

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Disconnection Process using SAP Workflow Management or SAP Build Process Automation

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Overview

This document provides information about configuration steps to consume **Disconnection process**. Business Process Experts and process Operators are the target users of this document. **Disconnection process** package for S/4 HANA enables to create disconnection document. When a user submits a request, a pre-configured process variant is triggered in SAP Workflow Management or SAP Build Process Automation based on business conditions configured by process expert.

Salient features of this content package are:

- Plug and Play with SAP S/4 HANA without any additional development
- Business Rules provides flexibility in determining approvers strategy and approvers.
- New variant of the process can be created using the pre-delivered process steps in a no-code/low-code approach.
- Automatic email notification-based rejection.

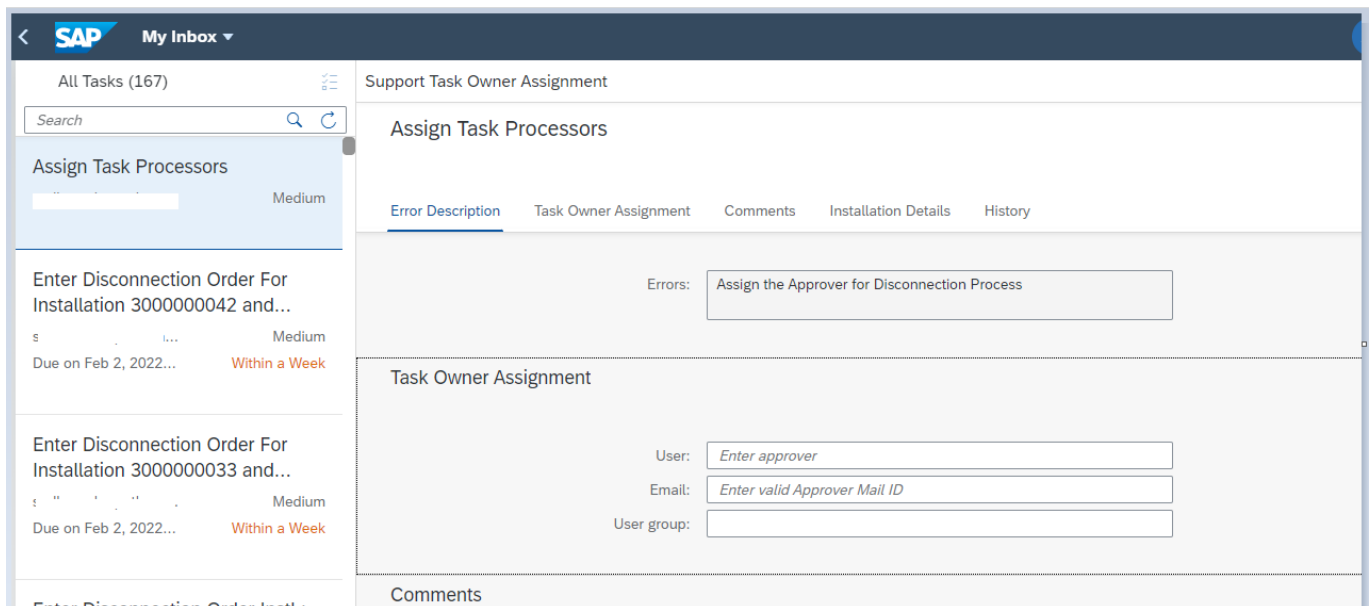
My Inbox Task

If approver does not determine from workflow trigger, then task request assigns to admin user automatically, then admin user check task and assign respective approve to take further action.

