

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Reconnection Process using SAP Workflow
Management or SAP Build Process Automation

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Overview

This document provides information about how to use the Reconnection Process using SAP Workflow Management or SAP Build Process Automation. Business Process Experts and process Operators are the target users of this document. Reconnection Process package for SAP S/4HANA enables to create reconnection order, update meter reading and complete the reconnection request. When a user submits a request reconnection request, a pre-configured process variant is triggered in SAP Workflow Management or SAP Build Process Automation based on business-on-business conditions configured by process expert.

- Plug and Play with SAP S/4HANA
- Automatic email notification to parties involved
- 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.
- Flexibility in approver determination either via Plant or Connection Object.
- Out-of-the-box visibility into key process performance indicator.

My Inbox Task

The Reconnection Process enables the approver to view and approve reconnection order and approver to update the meter reading approval tasks in My Inbox for reconnection process. They could also decide to approve and reject the task.

Approve Reconnection Order

“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 requester fills in the necessary details from the StartUI and click on submit button, workflow will be triggered and the create reconnection order step will get executed, which is a mandatory step where user can either Approve or Reject

The approve user interface to approve reconnection order has 3 sections.

1. Reconnection Oder Details

The screenshot shows the SAP My Inbox interface for approving a reconnection order. The task title is "Approve reconnection order for installation 3000000059 and document 00000000430". The task was created on Jan 13, 2022, at 11:08:29, and has a priority of MEDIUM. The interface includes a sidebar with a search bar and a task card. The main content area displays the task details, including disconnection document number, status, business partner number, disconnection reason, connection object, premise, and division. It also includes fields for planned reconnection date (Jan 14, 2022), planned reconnection time (6:04:10 PM), order code (RC00), and PM plant order (1000). The comments field contains "Reconnection Order approved". At the bottom right, there are buttons for "Approve", "Reject", "Show Log", and "Claim".

2. Device Details- Selected installation device details will be shown
3. History- to view the record of the previous task levels with comments, if any.

All Tasks (275)

Approve reconnection order for installation 3000000059 and...

Medium

Due on Jan 13, 202... Within a Week

Approve Reconnection Order

Approve reconnection order for installation 3000000059 and document 000000000430

Reconnection Order Details Device Details History

Device Details

Device	Equipment Number	Material ID	Material Description	Meter Reading
908081687132	1000072	1	Meter with 1phase	2.0.04

History

Role	User	Decision	Comments	Date
Service Request Processor	[Redacted]	Submit	Re-energization for 8000000251	Thu, 13 Jan 2022 17:35:10 GMT
Process Admin	[Redacted]	Assign	Approver Assigned	Thu, 13 Jan 2022 17:38:26 GMT

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Approve
Reject
Show Log
Claim

The Approver can make one of the following decisions:

1. Approve - Click Approve button to approve and create reconnection order.
2. Reject- Click Reject button if the details is not valid and to prevent the reconnection order from getting created.

The screenshot shows the SAP 'Approve Reconnection Order' task interface. On the left, a task card is highlighted with a green border, displaying the task title 'Approve reconnection order for installation 3000000059 and...', a 'Medium' priority, and a due date of 'Jan 13, 2022' with a 'Within a Week' indicator. The main task area is titled 'Approve Reconnection Order' and contains the following details:

- Title:** Approve reconnection order for installation 3000000059 and document 000000000430
- Created On:** Jan, 13, 2022-11:08:29
- Created By:** [User Name]
- Priority:** MEDIUM
- Reconnection Order Details:**
 - Disconnection Document Number: 000000000430
 - Disconnection Document Status: 21 (Disconnection carried out)
 - Business Partner Number: 1000000083
 - Disconnection Reason: 03(Customer Request)
 - Connection Object: 1000000082
 - Premise: 2000000024
 - Division: 01
- Planned Reconnection Date:** Jan 14, 2022
- Planned Reconnection Time:** 6:04:10 PM
- Order code:** RC00
- PM Plant Order:** 1000
- Comments:** Reconnection Order approved

At the bottom right of the task area, there are three buttons: 'Approve' (highlighted with a green border), 'Reject', and 'Show Log'. Other buttons like 'Claim' are also visible.

