SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration Guide

Manage Credit Block on Sales Order using SAP Build Process Automation or SAP Workflow Management

THE BEST RUN

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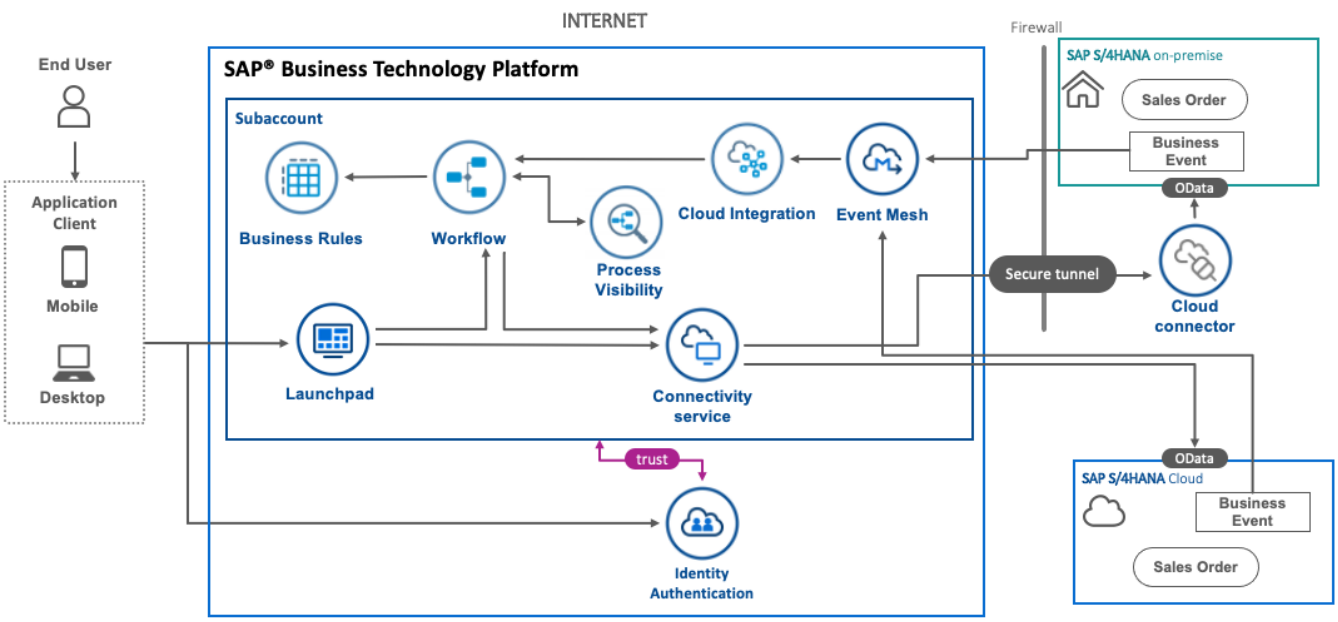
Overview

This document provides information about configuration steps to consume the workflow package Manage Credit Block on Sales Order. The main audience of this document are Sales and Distribution Experts, Credit Controllers, Developers and Product Owners.

The Manage Credit Block on Sales Order content package enables SAP S/4HANA customers to review the credit blocked sales orders and decide about release or reject using SAP Build Process Automation or SAP Workflow Management without additional development in SAP S/4HANA. This activity is crucial as delivery of sales order cannot be delayed, which in turn affects the sales revenue.

Salient features of this content package are:

- Plug and Play with SAP S/4HANA (on-premise or cloud) without additional development.
- Pre-configured process steps to create net new variants.
- New Process variants can be configured in a low-code, no-code approach.
- Add additional approvers before the sales order credit block status is updated in SAP S/4HANA.
- Agent/approver determination using SAP Business Rules service or external service.
- Flexibility in defining approval process based on business conditions.
- Add additional business validation on Sales Orders using Business Rules capability of SAP Build Process Automation or SAP Workflow Management.
- Pre-built integration content to push Sales Order lifecycle events on to Process Visibility Service through the Event Mesh configuration.
- Out-of-the-box visibility into key process performance indicators.