Admin Task

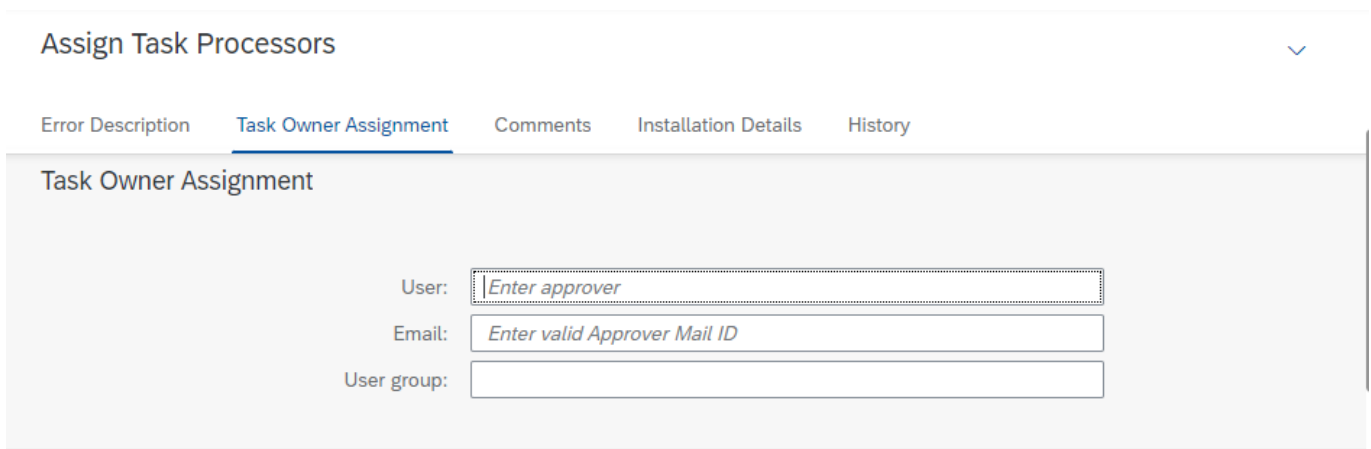
If approver does not determine from workflow trigger, then task request assigns to admin user automatically then admin user will check and assign respective approve to take further action.

1) Admin task details –



2) Task owner Assignment

Enter the User and E-mail address to whom the task is going to be assigned to work.



3) Enter the comments

Assign Task Processors

- Error Description
- Task Owner Assignment
- Comments**
- Installation Details
- History

Comments

Comments:

4) Installation details

Assign Task Processors

- Error Description
- Task Owner Assignment
- Comments
- Installation Details**
- History

Installation Details

Business Partner ID: 1000000103

Service Request: 8000000277

Installation No: 3000000080

Division: Electricity

5) History information

Assign Task Processors

- Error Description
- Task Owner Assignment
- Comments
- Installation Details
- History**

History

History

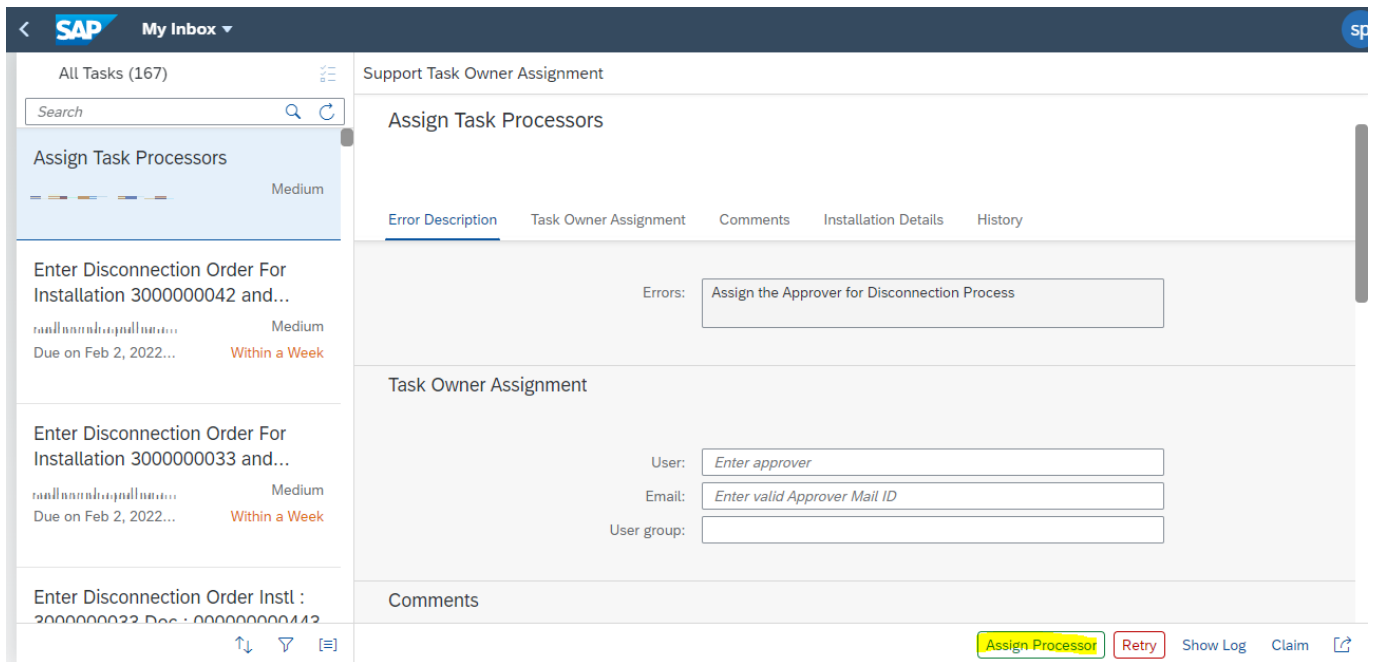
Processor Type	Processor ID	Comments	Action	Date
Service Request Processor	1000000103	Test		2022-01-25T05:03:43.648Z

