

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Setup Guide

Manage Customer Refund Request using SAP Build
Process Automation or SAP Workflow Management

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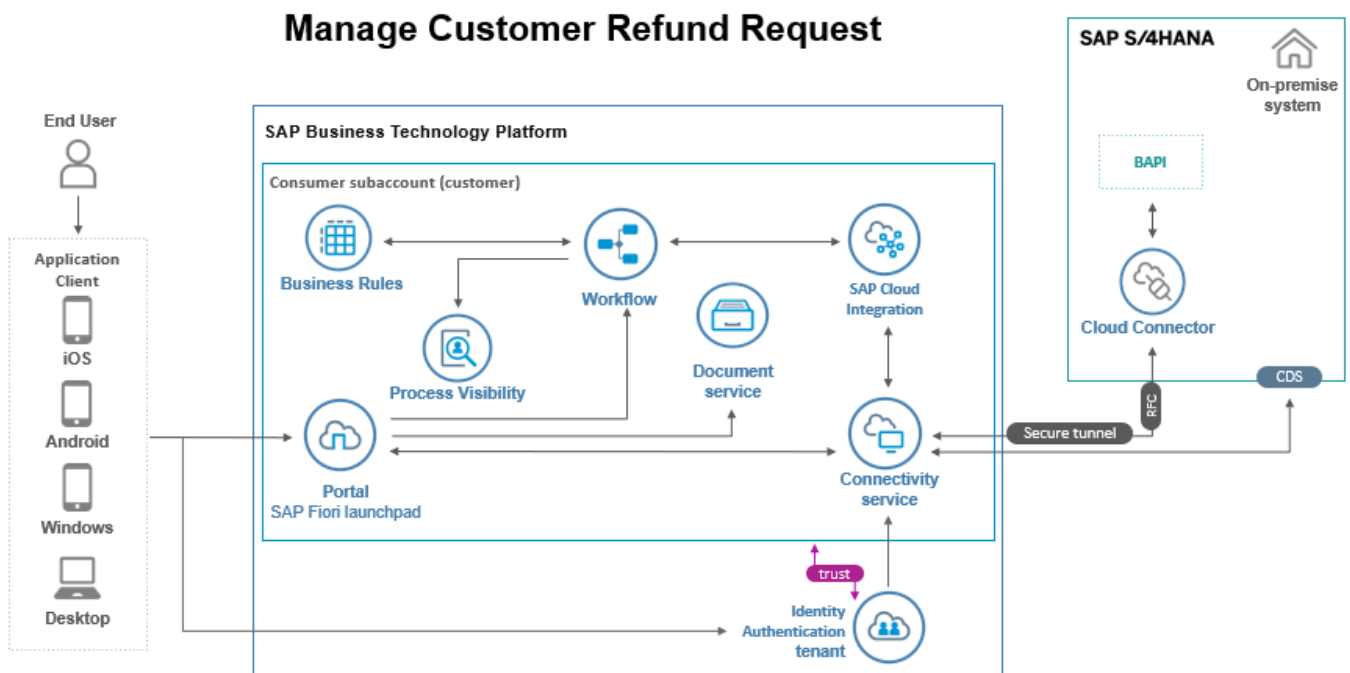
Overview

This document provides information about configuration steps to consume the live process package **Manage Customer Refund Request**. The primary audience of this document is technical IT / system administrators.

Manage Customer Refund Request content package for **SAP S/4HANA** automates Customer Refund Approvals in a flexible and transparent approach. It provides flexibility in executing a specific variant of the process depending on attributes such as company code, customer number etc. When a Customer Refund is created in SAP S/4HANA and is configured for external approval, a pre-configured process variant is triggered in SAP Build Process Automation or SAP Workflow Management based on configurable business conditions. The Customer Refund is performed based on the approvals and validations performed in the process.