The next step is triggered based on how the process variant is configured by the Process Expert

Update Meter Reading

After the reconnection order is created update meter reading task is created.

The approval user interface to update meter reading has 3 sections.

1. Installation Details

All Tasks (273) Search

Update Meter Reading for installation number 3000000041
Medium
Due on Jan 21, 2022 Overdue

Update Meter Reading
Update Meter Reading for installation number 3000000041
Created On: Jan, 21, 2022-03:00:15
Created By: [Redacted] Priority: MEDIUM

Installation Details Serial Number History

Installation Number : : 300000041
Reconnection Status: 22
Reconnection Order Number:
Service Order Code: RC00
Reconnection Activity: 1000
Planned Reconnection Date: 13.01.2022

Meter Reading Type: * 01
Comments: Updated

Serial Number

Serial Number	Equipment Number	Material ID	Material Description	Meter Reading
80976540	1000052	1	Meter with 1phase	Enter Number

Submit Cancel Show Log Claim

2. Serial Number- the selected installation device details will be shown and an input field to give the meter reading
3. History- to view the record of the previous task levels with comments, if any.

All Tasks (273)

Update Meter Reading for installation number 3000000041

Medium

Due on Jan 21, 2022 Overdue

Update Meter Reading

Update Meter Reading for installation number 3000000041

Installation Details
Serial Number
History

Serial Number

Serial Number	Equipment Number	Material ID	Material Description	Meter Reading
80976540	1000052	1	Meter with 1phase	<input style="width: 80%;" type="text" value="130"/>

History

Role	User	Decision	Comments	Date
Service Request Processor		Submit	Re-energization for 8000000251	Thu, 13 Jan 2022 17:35:10 GMT
Process Admin		Assign	Approver Assigned	Thu, 13 Jan 2022 17:38:26 GMT
Approver		Approve	Reconnection Order approved	Thu, 13 Jan 2022 17:41:05 GMT

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Submit
Cancel
Show Log
Claim
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The Approver can make one of the following decisions:

1. Submit- Click **Submit** button to update the meter reading and complete the reconnection request.
2. Cancel- Click **Cancel** button to cancel the meter reading and complete the reconnection.

The screenshot displays a task management interface. On the left, a task card is visible with the title "Update Meter Reading for installation number 3000000041", a "Medium" priority, and a status of "Overdue" with a due date of "Jan 21, 2022". The main panel shows the task details for "Update Meter Reading for installation number 3000000041". It includes a "Created On" date of "Jan, 21, 2022-03:00:15" and a "Priority: MEDIUM" label. Below this, there are tabs for "Installation Details", "Serial Number", and "History". The "Installation Details" tab is active, showing fields for "Installation Number : 3000000041", "Reconnection Order Number:", "Service Order Code: RC00", "Reconnection Activity: 1000", and "Planned Reconnection Date: 13.01.2022". To the right, there are fields for "Reconnection Status: 22", "Meter Reading Type: 01", and "Comments: Updated". At the bottom, a table titled "Serial Number" lists one entry with "Serial Number 80976540", "Equipment Number 1000052", "Material ID 1", and "Material Description Meter with 1phase". The "Submit" button is highlighted with a green box.

Serial Number	Equipment Number	Material ID	Material Description	Meter Reading
80976540	1000052	1	Meter with 1phase	Enter Number

IT-Task Owner Assignment – Approver Based On Plant

If the approver was not determined from business rules or from external service, a task will be

created for admin to assign approver or to retry the step.

The task owner assignment user interface has 5 sections.