6) Error Description

Errors:

The Admin Team (Approver) can make one of the following decisions:

1. **Assign Approver** – Click **Assign Approver** button to assign the approver which is maintained in task owner assignment
2. **Retry** – Click **Retry** button to re-conform same task



Approve Disconnection Document

Disconnection request enables the approver to view the approval tasks in My Inbox for creation of Disconnection document. They could also decide to approve and submit the data.

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

After the user fills in the necessary details from the Start UI and click on submit button workflow will be triggered and the approver can approve or reject the data

The approval user interface to approve Disconnection document has 3 sections.

1. Create Disconnection doc

My Inbox

All Tasks (164)

Search

Create Disconnection Request for Installation 3000000084 and...
Medium
Due on Feb 2, 2022... Within a Week

Enter Disconnection Order Instl : 3000000033 Doc : 00000000435
Medium
Due on Feb 2, 2022... Within a Week

Create Disconnection Request for Installation 3000000026 and...
Medium
Due on Feb 2, 2022... Within a Week

Create Disconnection Request

Create Disconnection Request for Installation 3000000084 and Service Request 8000000291

Created On: ...
Created By: ...
Priority: MEDIUM

Installation Details | Device Details | History

Installation Number: 3000000084
BusinessPartner Number: 100000107
Disconnection Reason: 03-Customer Request
Process Variant: CUST (Standard customer request)
Connection Object: 1000000082
Disconnection Document Status: 01
Premise: 2000000024
Service Request Number: 8000000291
Division: 01 (Electricity)
Disconnection Planned Date: * Jan 28, 2022
Reference Object key/Installation No:

2. History- to view the record of the previous review levels.

Installation Details | Device Details | **History**

History

Processor Type	Processor Email	Action	Comments	Date
Service Request Processor		Workflow triggered	Trigger Workflow	2022-01-28T10:24:35.537Z(UTC)

3. Device Details -Selected installation device details will be appeared

Create Disconnection Request

Create Disconnection Request for Installation 3000000084 and Service Request 8000000291

Installation Details | **Device Details** | History

Device Details

Device	Equipment Number	Material ID	Material Description	Meter Reading
908081687157	1000097	1	Meter with 1phase	1.0

The Merchandise Team (Approver) can make one of the following decisions:

3. Approve – Click **Approve** button to proceed to create Disconnection document in S/4 system and also Disconnection Order task will be created and assigned user for approval.
4. Reject – Click **Reject** button to trigger E-mail to internal team to inform of cancellation

The screenshot displays the SAP My Inbox interface. On the left, a list of tasks is shown, including 'Create Disconnection Request for Installation 3000000084 and...' with a 'Medium' priority and a 'Within a Week' deadline. The main panel shows the details for the selected task: 'Create Disconnection Request for Installation 3000000084 and Service Request 8000000291'. The 'Device Details' section contains a table with the following data:

Device	Equipment Number	Material ID	Material Description	Meter Reading
908081687157	1000097	1	Meter with 1phase	1.0

The 'History' section shows a log of actions:

Processor Type	Processor Email	Action	Comments	Date
Service Request Processor	[redacted]	Workflow triggered	Trigger Workflow	2022-01-28T10:24:35.537Z(UTC)

At the bottom right of the task details, there are buttons for 'Approve' (highlighted in yellow), 'Reject' (highlighted in red), 'Show Log', 'Claim', and a share icon.

Approve Disconnection order

Based on Approval of Disconnection document, A new task Disconnection order will be created for approval, based on approval follow up new task will be created for Meter reading order entry

The approval user interface to approve Disconnection document has 3 sections.