Salient features of this content package are:

- Plug and Play with SAP S/4HANA without any additional development.
- Process steps delivered to approve Manage Customer Refund Request.
- Automatic email notification to parties involved.
- Business Rules provides flexibility in determining approver determination strategy and approvers
- New variant of the process can be created using the pre-delivered process steps in a no-code / low-code approach
- Out-of-the-box visibility into key process performance indicators of the Manage Customer Refund Request



Required SAP Business Technology Platform Services

The workflow content package **Manage Customer Refund Request** is intended to be used for SAP S/4HANA or S4/HANA Cloud system and requires the following services in SAP Business Technology Platform.

- SAP Build Process Automation or SAP Workflow Management to orchestrate the process.
- SAP Business Application Studio to modify/deploy the SAPUI5 applications.
- SAP Cloud Portal service or SAP Launchpad service to access the apps that are involved in the process.
- SAP Document Management Service, Integration Option.
- SAP Cloud Identity Services - Identity Authentication [Optional]
- SAP BTP, Cloud Foundry runtime.

Setup and Configuration

The **Manage Customer Refund Request** content package requires SAP Build Process Automation or SAP Workflow Management subscription or a CPEA contract. Based on which service you plan to use, follow the appropriate section to configure either SAP Build Process Automation or SAP Workflow Management

Configure for SAP Build Process Automation

Follow the setup and configuration section of SAP Build Process Automation:

1. [Subscribe to SAP Build Process Automation \(Standard Plan\)](#)
2. [Configure Destinations for Live Process Projects](#)
 - a. Import Package Destination
3. [Optional] [Configure SAP Launchpad Service for SAP Build Process Automation](#)

Configure Process Automation Destination

A HTTP destination is required in the BTP subaccount where SAP Build Process Automation is subscribed. Create a destination with name "sap_process_automation_service" with the following configuration if it doesn't exist already. Please refer how to [create a HTTP destination](#) OAuth 2.0 Authentication (client credentials).

Name	sap_process_automation_service
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentias
URL	<"endpoints"."api">
Client ID	<"uaa":"clientis">
Client Secret	<"uaa":"clientsecret">
Token Service URL	<"uaa":"url">/oauth/token

Note: While creating the service instance for SAP Build Process Automation service, make sure that at least the required scopes are assigned (help documentation to enable technical authentication to [access the SAP Build Process Automation APIs](#)). If the scopes are not assigned, you can also [update the service instance](#) with the required scopes.

Configure OAuth2ClientCredentias SAP Build Process Automation Destination (Service Instance)

Ignore this step if there is already a destination using SAP Build Process Automation service instance created.

Create new destination to call SAP Build Process Automation APIs using a service route from SAP UI5 component. For more details, follow the help document:

<https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/685f383cebb54c009b2fac633b32c90f.html>.

Destination Configuration Blank Template Service Instance

Service Instance: *

Name: *

Description:

Additional Properties New Property

Next Cancel

Destination Configuration

Name: *

Type:

Description:

URL: *

Proxy Type:

Authentication:

Use mTLS for token retrieval

Client ID: *

Client Secret:

Token Service URL Type: * Dedicated Common

Token Service URL: *

Token Service User:

Token Service Password:

Additional Properties

endpoints	{*api:"https://:...	
html5-apps-...	{*app_host_id:"..."/>	
saasregistry...	true	
sap.cloud.s...	com.sap.spa.process...	
sap.cloud.s...	spa	

Use default JDK truststore

Save Cancel

Configure for SAP Workflow Management

Manage Customer Refund Request content package requires SAP Workflow Management subscription or a CPEA contract. Follow the setup and configuration section of SAP Workflow Management.

<https://help.sap.com/viewer/6f55baaf330443bd8132d071581bbae6/Cloud/en-US/d7910e2bf7f64afc9d0eb21b0cc9e84d.html>

Note: While creating the service instance for Workflow service, make sure that at least the following scopes are assigned (help documentation to [enable technical authentication](#) to access the workflow APIs). If the scopes are not assigned, you can also [update the service instance](#) with the following scopes.

- WORKFLOW_INSTANCE_GET
- WORKFLOW_INSTANCE_START

- WORKFLOW_INSTANCE_CANCEL

Configure Workflow Destination

A HTTP destination is required in the BTP subaccount where SAP Workflow Management is subscribed. Create a destination with name “Workflow” with the following configuration, if it doesn’t exist already. Please refer how to [create a HTTP destination](#) OAuth 2.0 Authentication (client credentials).

