

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

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

Table of Contents

Table of Contents	2
Overview	3
My Inbox Task	4
Review Contract Change	4
Escalated Approval.....	10
Process Visibility Workspace.....	14
Access Process Workspace with SAP Build Process Automation.....	14
Access Process Workspace with SAP Workflow Management	14

Overview

This document provides information about how to use the Content Package for **Customer Contract Change** using SAP Workflow Management or SAP Build Process Automation. Project Manager, VP Approvers, Commercial Responsible & other approvers are the target users of this document.

The workflow 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 PM will have to supply additional data and confirm. If the change value exceeds a customizable threshold, an additional VP approval will be needed. If all relevant approvals are there, an additional line item will be added to the contract.

This package contains the following features:

- Automatically detect when an issue has been created that is relevant
- Automatically mark the referenced documents as reviewed
- Escalated approval can be configured based on the change value
- Automatically create new line items in the respective customer contracts to account for the change in project scope

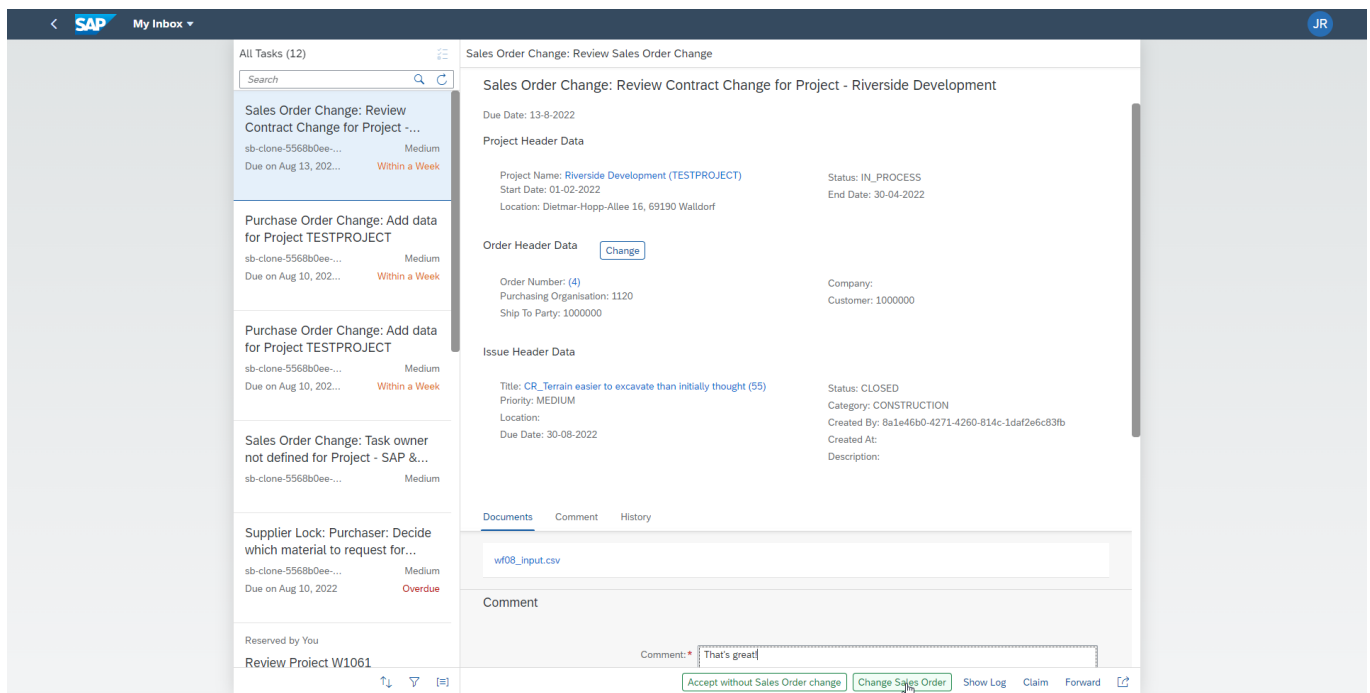
My Inbox Task

The **Customer Contract Change** enables the Project Manager, Vice President to view the approval tasks in My Inbox. They could also make a decision to what can they do the approval task, and what is the outcome.