1. Create Disconnection order

Enter Disconnection Order

Enter Disconnection Order For Installation 3000000084 and Document 00000000458

Created On: 2022-01-28 10:53:55
Created By: [User Name]

Priority: MEDIUM

Disconnection Order Details | Device Details | History

Disconnection Document Number: 00000000458
Disconnection Document Status: 1
Business Partner Number: 100000107
Disconnection Reason: 03-Customer Request
Connection Object: 100000082

Disconnection Planned Date: Jan 28, 2022
Disconnection Planned Time: 6:53:55 PM
Order code: DC00
PM Plant Order: 1000

2. History- to view the record of the previous review levels with comments, if any.

Disconnection Order Details | Device Details | **History**

History

Processor Type	Processor Email	Action	Comments	Date
Service Request Processor	[Redacted]	Workflow triggered	Trigger Workflow	2022-01-28T10:24:35.537Z(UTC)
Approver	[Redacted]			2022-01-28T10:30:53.115Z(UTC)

3. Device Details -Selected installation device details will be appeared

Enter Disconnection Order

Enter Disconnection Order For Installation 3000000084 and Document 000000000458

Disconnection Order Details **Device Details** History

Device	Equipment Number	Material ID	Material Description	Meter Reading
908081687157	1000097	1	Meter with 1phase	1.0

The Merchandise Team (Approver) can make one of the following decisions:

6. Approve – Click **Approve** button to proceed to create Disconnection order & Service order in S/4 system. Also, Meter reading order task will be created and assigned for approval.
7. Reject – Click **Reject** button to trigger E-mail to internal team to inform of cancellation

Enter Disconnection Order

Enter Disconnection Order For Installation 3000000084 and Document 000000000458

Disconnection Order Details Device Details History

Disconnection Document Number: 000000000458 Disconnection Planned Date: Jan 28, 2022

Disconnection Document Status: 1 Disconnection Planned Time: 6:53:55 PM

Business Partner Number: 1000000107 Order code: DC00

Disconnection Reason: 03-Customer Request PM Plant Order: 1000

Connection Object: 1000000082 Comments: Trigger Dis orde comments

Premise: 2000000024

Division: 01 (Electricity)

Approve **Reject** Show Log

Approve Meter reading order

Based on Approval of Disconnection order, A new task meter reading order will be created for approval,

Once disconnection Meter reading updated with disconnection meter reading and approved, Respective service order status updated with TECO, and disconnection doc updated with disconnection carried status and completed.

The approval user interface to approve Meter reading order has 3 sections.

- 1) Installation details – This section allows user to enter MRtype value -01

Update Meter Entry
Update Meter Readings for Installation 3000000084

Installation Details | Device Details | History

Service Order Code: D000
Disconnection Activity: 0001
Planned Disconnection Date: 28.01.2022

Disconnection Status: 20
MR Type: 01

Serial Number	Equipment Number	Material ID	Material Description	Meter Reading
908081687157	1000097	1	Meter with 1phase	<input type="text" value="Enter Number"/>

History

Approve Reject Show Log Claim

- 2) Device details – This section allows to user enter meter reading result.

Update Meter Entry
Update Meter Readings for Installation 3000000084

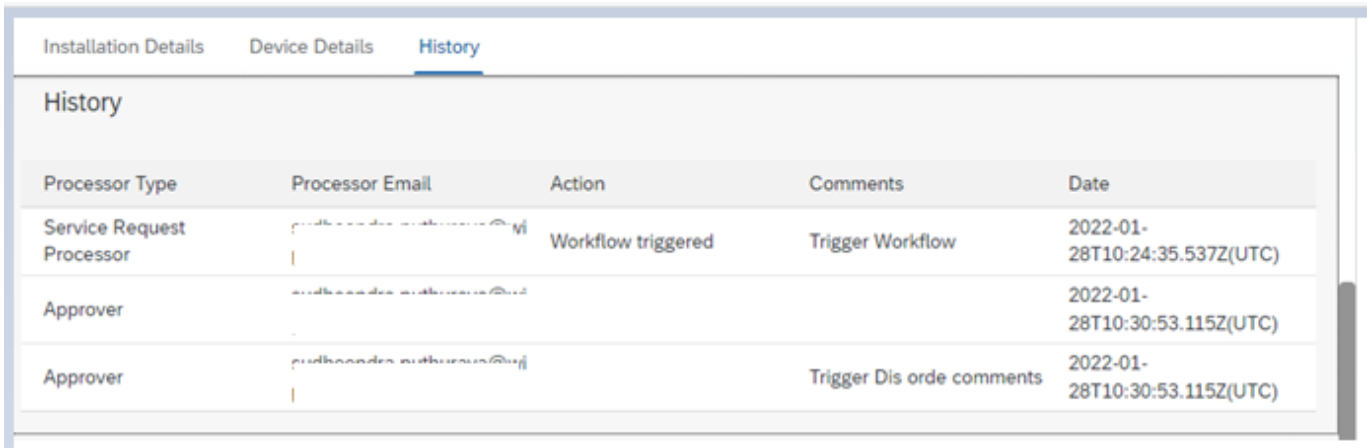
Installation Details | Device Details | History

Device Details

Serial Number	Equipment Number	Material ID	Material Description	Meter Reading
908081687157	1000097	1	Meter with 1phase	<input type="text" value="Enter Number"/>