Workflow Package Artifacts

A workflow package consists of process templates, process steps, user interface, 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. The Manage Credit Block on Sales Order package contains the following process template:

Manage Credit Block on Sales Order – Manage Credit Block on Sales Order in SAP S/4HANA with a multi-level approval process. It includes four process steps for easy no-code/low-code configuration.

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 activities to determine the approvers, approval task, email notifications, and handle the approval result. Table 1 represents the list of process steps/sub flows available to be used in Manage Credit Block on Sales Order.

Table 1. Process Steps

Process Steps	Cardinality	Detailed Description
Validate Sales Document	0..1	This step has activities to validate a Sales order based on a business rules capability of SAP Build Process Automation or SAP Workflow Management. It is possible to add custom validation rule based on Sales Organization, Distribution Channel, Division, Total Net Amount, Transaction Currency, etc. The step can occur maximum once and ideally the first step of the process. If the validation did not pass, then requester will be informed and stops any further processing.
Approve Credit for Sales Document	0.. N	This step has activities to initiate and complete one level of approval to release credit block set on a Sales Order. Based on the number of approval levels required, this step can be re-used multiple times. It is possible to rename the step to appropriate approval roles, for example, 'Approval by Credit Manager'. The approver is determined based on the step input as well as the Sales Order properties using a business rule. The requester and the approver are automatically notified via email about the approval task.
Update Credit Limit	0..1	This step has activities which will allow to approve or reject the Credit Block once the credit limit has been updated or removed for the business partner in SAP S/4HANA. This is an optional step.
Release Credit for Sales Document	1..1	This step has activities to Release or Reject a credit blocked Sales Order in SAP S/4HANA based on the result of the approval step(s). This step can occur only once, and it should be the last step of the process.

A process step can have customizable properties and they could influence the outcome of the process step. For example, the Approval step can be reused multiple times and based on the properties the approver is determined. Please see Table 2 for more details.

Table 2. Process Step Properties

Process Step	Properties	Detailed Description
Approve Credit Check	Approval Step	Based on the name of the approval step, the approver is determined using a business rule. Default value is Credit Manager, and it can be configured to any approval step name provided the same name is configured in the business rule.

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
creditBlockReleaseDate	Specifies the date on which the sales order or delivery was released after being blocked for credit reasons.
releasedCreditAmount	Specifies the credit value of a sales document or a delivery at the time of release.
salesDocument	The number that uniquely identifies the sales document.
overallApprovalStatus	Overall Approval Status of the Credit Block, whether it has been Approved or Rejected.
validationDecision	Validation Decision of the custom validation rule based on Sales Organization, Distribution Channel, Division, Total Net Amount, Transaction Currency, etc.
creditLimitStatus	Update Credit Limit Status.

Sample Context with Start Conditions:


```
{
 "SalesOrder": {
  "SalesOrder": "1234",
  "TotalNetAmount": "40000.00",
  "SoldToParty": "100001000",
  "TransactionCurrency": "EUR",
  "SDDocumentReason": "BTP",
  "HeaderBillingBlockReason": "",
  "CustomerPriceGroup": "ZPG",
  "CustomerPaymentTerms": "Z19",
```

"PaymentMethod": "ZPM",
"CustomerGroup": "ZCG",
"SalesOrderType": "OR",
"SalesOrganization": "ZORG",
"DistributionChannel": "00",
"OrganizationDivision": "00"
},
"History": [],
"Status": {}
}

Sample Context without Start Conditions:

{
"SalesOrder": {
"SalesOrder": "1234"
},
"History": [],
"Status": {}
}

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. For example, if the total net amount of Credit Blocked Sales Order is more than 1000 EUR then there could be a multi-level approval process, if the total net amount is less than 500 EUR then one-level approval process, or if the total net amount is less than 100 EUR then it can be automatically approved, etc.