1. Error Description

2. Task Owner Assignment

All Tasks (275)

Search

Task Owner not defined for reconnection request 8000000251
Medium
Due on Jan 13, 2022... Within a Week

IT-Task Owner Assignment

Task Owner not defined for reconnection request 8000000251

Created On: Jan 13, 2022 Priority Due On
Medium Jan 13, 2022

Error Description Task Owner Assignment History Comment Installation Details

Error Description: Task Owners not defined for Approve for Installation Number 3000000059

Task Owner Assignment

Mail ID:
User ID:
User Group:

History

Assign Processor Retry Show Log Claim

3. History

4. Comment

All Tasks (275) Search Task Owner not defined for reconnection request 8000000251 Medium Due on Jan 13, 202... Within a Week

IT-Task Owner Assignment

Task Owner not defined for reconnection request 8000000251

Error Description Task Owner Assignment **History** Comment Installation Details

History

Role	User	Decision	Comment	Date
Service Request Processor	[Redacted]	Submit	Re-energization for 8000000251	Thu, 13 Jan 2022 17:35:10 GMT

Comment

Comment:

5. Installation Details

All Tasks (275) Search Task Owner not defined for reconnection request 8000000251 Medium Due on Jan 13, 202... Within a Week

IT-Task Owner Assignment

Task Owner not defined for reconnection request 8000000251

Error Description Task Owner Assignment History Comment **Installation Details**

Installation Details

Installation Number:

Division:

Current Business Partner:

Service Request Number:

Disconnection Document Number:

The Admin can make one of the following decisions:

1. Assign Processor – Assign new processor by giving new processor details
2. Retry - Retry to find the approver details from business rules or from external service

IT-Task Owner Assignment – Approver Based On Connection Object

If the approver was not determined from business rules or from external service, a task will be created for admin to assign approver or to retry the step.

The task owner assignment user interface has 5 sections.

1. Error Description

2. Task Owner Assignment

All Tasks (275)

Search

Task Owner not defined for reconnection request 8000000251

Medium

Due on Jan 13, 2022... Within a Week

IT-Task Owner Assignment

Task Owner not defined for reconnection request 8000000251

Created On: Jan 13, 2022

Priority: Medium

Due On: Jan 13, 2022

[Error Description](#) [Task Owner Assignment](#) [History](#) [Comment](#) [Installation Details](#)

Error Description: Task Owners not defined for Approve for Installation Number 3000000059

Task Owner Assignment

Mail ID:

User ID:

User Group:

History

[Assign Processor](#) [Retry](#) [Show Log](#) [Claim](#)

3. History

4. Comment

The screenshot shows the 'History' tab selected in the 'IT-Task Owner Assignment' interface. The main title is 'Task Owner not defined for reconnection request 8000000251'. Below the title are tabs for 'Error Description', 'Task Owner Assignment', 'History', 'Comment', and 'Installation Details'. The 'History' tab displays a table with the following data:

Role	User	Decision	Comment	Date
Service Request Processor	[Redacted]	Submit	Re-energization for 8000000251	Thu, 13 Jan 2022 17:35:10 GMT

Below the table is a 'Comment' section with a text input field labeled 'Comment: Comment Here...'. On the left side, there is a sidebar with a search bar and a task card for 'Task Owner not defined for reconnection request 8000000251' with a 'Medium' priority and a due date of 'Jan 13, 2022... Within a Week'.

5. Installation Details

The screenshot shows the 'Installation Details' tab selected in the 'IT-Task Owner Assignment' interface. The main title is 'Task Owner not defined for reconnection request 8000000251'. Below the title are tabs for 'Error Description', 'Task Owner Assignment', 'History', 'Comment', and 'Installation Details'. The 'Installation Details' tab displays the following information:

Installation Number: 3000000059
Division: Electricity
Current Business Partner: 1000000083
Service Request Number: 8000000251
Disconnection Document Number: 00000000430

At the bottom right, there are buttons for 'Assign Processor', 'Retry', 'Show Log', and 'Claim'. On the left side, there is a sidebar with a search bar and a task card for 'Task Owner not defined for reconnection request 8000000251' with a 'Medium' priority and a due date of 'Jan 13, 2022... Within a Week'.

The Admin can make one of the following decisions:

1. Assign Processor – Assign new processor by giving new processor details
2. Retry - Retry to find the approver details from business rules or from external service

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.