Name	Workflow
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentias
URL	<a href="https://api.workflow.<region-host>.hana.ondemand.com/workflow-service/rest">https://api.workflow.<region-host>.hana.ondemand.com/workflow-service/rest
Client ID	<Client ID>
Client Secret	<Client Secret>
Token Service URL	<"uaa":"url">/oauth/token

Note: While creating the service instance for Workflow service, make sure that at least the following scopes are assigned (help documentation to [enable technical authentication](#) to access the workflow APIs). If the scopes are not assigned, you can also [update the service instance](#) with the following scopes.

- WORKFLOW_INSTANCE_START
- WORKFLOW_INSTANCE_UPDATE_CONTEXT
- WORKFLOW_INSTANCE_GET
- MESSAGE_SEND

Please refer help documentation [how to get URL, Client ID, Client Secret and Token Service URL](#). For more information refer to how to [create a HTTP destination](#) and [how to use Workflow APIs](#).

Configure Business Rules Destination

A HTTP destination is required in the Cloud Foundry account where SAP Workflow Management is subscribed. Create a destination with name “BUSINESS_RULES” with the following configuration, if it doesn’t exist already. Please refer how to [create a HTTP destination](#) and [how to access business rules APIs](#) using OAuth 2.0 Authentication (client credentials)

Name	BUSINESS_RULES
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentials

URL	<rule_runtime_url>/rules-service
Client ID	<client ID>
Client Secret	<client secret>
Token Service URL	<uaa.url>/oauth/token

Configure OAuth2ClientCredentials Business Rules Destination (Service Instance)

Ignore this step if there is already a destination using Business Rules service instance created. Create new Destination to call Business Rules Service APIs using a service route from SAP UI5 Component.

- Click New Destination.
- Select **Service Instance** as Destination Configuration.
- Select Service Instance as BusinessRules.
- Enter Name as BusinessRules_CFLP and click Next button.

Destination Configuration Blank Template Service Instance

Service Instance: * BusinessRules

Name: *

Description:

Next Cancel

- Click **Save** button.

Destination Configuration

Name: *

Type:

Description:

URL: *

Proxy Type:

Authentication: OAuth2ClientCredentials

Client ID: *

Client Secret:

Token Service URL: *

Token Service User:

Token Service Password:

Additional Properties

endpoints	{"rule_repository_url": "...	🗑
html5-apps-r...	{"app_host_id": "cbd0c...	🗑
saasregistrye...	true	🗑
sap.cloud.se...	com.sap.bpm.rule	🗑

Use default JDK truststore

Save Cancel

Configure Destination to Enable Start & Step Conditions

To enable the usage of start conditions and step conditions on a process variant, create a destination for business rules with the configuration as mentioned in the following help document:

https://help.sap.com/viewer/6f55baaf330443bd8132d071581bbae6/Cloud/en-US/543b5dbd77d940b4b1f972298b559911.html?q=WM_BUSINESSRULES

Configure OAuth2ClientCredentials Workflow Destination (Service Instance)

Ignore this step if there is already a destination using Workflow service instance created.

Similarly, create new Destination to call Workflow Service APIs using a service route from SAP UI5 Component. For more details, follow the official help document:

<https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/685f383cebb54c009b2fac633b32c90f.html>.

Configure Workflow Email Destination

Configure workflow email destination to automatically send email notification to the involved parties. For more information on configuring the destination, see [configure workflow email destination](#).

Configure a Destination to SAP S/4HANA system

Create a destination to connect to either SAP S/4HANA or SAP S/4HANA Cloud system. For example, in this case you see the destination to connect to SAP S/4HANA. Configure a destination with the name as "S4HANA", with Type as HTTP, Proxy Type as Internet, URL as hostname of your SAP S/4HANA Cloud tenant, and authentication as Basic Authentication. Please refer how to [create an HTTP destination](#).