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


Two Step Approval for Credit Release
Undo
Redo
Save
Activate
Available Steps (4)
Approve Credit for Sales Document
Perform an approval before releasing credit for a specific sales document.
Update Credit Limit
Update credit limit for the business partner.
Release Credit for Sales Document
Release credit for a specific sales document.
Validate Sales Document
Perform additional validation on the sales document
Validate Sales Document
Approve Credit by Credit Manager
Approve Credit by Finance Analyst
Release Credit for Sales Document
Process Variant Properties
General
Start Conditions
Only start the variant if all of the following conditions are met:
Sales Order.Total Net Amount
>=
1000
Sales Order.Transaction Currency
=
USD

Import Manage Credit Block on Sales Order and Configure Process Variants with SAP Build Process Automation

1. In the SAP Build Process Automation Store, search for live process package Manage Credit Block on Sales Order 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 Manage Credit Block on Sales Order. 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 Manage Credit Block on Sales Order" 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 Manage Credit Block on Sales Order Content and Configure Process Variants with SAP Workflow Management

1. Import content package Manage Credit Block on Sales Order. 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. To create a new variant of Manage Credit Block on Sales Order, open content package Manage Credit Block on Sales Order in Flexibility Cockpit and click on Process Variants tile.
3. Click New Process Variant.
4. Enter the Name for the new Process Variant and select "Release Sales Order Credit Block" as Process.
5. Click on Create button.
6. Click the newly created Process Variant tile to save and activate the process variant.
7. The Process Variant has four steps Validate Sales Document, Approve Credit for Sales Document, Release Credit for Sales Document and Update Credit Limit.
8. Configure Step Property "Approval Step" for **Approve Credit for Sales Document** step. Approval Step property is used to determine the Approver using the business rule Determine Approver.
9. It is possible to add additional Approval steps to a process variant. Drag and drop the **Approve Credit for Sales Document** step where required and update the name Approval Step property.
10. Start Conditions can be configured at the variant level, for example, Sales Order.Total Net Amount >= 1000 and Sales Order.Transaction Currency = USD. This variant will be triggered

only if the start conditions are satisfied.

11. If required, at every process step, the step conditions can be configured. Only when the conditions are met, the step shall be executed.
12. 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 application in the Fiori Launchpad.
13. Update the Determine Approver Policy and include the Approval Step to the rule condition.

Add additional Approval Step to an existing Process Variant

It is possible to add additional approval steps, or even remove all approval process steps from the process.

1. Open content package Manage Credit Block on Sales Order in Flexibility Cockpit and click on Process Variants tile
2. Select the variant that you want to modify.
3. Drag and drop "Approve Credit for Sales Document" as an additional step between the 'Validate Sales Document and 'Release Credit for Sales Document' steps.
4. Modify the step name in the properties pane.
5. Modify the Approval Step property as needed.
6. Save and Activate the new Process Variant.
7. Update the Determine Approver Policy to include the Approval Step to the rule.

Add optional Update Credit Limit Step to an existing Process Variant

Update Credit Limit does not update the credit limit of Business Partner in SAP S/4HANA.
Credit Limit must be updated for the business partner in SAP S/4HANA and that is recorded in the user task in SAP BTP. If the credit information is maintained in the user task, then the order is automatically released or rejected.

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.

Manage Credit Block on Sales Order enable customers to flexibly configure decisions to gain flexibility to

1. Perform additional Business Validation on Credit Blocked Sales Order.
2. Determine Task Due Date.
3. Determine Approver Determination Strategy.

4. Determine Approver.

Sales Order Validation

With this decision, it is possible to add business-specific validation on a Sales order. For example, you can enable/disable the cloud application for a specific Sales Organization.