Review Contract Change

“My Inbox” application enables line of business users to claim and complete their task. Please go through [SAP My Inbox documentation](#) for more details.

The Project manager receive a task to refresh and review Project, Contract and Issue information and decide to either change contract required or not. If Change not required then he/she simply click on Accept without Change Contract and process will be finished.



Process Header Section

Customer Contract Change: Review Contract Change for Project - SAP & Partner Event Location

Process Header Data

Started By: [User Name]
Started At: 29-03-2022 09:33:54
Due Date: 1-4-2022

The Process Header Section shows when and by whom the process was started as well as the Due Date of the task

Project Header Section

Project Header Data

Project Name: [SAP & Partner Event Location \(TESTPROJECT\)](#)
Start Date: 01-02-2022
Location: Dietmar-Hopp-Allee 16, 69190 Walldorf

Status: IN_PROCESS
End Date: 30-04-2022

The Project Header Section displays the header data of the project. It shows the name of the project as a link (navigation into SAP S/4HANA Cloud for Projects, Project Collaboration), the start and end date of the project, the project status and the location

Order Header Section

Order Header Data

[Change](#)

Order Number: [\(4\)](#)
Purchasing Organisation: 1120
Ship To Party: 1000000

Company:
Customer: 1000000

The Contract Header Section shows data of the chosen Sales Contract. It shows the Contract Number and title, the Purchasing Organization, Supplier and the Company Code. The Change button enables the user to switch between multiple contracts that have been referenced in the Project. The name of the contract is a link, enabling the user to directly open the Sales Contract if the link is maintained in SAP S/4HANA Cloud for Projects, Project Collaboration

Issue Header Section

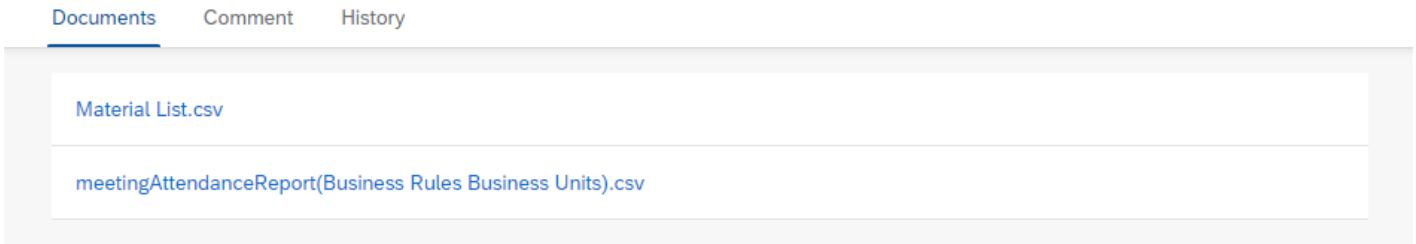
Issue Header Data

Title: [CR_Dancefloor size \(1\)](#)
Priority: HIGH
Location: Dance Area
Due Date: 31-03-2022

Status: CLOSED
Category: CONSTRUCTION
Created By: a0acabf7-a21b-4aa2-bcc8-360d8b770dd9
Created At: 02-03-2022 17:13:19
Description: Change Request

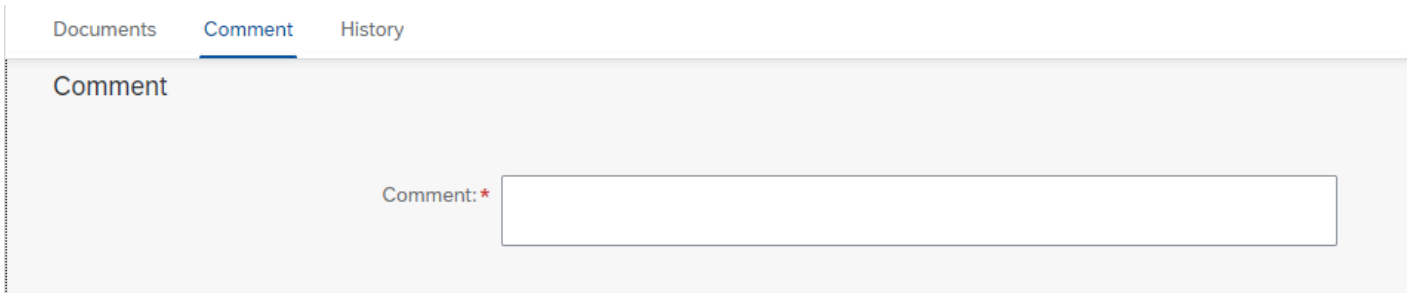
The Issue Header Section displays data of the issue header like the title of the Issue (link to SAP S/4HANA Cloud for Projects, Project Collaboration Issue), the priority, status, category, creator, creation timestamp, location, due date and description.