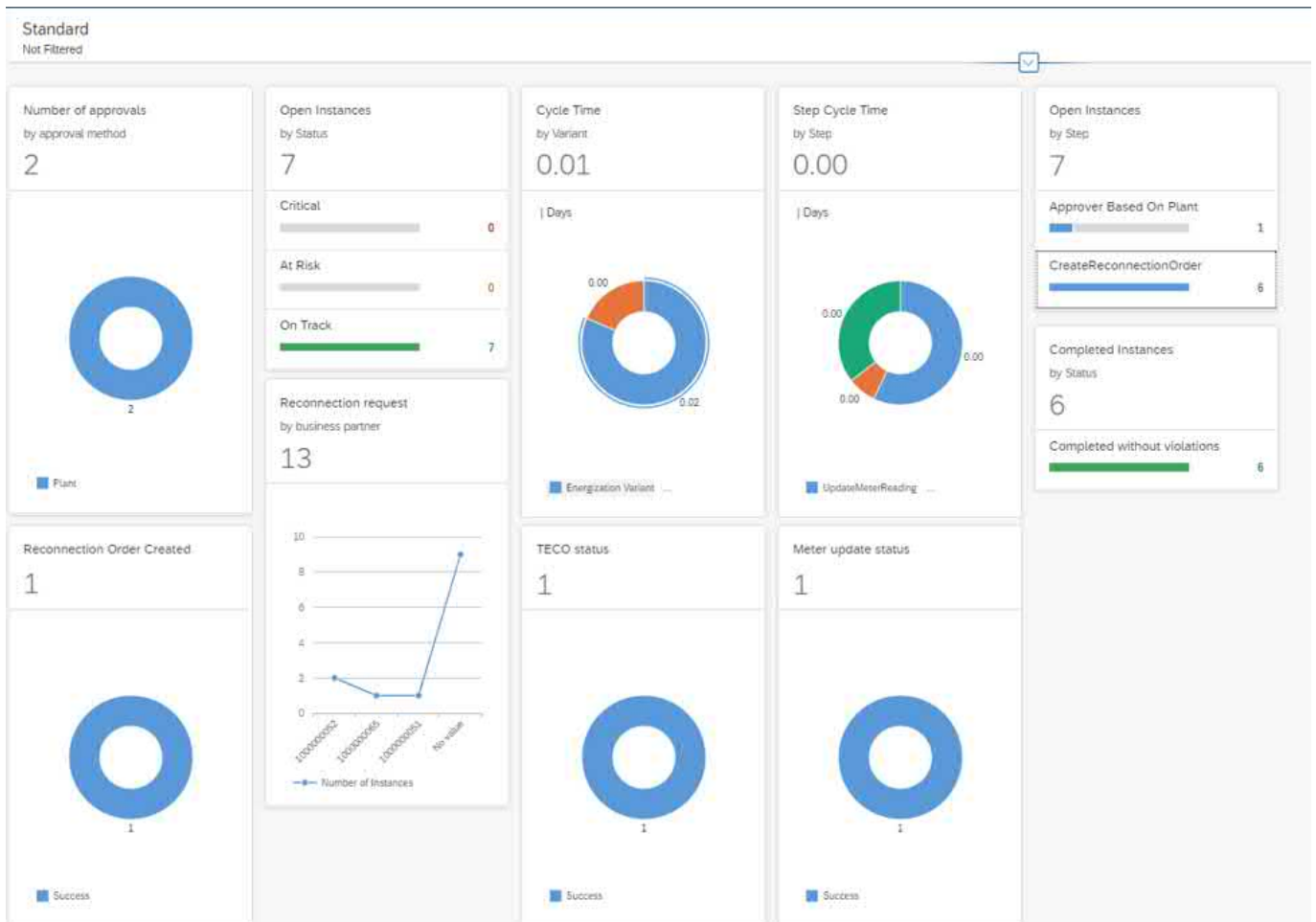
The Reconnection Process package provide out of the box visibility to process performance indicators for all the deployed process variants in SAP Workflow Management or SAP Process Automation. A process owner or line of business expert will be able to enhance the visibility scenario.

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 "Reconnection 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 Reconnection Processtile.
3. Click Live Process Insights Reconnection Process
4. User will see the below detailed process visibility screen.



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