Name	S4HANA
Type	HTTP
Proxy Type	Internet
User	<COMMUNICATION_USER>
Password	<COMMUNICATION_PASSWORD>
Authentication	BasicAuthentication
URL	<OData base URL of SAP S/4HANA>

Configure Cloud Integration Destination

To call an integration flow, a HTTP destination is required in the SAP BTP tenant where the SAP Build Process Automation or SAP Workflow Management is subscribed. Create a destination called CPI with either Basic Authentication or OAuth2ClientCredentials.

Destination with Basic Authentication

Name	CPI
Type	HTTP
Proxy Type	Internet
Authentication	Basic Authentication
URL	<runtime.url>
Username	<user>
Password	<password>

For more information refer how to [create a HTTP destination](#) and Authentication (client credentials).The URL should be the runtime url Please refer how to get your Integration tenant [runtime url](#)

Destination with OAuth2ClientCredentials Authentication

Name	CPI
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
URL	<runtime.url>
Client Id	<client ID>
Client Secret	<client secret>
Token Service URL	<oauth.url.for.clientCredentials>

Configure Document Management Service Repository

SAP Document Management service, in short Document Management, is the content management solution on the Cloud Foundry environment of SAP Business Technology Platform. For the Manage Customer Refund Request, you need to subscribe to 'Document Management, Integration Option' in order to upload the refund related documents and other supporting documents for the approval process.

Create and configure root Document Management Service repository by following the steps described in [Initial Setup for Document Management, Integration Option](#) and [Connect to Document Management, Repository Option Using API \(incl. Prerequisites\)](#). Save generated Repository ID from the response to be used the destination configuration as described in the next section.

Configure Document Management Destination

Configure a Document Management Service destination with the following parameters.

Name	bpmworkflowruntime_attachments
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2UserTokenExchange
URL	<"endpoints":"ecmservice":"url">/browser/ <Repository_ID>/root/
Token Service URL	<"uaa":"url">/oauth/token
Token Service URL Type	Dedicated

Populate Client ID and Client Secret with the values from the Service Key created on the previous step (see [Create Service Keys Using the Cockpit](#)). For more information refer to [Create HTTP Destinations](#) and [OAuth User Token Exchange Authentication](#). Make sure that the users which are going to use the application have "SDM_Admin" or "SDM_User" roles assigned to them.

Custom CDS View and Custom communication scenario

To call the APIs related to **Manage Customer Refund Request**, CDS Views and custom communication scenarios along with communication arrangement should be enabled for the communication user. The SAP S/4HANA custom communication scenario consists of the external API details which is used to display the customer details, sales orders, delivery items, ledger balance and value help used in Manage Customer Refund Request application. This application is developed based on [CDS as external ODATA API](#) and [creation of custom communication scenario](#). The creation of Custom CDS View as external API's and custom communication scenario setup is provided in another [Manage Customer Refund Request- CDS Setup guide](#).

Import, Configure and deploy Integration Content

This package utilizes Cloud Integration capability within SAP Integration Suite to provide integration between SAP ERP (or SAP S/4HANA) and SAP Build Process Automation or SAP Workflow Management. Further details can be found in dedicated integration guide of the integration package "SAP Build Process Automation Integration with SAP S/4HANA for Managing Customer Refund Request".

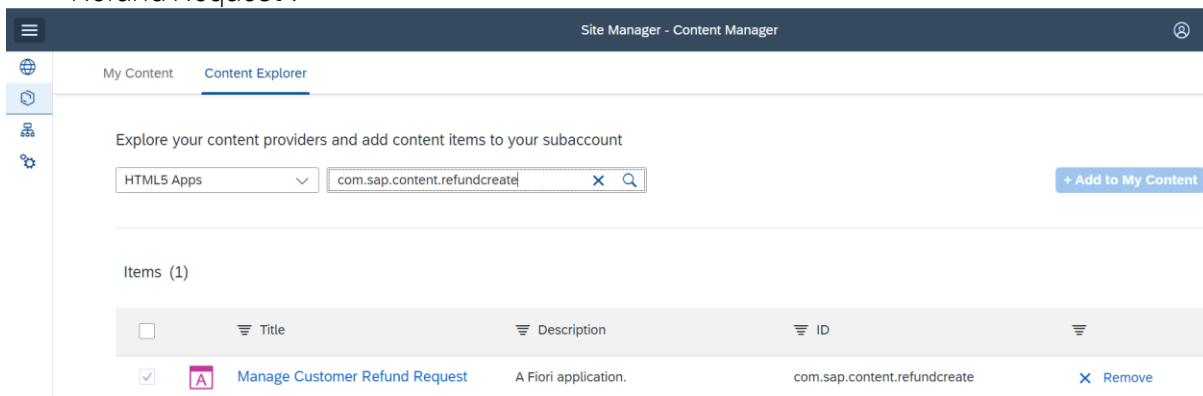
Configure SAP Central Fiori Launchpad Site for SAP Workflow Management