Document Section



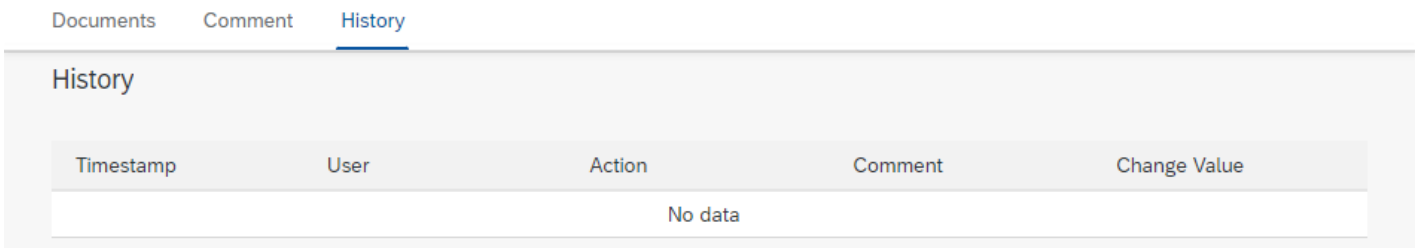
The Document Section enables the user to download the documents referenced in the issue

Comment Section



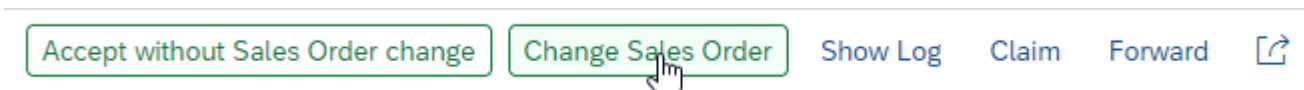
The Comment Section enables the user to add a comment to the task. The comment is mandatory

History Section



The History Section will display any user task actions like deciding whether to change the contract or not along with the user, timestamp and the comment that was entered