Rule Service Name: Business validation for Sales Order

Input: Credit Blocked Sales Order (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Transaction Currency	String	The currency that applies to the sales document
Sales Group	String	A group of salespersons, who are responsible for processing sales of certain products or services
Sales Office	String	A physical location (for example, a branch office) that has responsibility for the sale of certain products or services within a given geographical area
Customer Credit Account	String	Customer's account number with credit limit reference. The system uses this account number to monitor the credit limit.
Controlling Area Currency	String	Currency key of credit control area. It identifies the currency of the amounts that are being transacted
Next Shipping Date	String	In the sales order header, this field specifies the next planned delivery date. In the delivery header, the field specifies the next planned picking or goods issue date
FinDoc Credit Check Status	String	The credit check status against letter of credit
Overall SD Process Status	String	The processing status of the entire sales document
Central Credit Check Status	String	The credit check status against SAP Credit Management
Central Credit Check Technical Error Status	String	The technical error status of sales documents. It indicates whether the sales order was blocked due to a technical error during sales document creation or modification
Sales Organization	String	An organizational unit responsible for the sale of certain products or services.
Distribution Channel	String	Organizational channel through which goods or services reach customers, for example, wholesale, retail, and direct sales

Organization Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service
Released Credit Amount	Number	Specifies the credit value of a sales document or a delivery at the time of release
Credit Block Release Date	String	Specifies the date on which the sales order or delivery was released after being blocked for credit reasons
Next Credit Check Date	String	Specifies the date of the next credit check required for the document
Total Credit Check Status	String	The overall status of credit checks against credit management, letter of credit, export credit insurance, maximum document value, terms of payment, and payment card authorization
Total Net Value	Number	The net value of the sales document in document currency.
Sold To Party	String	The customer who orders the goods or services. The sold-to party is contractually responsible for sales orders
Approval Step	String	Approval Step
Sales Document	String	The number that uniquely identifies the sales document.
SD Document Category	String	The sales and distribution document category (sales order, for example)
Sales Document Type	String	Classifies types of sales document that require different processing by the system.

Output: Validation Result (Structure)

Validate Purchase Info Record attributes with various attributes.

ATTRIBUTE	TYPE	DESCRIPTION
Validation Message	String	Validation Message
Is Valid	String	'True' if validation is successful and 'False' if validation failed.

Rule Definition

It is possible to maintain additional business validation using this rule to Validate Sales Order attributes.

Where used

Step: Validate Sales Order

Approver Determination Strategy

This decision is used in the approval process step to determine the Approver strategy based on different attributes of the Sales Order. Based on the business requirement approver can be determined by external service or by business rules. For example, if the Sales Organization is 1730, approver will be determined by 'External Service' and for other Sales Organizations, approver will be determined by Business Rules.

If the approver will have to be determined by External Service and not by Business Rules, then follow the steps as mentioned in the section Determine Approvers from External Service.

Input and output

Rule Service Name: Determine Approver Determination Strategy

Input: Credit Blocked Sales Order (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Transaction Currency	String	The currency that applies to the sales document
Sales Group	String	A group of salespersons, who are responsible for processing sales of certain products or services
Sales Office	String	A physical location (for example, a branch office) that has responsibility for the sale of certain products or services within a given geographical area
Customer Credit Account	String	Customer's account number with credit limit reference. The system uses this account number to monitor the credit limit
Controlling Area Currency	String	Currency key of credit control area. It identifies the currency of the amounts that are being transacted
Next Shipping Date	String	In the sales order header, this field specifies the next planned delivery date. In the delivery header, the field specifies the next planned picking or goods issue date
FinDoc Credit Check Status	String	The credit check status against letter of credit
Overall SD Process Status	String	The processing status of the entire sales document
Central Credit Check Status	String	The credit check status against SAP Credit Management
Central Credit Check Technical Error Status	String	The technical error status of sales documents. It indicates whether the sales order was blocked due to a technical error during sales document creation or modification
Sales Organization	String	An organizational unit responsible for the sale of

		certain products or services.
Distribution Channel	String	Organizational channel through which goods or services reach customers, for example, wholesale, retail, and direct sales
Organization Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service
Released Credit Amount	Number	Specifies the credit value of a sales document or a delivery at the time of release
Credit Block Release Date	String	Specifies the date on which the sales order or delivery was released after being blocked for credit reasons
Next Credit Check Date	String	Specifies the date of the next credit check required for the document
Total Credit Check Status	String	The overall status of credit checks against credit management, letter of credit, export credit insurance, maximum document value, terms of payment, and payment card authorization
Total Net Value	Number	The net value of the sales document in document currency
Sold To Party	String	The customer who orders the goods or services. The sold-to party is contractually responsible for sales orders
Approval Step	String	Approval Step
Sales Document	String	The number that uniquely identifies the sales document
SD Document Category	String	The sales and distribution document category (sales order, for example)
Sales Document Type	String	Classifies types of sales document that require different processing by the system.

