

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Integration Guide

SAP Build Process Automation Integration with SAP S/4HANA
for Managing Customer Refund Request

Table of Contents

Contents

Overview.....	3
Required SAP Business Technology Platform Services	4
Setup and Configuration	4
Configure SAP S/4HANA Destination	4
Configure Cloud Connector.....	5
Import, configure and deploy cloud Integration content.....	5
Import pre-packaged Integration content in SAP Integration Suite	5
Initiate Customer Refund.....	6

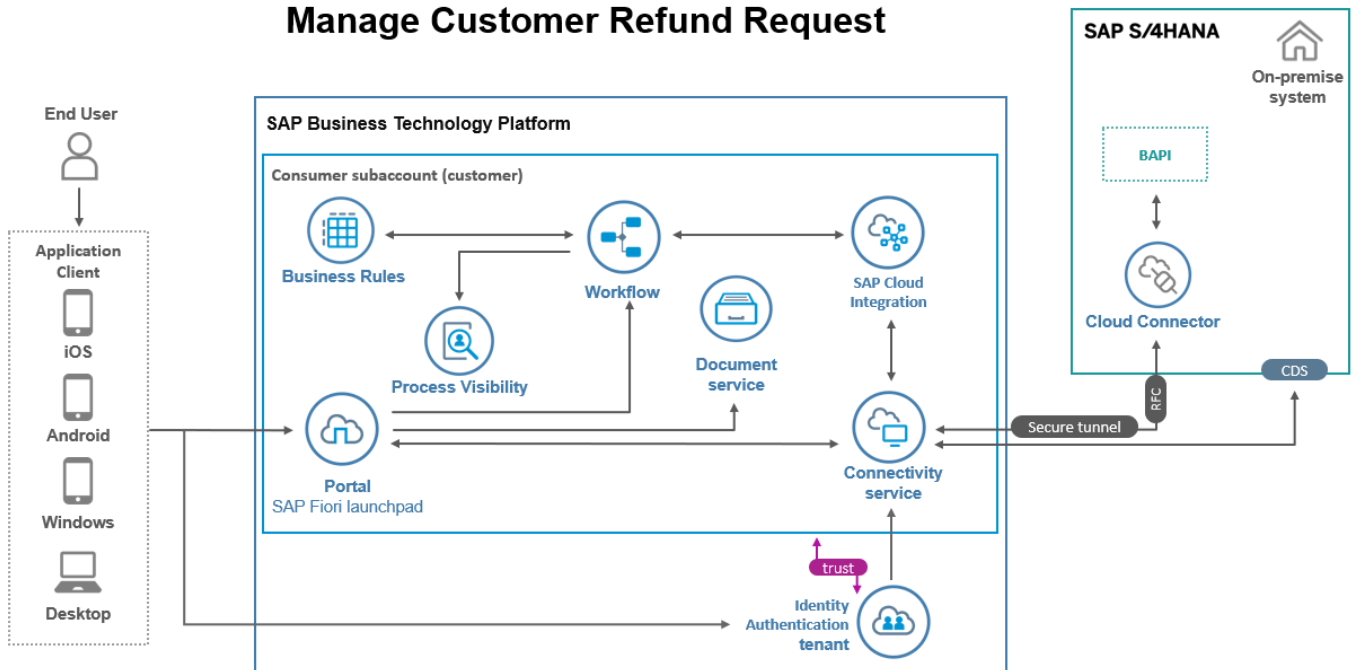
Overview

This package contains an integration model to Manage Customer Refund request. The Request is sent to SAP Cloud Integration from SAP Build Process Automation or SAP Workflow Management which is further sent to SAP S/4HANA. The response is sent back to SAP Build Process Automation or SAP Workflow Management as a synchronous call.

Initiate Customer Refund Integration flow receives Customer and Company Code from SAP Build Process Automation or SAP Workflow Management, Updates and gets response from SAP S/4HANA through series of BAPIs and sends back to Cloud Workflow as a synchronous call.

- To Change Special GL indicator in Open Accounting Documents and Send back the response to Cloud Workflow or SAP Build Process Automation for approvals to initiate Customer Refund.
- This extension will enable Automatic refund initiation and ease the Overall process of Customer Account closing.
- This solution is recommended to be used for SAP S/4HANA on-premise 1709 onwards.

Manage Customer Refund Request



Required SAP Business Technology Platform Services

The live process content package “**SAP Build Process Automation Integration with SAP S/4HANA for Managing Customer Refund Request**” is intended to be used for SAP S/4HANA and requires the following services in SAP BTP:

- SAP Build Process Automation or SAP Workflow Management to orchestrate the process.
- Cloud Integration capability within SAP Integration Suite.
- SAP Cloud Connector to establish a secure tunnel to connect to On-Premise system
- SAP Launchpad to access the apps that are involved in the process.
- SAP Business Application Studio to modify/deploy the SAPUI5 applications.
- SAP BTP Cloud Foundry runtime.