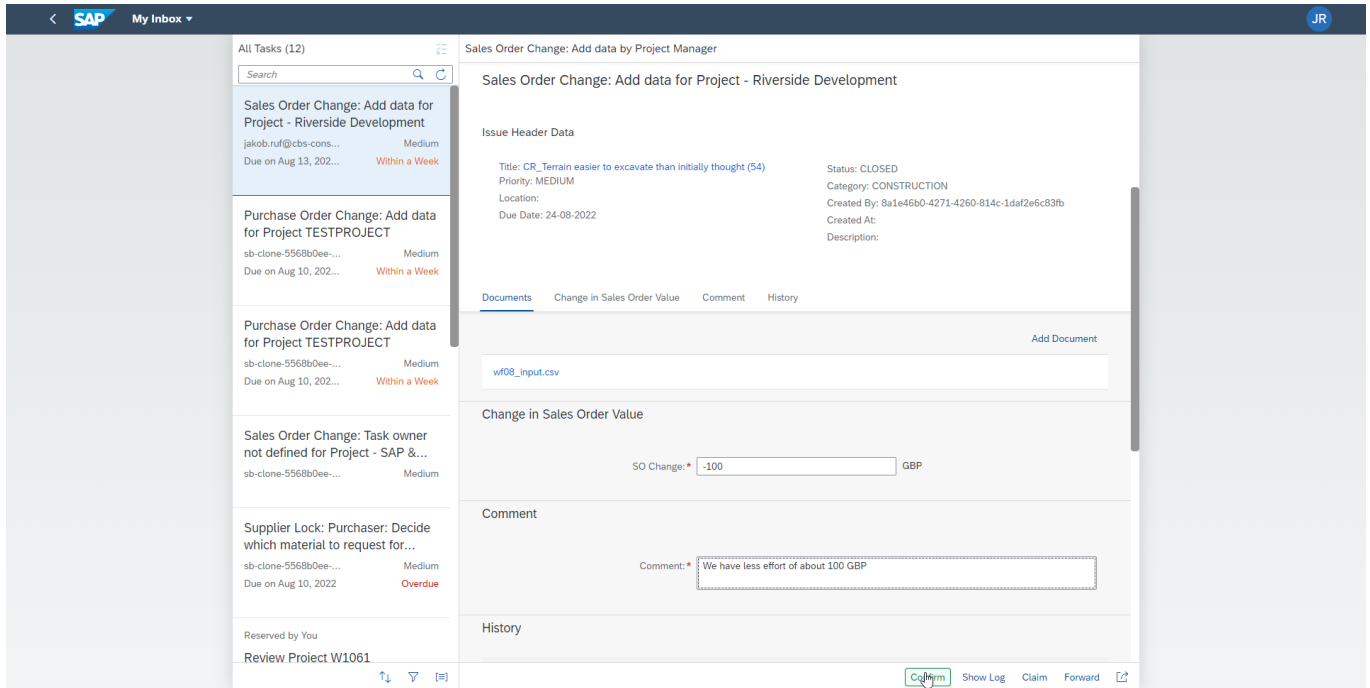
Action Section



The Project Manager can make one of the following decisions:

1. **Accept without contract change** - Click **Accept without contract change** if Contract Change not required after Reviewing all information by Project Manager.
2. **Change Contract** – Click **Change Contract** if Contract Change required after Reviewing all information by Project manager and send task to another user to perform the task.

The Project manager receive a task with Project, Contract and Issue information then he/she enters a Change Amount in Change Value textbox with necessary comment and then confirms the task by clicking on Confirm button and task will be forwarded for Vice President Approval



Process Header Section

Customer Contract Change: Review Contract Change for Project - SAP & Partner Event Location

Process Header Data

Started By: [Redacted]

Started At: 29-03-2022 09:33:54

Due Date: 1-4-2022

The Process Header Section shows when and by whom the process was started as well as the Due Date of the task

Project Header Section

Project Header Data

Project Name: [SAP & Partner Event Location \(TESTPROJECT\)](#)
Start Date: 01-02-2022
Location: Dietmar-Hopp-Allee 16, 69190 Walldorf

Status: IN_PROCESS
End Date: 30-04-2022

The Project Header Section displays the header data of the project. It shows the name of the project as a link (navigation into SAP S/4HANA Cloud for Projects, Project Collaboration), the start and end date of the project, the project status and the location

Order Header Section

Order Header Data

[Change](#)

Order Number: [\(4\)](#)
Purchasing Organisation: 1120
Ship To Party: 1000000

Company:
Customer: 1000000

The Order Header Section shows data of the chosen Sales Order. It shows the Order Number and title, the Purchasing Organization, Supplier, Ship To Party and the Company Code. The name of the order is a link, enabling the user to directly open the Sales Order if the link is maintained in SAP S/4HANA Cloud for Projects, Project Collaboration

Issue Header Section

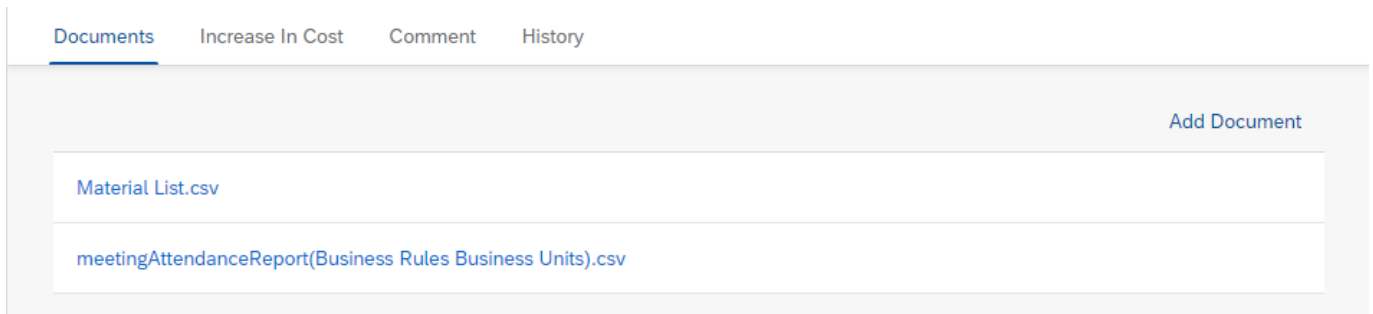
Issue Header Data

Title: [CR_Dancefloor size \(1\)](#)
Priority: HIGH
Location: Dance Area
Due Date: 31-03-2022