Output Approver Details (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Determination Strategy	String	Determination strategy can either "Business Rule" or "External Service" depending on Sales order details.

Approver Determination

This decision is used in the Approval process step to determine the potential approver(s) based on different Sales Order attributes.

Input and output

Rule Service Name: Determine Approver

Input: Credit Blocked Sales Order (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Transaction Currency	String	The currency that applies to the sales document
Sales Group	String	A group of salespersons, who are responsible for processing sales of certain products or services
Sales Office	String	A physical location (for example, a branch office) that has responsibility for the sale of certain products or services within a given geographical area
Customer Credit Account	String	Customer's account number with credit limit reference. The system uses this account number to monitor the credit limit
Controlling Area Currency	String	Currency key of credit control area. It identifies the currency of the amounts that are being transacted
Next Shipping Date	String	In the sales order header, this field specifies the next planned delivery date. In the delivery header, the field specifies the next planned picking or goods issue date
FinDoc Credit Check Status	String	The credit check status against letter of credit
Overall SD Process Status	String	The processing status of the entire sales document
Central Credit Check Status	String	The credit check status against SAP Credit Management
Central Credit Check Technical Error Status	String	The technical error status of sales documents. It indicates whether the sales order was blocked due to a technical error during sales document creation or modification
Sales Organization	String	An organizational unit responsible for the sale of certain products or services.
Distribution Channel	String	Organizational channel through which goods or services reach customers, for example, wholesale,

		retail, and direct sales
Organization Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service
Released Credit Amount	Number	Specifies the credit value of a sales document or a delivery at the time of release
Credit Block Release Date	String	Specifies the date on which the sales order or delivery was released after being blocked for credit reasons
Next Credit Check Date	String	Specifies the date of the next credit check required for the document
Total Credit Check Status	String	The overall status of credit checks against credit management, letter of credit, export credit insurance, maximum document value, terms of payment, and payment card authorization
Total Net Value	Number	The net value of the sales document in document currency
Sold To Party	String	The customer who orders the goods or services. The sold-to party is contractually responsible for sales orders
Approval Step	String	Approval Step
Sales Document	String	The number that uniquely identifies the sales document
SD Document Category	String	The sales and distribution document category (sales order, for example)
Sales Document Type	String	Classifies types of sales document that require different processing by the system.

Output

Approver Details (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
User Group	String	A user group in SAP Business technology Platform who can approve a step in the process. You can provide either user group or user id or both.
Email	String	Email address of the approver to whom the task notification will be sent. You can add multiple email addresses using a comma separated value.
Due Duration Reference Event	String	Reference to an event in the workflow to determine the target of the user task
Due Duration	Number	The duration target by which the user task needs to be completed. Used along with the unit of time.

Unit of Time	String	Unit of time of due duration like minutes, hours, days, etc.
User Id	String	User ID of the individual approver. You can add multiple user ID using a comma separated value. You can provide either user group or user id or both.

Rulesets

To determine approvers two Rulesets are working sequentially. All Rulesets are Orchestration Rulesets. Rulesets are given below.

1. Due Date Determination Policy: Policy to determine the due date for each approval step of Credit Blocked Sales Order.

   Rule Definition: Determine Task Due Date

2. Approver Determination Policy: Determine approver for each approval step in the process based on the conditions like sales organization, sold to party, sales document type, total net value of order.

   Rule Definition: Determine Approver

Where used

Step: Approve Credit Check

Determine Process Administrator

This decision is used in the approval process step to determine the Process Administrator who has to be notified and user task assigned to take a decision if no approvers are determined and there are errors in Purchase order creations. For example, if the Sales Organization is 1710, Process administrator will be, say Admin1' and for other Sales Organizations, Process administrator will be Admin2.