Setup and Configuration

This section will explain how to set up the integration content that is required for the workflow content packages **SAP Build Process Automation Integration with SAP S/4HANA for Managing Customer Refund Request**.

Configure SAP S/4HANA Destination

Configure a RFC destination to connect with SAP S/4HANA on-premise.

Name	S4HANA_RFC Note: You can name it as you wish but maintain the destination name in the integration flow configuration.
Type	RFC
Proxy Type	OnPremise
User	<USER>
Password	<password>
Repository User	
Repository Password	
Location ID	
Additional Property	Name: jco.client.ashost Value: <abapServerHost> Name: jco.client.client Value: <client id>

Name: jco.client.sysnr
Value: <systemNumber>

Configure Cloud Connector

For SAP S/4HANA on-premise landscape, configure cloud connector to enable secure tunnel to SAP BTP tenant. Please refer the help documentation to [configure Cloud Connector](#). Expose the following BAPI/RFC in the cloud connector:

- BAPI_TRANSACTION_COMMIT.
- BAPI_TRANSACTION_ROLLBACK.
- RFC_READ_TABLE – This RFC is used in the Cloud Integration flow to get ‘PROFIT CENTER’ from the Table ‘BSEG’. The specific tables and fields have been fixed in the integration flows so that only required data are exposed to the cloud.
- BAPI_AR_ACC_GETOPENITEMS.
- BAPI_ACC_DOCUMENT_POST.

Import, configure and deploy cloud Integration content

The workflow content requires cloud integration to process Customer Refund requests from SAP S/4HANA. The integration content package **SAP Build Process Automation Integration with SAP S/4HANA for Managing Customer Refund Request** is available in SAP API Business hub to integrate SAP Build Process Automation or SAP Workflow Management with SAP S/4HANA.

The screenshot shows the SAP Cloud Integration interface. The top navigation bar includes the SAP logo and 'Cloud Integration'. The main content area displays the integration package details for 'SAP Build Process Automation Integration with SAP S/4HANA for Managing Customer Refund Request'. The package is described as 'Integration package used in Managing Customer Refund Request live process content' with a vendor of 'SAP' and a mode of 'Editable'. The version is '1.1.0'. Below this, there are tabs for 'Overview', 'Artifacts (1)', 'Documents (2)', 'Tags', and 'Comments'. The 'Artifacts (1)' tab is active, showing a table with one artifact: 'Initiate Customer Refund' (Integration Flow, Version 1.1.0). The table has columns for Name, Type, Version, and Actions.

Name	Type	Version	Actions
Initiate Customer Refund Initiate Customer Refund from SAP S/4HANA and send it back to SAP Build Process Automation or SAP Workflow Management Modified	Integration Flow	1.1.0	[Copy] [More]

Import the integration package to your SAP Cloud Integration tenant. To be able to import and deploy integration flows, you need the role AuthGroup.IntegrationDeveloper (in Neo environment) or PI_Integration_Developer (in Cloud Foundry environment) assigned in your tenant.

Import pre-packaged Integration content in SAP Integration Suite

- Access your SAP Integration Suite tenant management node (<https://<integrationtenant>>
- /itspaces).
- View all pre-packaged integration flow under Discover->Integration. (<https://<integrationtenant>/itspaces/shell/discover>)
- Search content package “**SAP Build Process Automation Integration with SAP S/4HANA for Managing**

Customer Refund Request”.

- Click on the package SAP Build Process Automation Integration with SAP S/4HANA for Managing Customer Refund Request.
- Click Copy to import the Integration content package to your workspace.

Initiate Customer Refund

- Open the integration model Initiate Customer Refund.
- Click Configure button, choose the appropriate Sender (SAP Build Process Automation or SAP Workflow Management) and receiver (SAP S/4HANA) and set their respective parameters.
- Configure cloud integration parameters to enable the End-to-end flow of business data. Navigate to the IFlow and Click on configure on the top right. Once all parameters are configured, Click on Deploy.

Initiate Customer Refund	
Sender	
Body Size	<Enter Allowed Body Size>
Receiver	
Destination	<Enter Destination Name for SAP S/4HANA created earlier>
Send Transaction Confirmation	<Check if Commit operation needs to be enabled for the Call>
More	
HTTP Session Reuse	<Select “On Exchange” or “On Integration Flow” based on requirement>
Return Exception to Sender	<Check to send back Exception to Sender>

- Save and deploy the integration model.