Status: CLOSED
Category: CONSTRUCTION
Created By: a0acabf7-a21b-4aa2-bcc8-360d8b770dd9
Created At: 02-03-2022 17:13:19
Description: Change Request

The Issue Header Section displays data of the issue header like the title of the Issue (link to SAP S/4HANA Cloud for Projects, Project Collaboration Issue), the priority, status, category, creator, creation timestamp, location, due date and description.

Document Section



Documents Increase In Cost Comment History

Add Document

Material List.csv

meetingAttendanceReport(Business Rules Business Units).csv

The Document Section enables the user to download the documents referenced in the issue. The Add Document button will navigate the user to the document management of the Project in SAP S/4HANA Cloud for Projects, Project Collaboration.

Change in Sales Order Value Section

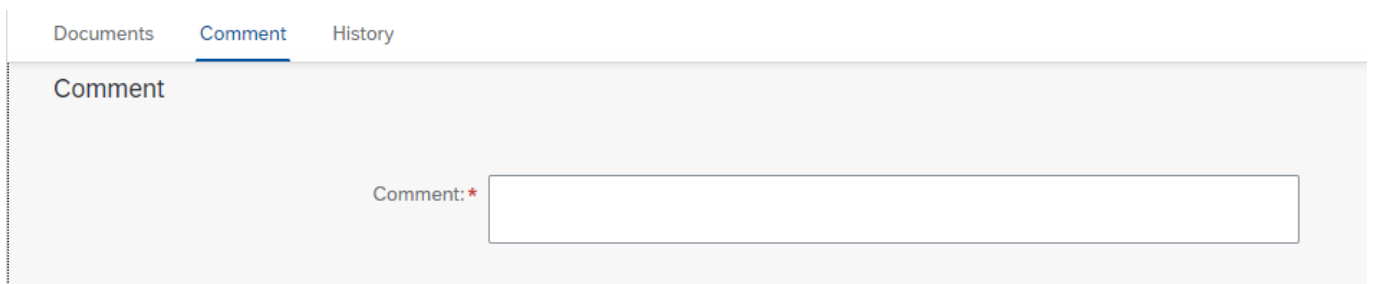


Change in Sales Order Value

SO Change: * GBP

The Change in Sales Order Value section allows the user to maintain the change in cost (be it an increase or a decrease) that the issue is causing to the project. The currency is taken from the referenced Sales Order

Comment Section



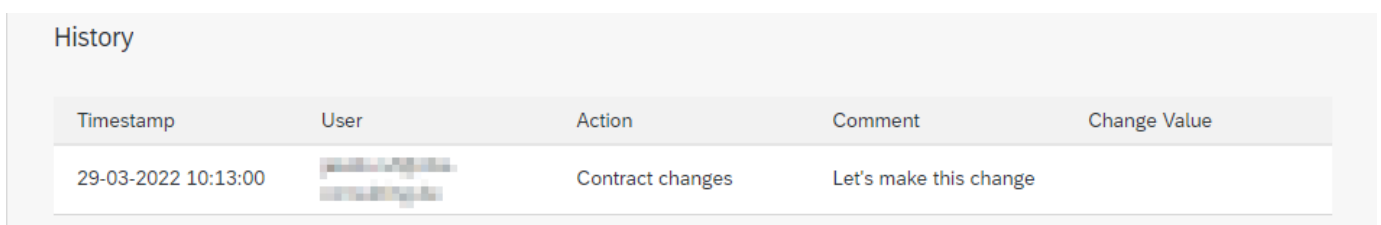
Documents Comment History

Comment

Comment: *

The Comment Section enables the user to add a comment to the task. The comment is mandatory

History Section



History

Timestamp	User	Action	Comment	Change Value
29-03-2022 10:13:00	[Redacted]	Contract changes	Let's make this change	

The History Section will display any user task actions like deciding whether to change the contract or not along with the user, timestamp and the comment that was entered

Action Section

[Confirm](#) [Show Log](#) [Claim](#) [Forward](#) [↗](#)

The Project Manager can have following decision:

1. **Confirm** - Click **Confirm** to Confirm the task with Change Value by Project Manager.