History

4. History - to view the record of the previous review levels with comments, if any.



The screenshot shows a web interface with three tabs: 'Installation Details', 'Device Details', and 'History'. The 'History' tab is active and displays a table with the following data:

Processor Type	Processor Email	Action	Comments	Date
Service Request Processor	[redacted]	Workflow triggered	Trigger Workflow	2022-01-28T10:24:35.537Z(UTC)
Approver	[redacted]			2022-01-28T10:30:53.115Z(UTC)
Approver	[redacted]		Trigger Dis orde comments	2022-01-28T10:30:53.115Z(UTC)

1. Approve – Click **Approve** button to proceed to update disconnection Meter reading and Service status to be updated with TECO, Disconnection document status changes “disconnection carried out” and service request status changes to “completed” in S/4 system.
2. Reject – Click **Reject** button to trigger E-mail to internal team to inform of cancellation.

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.

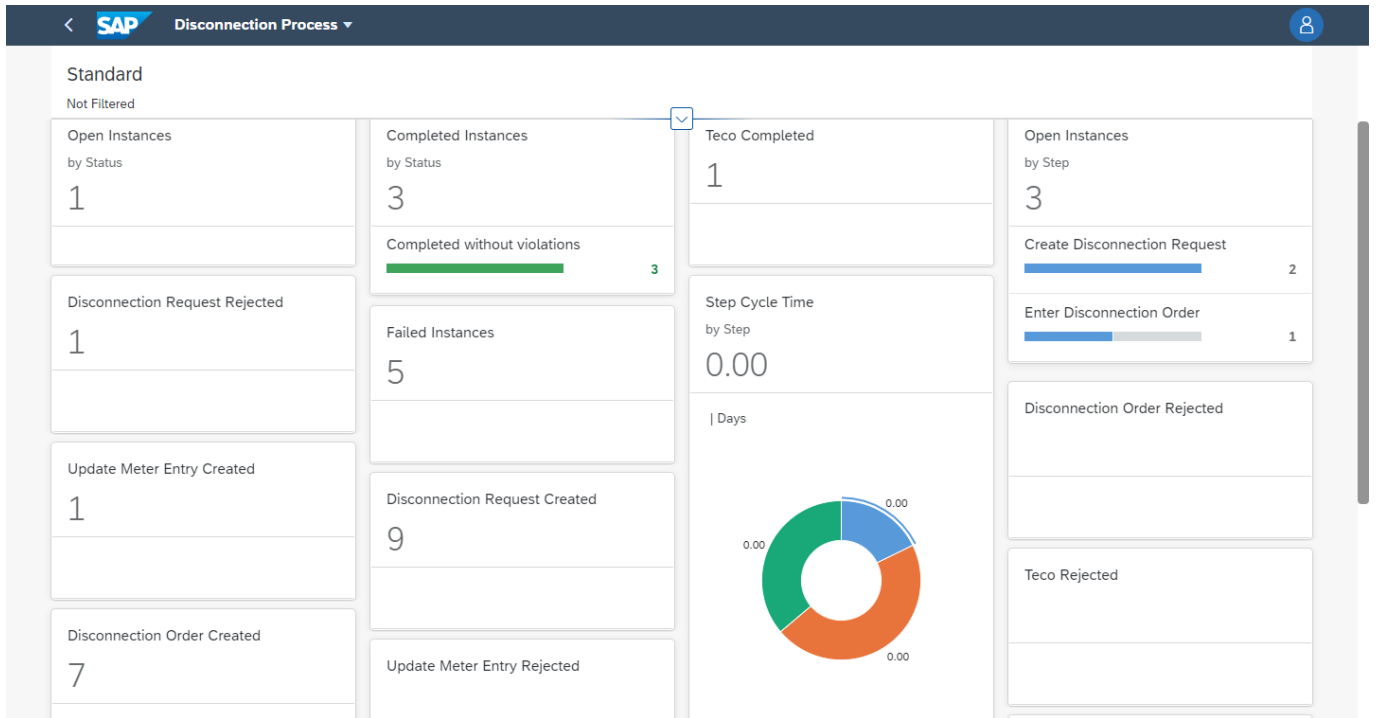
The Disconnection Request package provide out of the box visibility to process performance indicators for all the deployed process variants in SAP Workflow Management or SAP Build Process Automation. A process owner or line of business expert will be able to enhance the visibility scenario.

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 “Disconnection Process”. 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 Manage Disconnection Process
3. Click Live Process Insights Disconnection Process
4. User will see the below detailed process visibility screen.



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