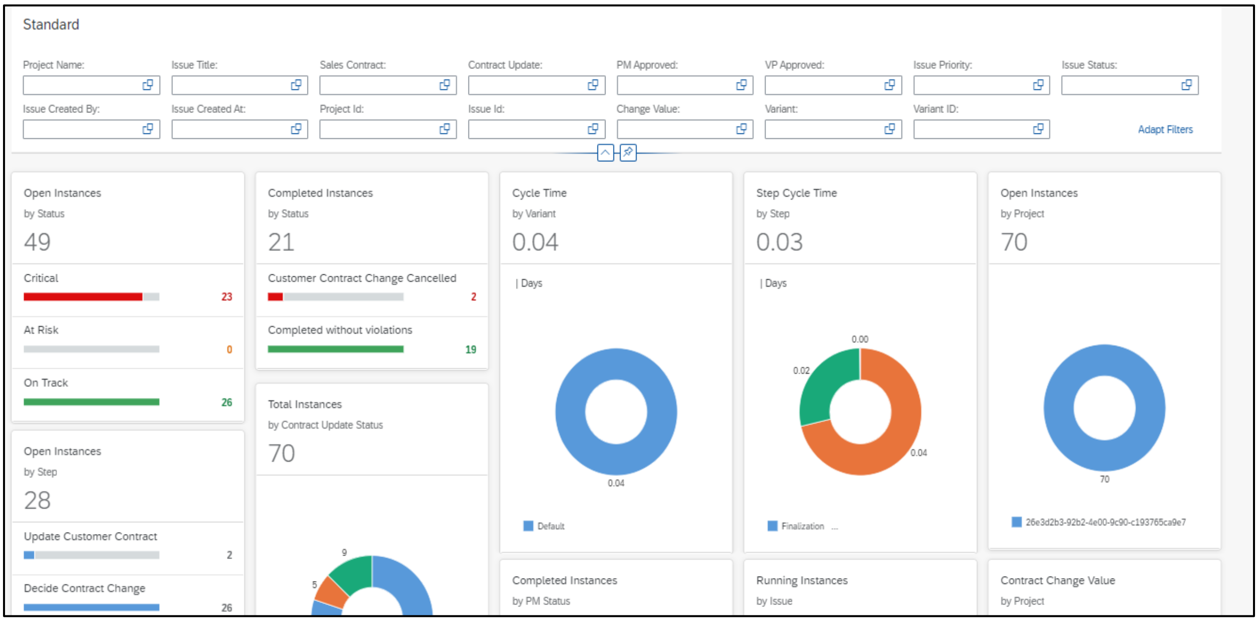
Parameter Name	Parameter Value
Name	scenarioId
Default Value	com.sap.content.custcontrchng
Required	Toggle to Yes

   h. Choose Save.
   i. Assign the local copy to a group and make sure that they're visible to users. For more information, see Assign Apps to a Group and to a Catalog and Assign Content to a Role.

3. Once created, select app that corresponds to "Customer Contract Change".
4. User will see the process visibility dashboard below.

Access Process Workspace in SAP Workflow Management

1. Go to Process Flexibility Cockpit
2. Select Customer Contract Change
3. Click Live Process Insights Customer Contract Change Dashboard
4. User will see the below detailed process visibility dashboard.



Please go through [help documentation]() on how to access process workspace.