Escalated Approval

The Vice President (or any other person specified in the Business Rule) receives a task from Project Manager to take final decision on contract change. The Vice President review all information along with Change Value and either approves or rejects the Contract Change process. If Approve then process will be forwarded to create a new line item for updated contract or If Reject then process will continue to Finalization step.

The screenshot displays a 'My Inbox' view with a task list on the left and a detailed view of a 'VP Approval' task on the right. The task title is 'Customer Contract Change is Requested for Project - SAP & Partner Event Location'. The location is 'Dietmar-Hopp-Allee 16, 69190 Walldorf'. The contract header data includes 'Contract Number: Test Contract (40000003)', 'Company: 10', and 'Supplier: 42100001'. The issue header data includes 'Title: CR_Dancefloor size (1)', 'Priority: HIGH', 'Location: Dance Area', and 'Due Date: 31-03-2022'. The task status is 'CLOSED' and the category is 'CONSTRUCTION'. The task was created by 'a0acabf7-a21b-4aa2-bcc8-360d8b770dd9' on '02-03-2022 21:43:19'. The description is 'Change Request'. The task list on the left shows several other tasks, including 'Admin Support for Project - SAP & Partner Event Location' and 'Review Contract Change for Project - SAP & Partner Event...'. The bottom of the task view shows a 'Comment' field with the text 'Approve' and action buttons for 'Approve', 'Reject', 'Show Log', 'Claim', and '↗'.

Process Header Section

Customer Contract Change: Review Contract Change for Project - SAP & Partner Event Location

Process Header Data

Started By: 

Started At: 29-03-2022 09:33:54

Due Date: 1-4-2022

The Process Header Section shows when and by whom the process was started as well as the Due Date of the task

Project Header Section

Project Header Data

Project Name: [SAP & Partner Event Location \(TESTPROJECT\)](#)

Start Date: 01-02-2022

Location: Dietmar-Hopp-Allee 16, 69190 Walldorf

Status: IN_PROCESS

End Date: 30-04-2022

The Project Header Section displays the header data of the project. It shows the name of the project as a link (navigation into SAP S/4HANA Cloud for Projects, Project Collaboration), the start and end date of the project, the project status and the location

Order Header Section

Order Header Data

[Change](#)

Order Number: [\(4\)](#)

Purchasing Organisation: 1120

Ship To Party: 1000000

Company:

Customer: 1000000

The Order Header Section shows data of the chosen Sales Order. It shows the Order Number and title, the Purchasing Organization, Supplier, Ship To Party and the Company Code. The name of the order is a link, enabling the user to directly open the Sales Order if the link is maintained in SAP S/4HANA Cloud for Projects, Project Collaboration

Issue Header Section

Issue Header Data

Title: [CR_Dancefloor size \(1\)](#)
Priority: HIGH
Location: Dance Area
Due Date: 31-03-2022

Status: CLOSED
Category: CONSTRUCTION
Created By: a0acabf7-a21b-4aa2-bcc8-360d8b770dd9
Created At: 02-03-2022 17:13:19
Description: Change Request

The Issue Header Section displays data of the issue header like the title of the Issue (link to SAP S/4HANA Cloud for Projects, Project Collaboration Issue), the priority, status, category, creator, creation timestamp, location, due date and description.

Document Section

Documents Comment History

[Material List.csv](#)

[meetingAttendanceReport\(Business Rules Business Units\).csv](#)

The Document Section enables the user to download the documents referenced in the issue.