If you plan to use SAP Launchpad service, then configure [SAP Central Fiori Launchpad Site with Workflow Applications](#) using help documentation.

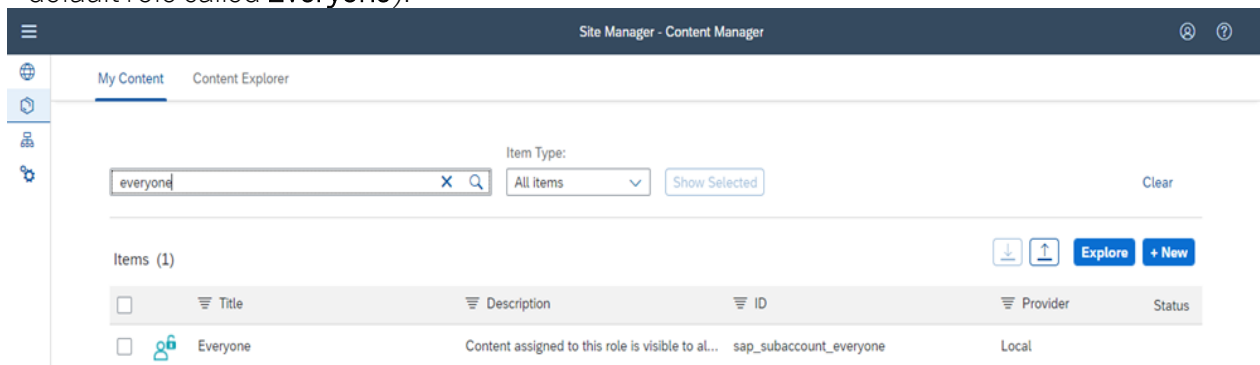
Deploy Custom UI and Configure Manage Customer Refund Request tile on Central Fiori Launchpad Site

Perform the following steps to add the Manage Customer Refund Request app as a tile in the launchpad site:

- Open SAP Launchpad site manager application.
- Select Content Manager
- Go to Content Explorer tab.
- Under the HTML5 apps, search for 'com.sap.content.refundcreate' or 'Manage Customer Refund Request'.



- Select the app from the result and click 'Add to My Content' button to include the UI5 component.
- Go to My Content tab, and search for the role to which you want to add the app (for example, the default role called **Everyone**).



- Click the role from the result table and navigate into it.
- Click the Edit button.
- Search for the app 'Manage Customer Refund Request' and click the + button to assign the app to the role.

The screenshot shows the 'Site Manager - Content Manager' interface. The main area displays the configuration for a role named 'Everyone'. The role is assigned to the user 'sap_subaccount_everyone'. The description states: 'Content assigned to this role is visible to all users'. The 'Additional Info' section shows the role was created on Jul 2, 2021, at 1:04:36 PM by 'technicalUser' and last modified on Dec 24, 2021, at 10:36:50 AM. On the right, the 'Assignments' panel shows a search for 'manage customer' resulting in one item: 'Manage Customer Refund Request' (HTML5 Apps).

- Save the changes to enable the app permission based on user role.
- You can either create a new group and add the Manage Customer Refund Request app to that group or you can add the Manage Customer Refund Request app to an existing group.

Please refer help documentation to know more about [configure start UI tile on central Fiori Launchpad](#) .