Input and output

Rule Service Name: Determine Process Admin

Input: Credit Blocked Sales Order (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Transaction Currency	String	The currency that applies to the sales document
Sales Group	String	A group of salespersons, who are responsible for processing sales of certain products or services
Sales Office	String	A physical location (for example, a branch office) that

		has responsibility for the sale of certain products or services within a given geographical area
Customer Credit Account	String	Customer's account number with credit limit reference. The system uses this account number to monitor the credit limit
Controlling Area Currency	String	Currency key of credit control area. It identifies the currency of the amounts that are being transacted
Next Shipping Date	String	In the sales order header, this field specifies the next planned delivery date. In the delivery header, the field specifies the next planned picking or goods issue date
FinDoc Credit Check Status	String	The credit check status against letter of credit
Overall SD Process Status	String	The processing status of the entire sales document
Central Credit Check Status	String	The credit check status against SAP Credit Management
Central Credit Check Technical Error Status	String	The technical error status of sales documents. It indicates whether the sales order was blocked due to a technical error during sales document creation or modification
Sales Organization	String	An organizational unit responsible for the sale of certain products or services.
Distribution Channel	String	Organizational channel through which goods or services reach customers, for example, wholesale, retail, and direct sales
Organization Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service
Released Credit Amount	Number	Specifies the credit value of a sales document or a delivery at the time of release
Credit Block Release Date	String	Specifies the date on which the sales order or delivery was released after being blocked for credit reasons
Next Credit Check Date	String	Specifies the date of the next credit check required for the document
Total Credit Check Status	String	The overall status of credit checks against credit management, letter of credit, export credit insurance, maximum document value, terms of payment, and payment card authorization
Total Net Value	Number	The net value of the sales document in document currency

Sold To Party	String	The customer who orders the goods or services. The sold-to party is contractually responsible for sales orders
Approval Step	String	Approval Step
Sales Document	String	The number that uniquely identifies the sales document
SD Document Category	String	The sales and distribution document category (sales order, for example)
Sales Document Type	String	Classifies types of sales document that require different processing by the system.

Output Process Administrator Details (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Admin User Id	String	User Id of the Process Administrator
Admin Email Id	String	Email Id of the Process Administrator
Admin Group	String	Group of Process Administrators

Rule Definition

Process Administrator(s) are determined based on the configuration in this rule.

Where used

Step: Approve Credit Check, Update Credit Limit

Determine Approvers from External Service

To use an external service to determine the approvers for the user task, an integration flow has to be implemented in SAP Cloud Integration with the following input and output signatures.

API Attributes	Values

Path	https://<cloudintegrationruntimeurl>/comsapcontentdetermineCreditApprover
HTTP Method	POST

Payload sent by workflow (sample data)	{
	"Vocabulary": [
	{
	"CreditBlockedSalesOrder": {
	"SalesDocument": "1550",
	"SalesDocumentType": "OR",
	"FinDocCreditCheckStatus": "Credit check was not executed",
	"CustomerCreditAccount": "17100006",
	"OrganizationDivision": "00",
	"DistributionChannel": "10",
	"OverallSDProcessStatus": "Partially processed (B)",
	"SalesOrganization": "1710",
	"SDDocumentCategory": "C",
	"ApprovalStep": "Credit Manager",
	"SoldToParty": "17100006",
	"TotalNetAmount": "3629.34",
	"ControllingAreaCurrency": "USD",
	"TransactionCurrency": "USD",
	"CreditBlockReleaseDate": null,
	"SalesOffice": "",
	"ReleasedCreditAmount": "0.00",
	"TotalCreditCheckStatus": "Credit check was executed, document not OK (B)",
	"NextCreditCheckDate": null,
	"NextShippingDate": "25-MAY-2021",
	"CentralCreditChkTechErrSts": "Credit check was executed, document OK (A)",
	"CentralCreditCheckStatus": "Credit check was executed, document not OK (B)",
	"SalesGroup": ""

	} }] }

Response Payload from integration flow	Success (Status = 200): OK
	
	 {
	 "Result": [
	 {
	 "Approver": {
	 "DueDurationReference": < "Task" OR "Workflow" >,
	 "Email": <comma separated email ids>,
	 "UnitOfTime": < "h" OR "m" OR "Y" OR "M" OR "D" >,
	 "UserId": <comma separated User Ids>,
	 "DueDuration": <Duration units (integer/number)>,
	 "UserGroup" :<comma separated user-group ids>
	 }
	 }
	]
	 }
	
	 Note: When Status is not 200, then it is considered a failed service call.