Comment Section

Documents **Comment** History

Comment

Comment: *

The Comment Section enables the user to add a comment to the task. The comment is mandatory

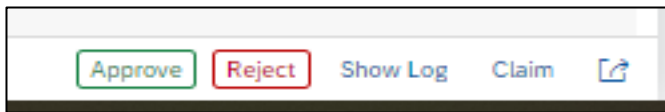
History Section

History

Timestamp	User	Action	Comment	Change Value
29-03-2022 10:13:00		Contract changes	Let's make this change	

The History Section will display any user task actions like deciding whether to change the contract or not along with the user, timestamp and the comment that was entered

Action Section



The Project Manager can have the following decision:

1. **Approve** - Click **Approve** to approve contract change.
2. **Reject** – Click **Reject** to reject contract change.

Process Visibility Workspace

Process Visibility capability in SAP Workflow Management or SAP Build Process Automation 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.

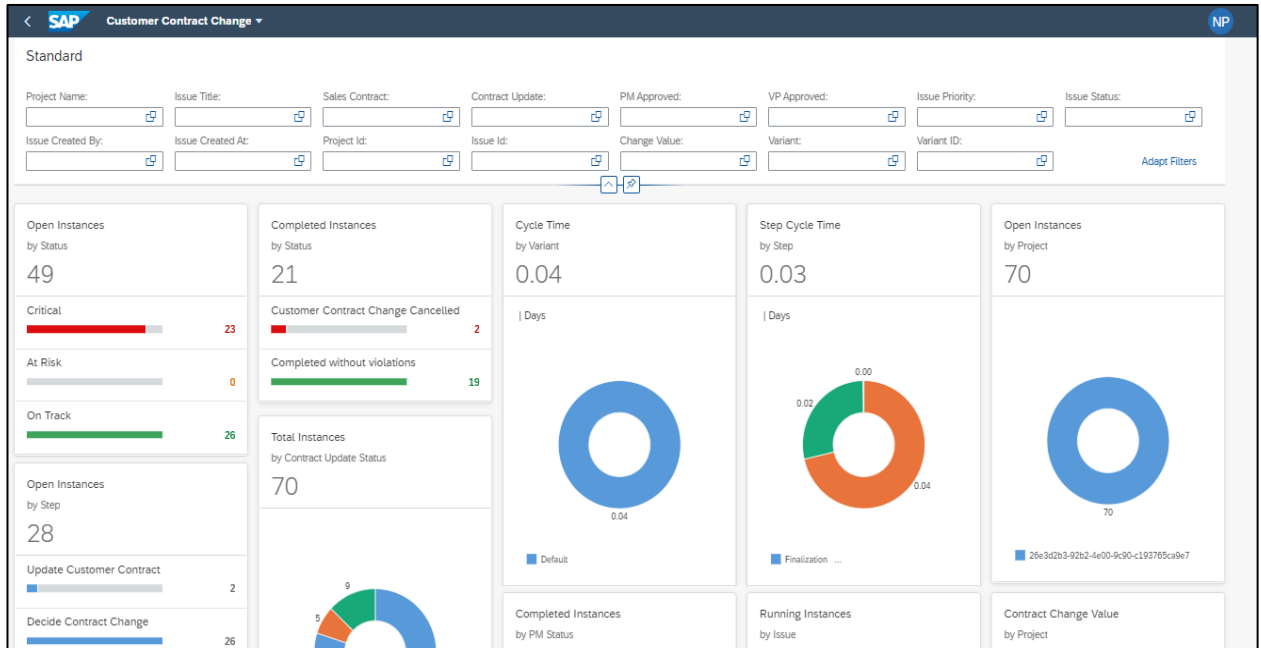
The Customer Contract Change package provide out of the box visibility to process performance indicators for all the deployed process variants in SAP Workflow Management or SAP Build Process Automation. A process owner or line of business expert will be able to enhance the visibility scenario.

Access Process Workspace with SAP Build Process Automation

1. The administrator would have added a tile in the central Fiori Launchpad that corresponds to the scenario "Customer Contract Change". For more information on how to add scenario-specific tiles, refer to the [help documentation](#).
2. Click the scenario-specific tile in the Fiori Launchpad.
3. User will see the below detailed process visibility dashboard.

Access Process Workspace with SAP Workflow Management

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



5. Besides the standard process performance indicators which are delivered with all SAP workflows, this scenario contains a few additional predefined indicators:

- Total Instances by Contract Update Status
- Running Instances by Issue
- Completed Instances by Project Manager Status

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