Payload Type	Application / JSON

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.

Manage Credit Block on Sales Order process content package provide out of the box visibility on all the process variants in SAP Build Process Automation or SAP Workflow Management. Sales expert or line of business expert will be able to enhance the visibility scenario.

Configure Visibility Scenarios in SAP Build Process Automation

1. Go to the Application Development Lobby.
2. Select Manage Credit Block on Sales Order Project.
3. Click to open Manage Credit Block on Sales Order 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 Manage Credit Block on Sales Order tile.
3. Click Visibility Scenarios tile.
4. There are two processes configured
   a. Sales Order Credit Block: Contains sales order lifecycle events and contexts as sent by SAP Cloud Integration.
   b. Release Sales Order Credit Block: Contains approval process events and context, sent by SAP Workflow Management.

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 Manage Credit Block on Sales Order 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:

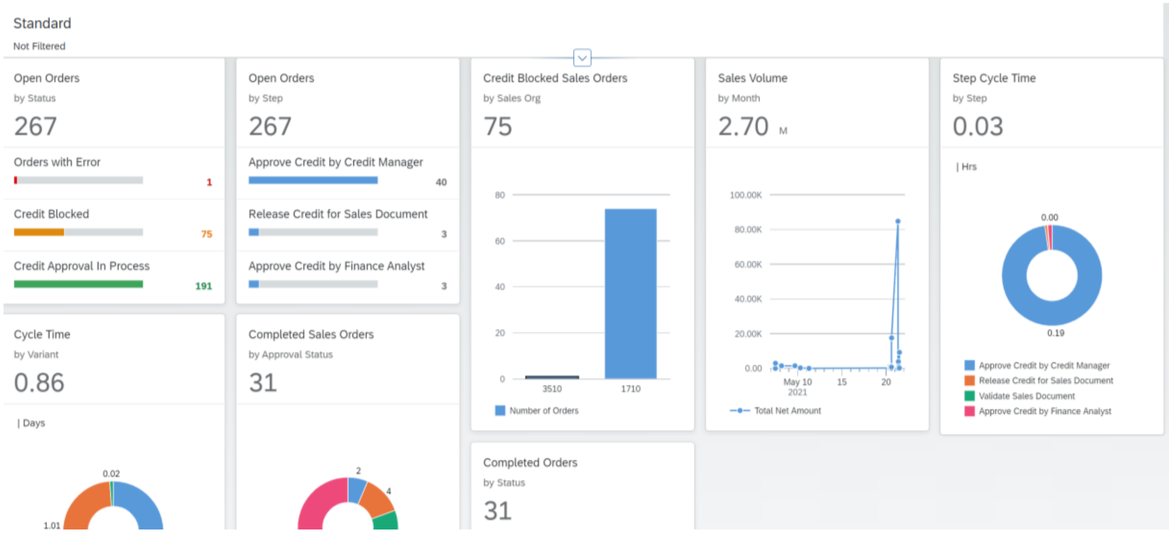
Parameter Name	Parameter Value
Name	scenarioId
Default Value	com.sap.content.releasecredit
Required	Toggle to Yes

   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 "Manage Credit Block on Sales Order".
4. User will see the process visibility dashboard below.

Access Process Workspace in SAP Workflow Management

1. Go to Process Flexibility Cockpit
2. Select Manage Credit Block on Sales Order
3. Click Live Process Insights Release Sales Order Credit Block
4. User will see the below detailed process visibility screen.



Please go through help documentation on how to access process workspace.