Prepackaged Integration with SAP ERP
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1 Scope and Methodology

This document describes how to integrate SAP Cloud for Customer with an existing on-premise SAP ERP system using either SAP Cloud Integration or SAP Process Integration.

1.1 Integration Scope

This section describes the scope of the integration between SAP Cloud for Customer and SAP ERP. The following figures depict the integrated functional scenarios at a high-level.

Master Data View

Transaction Scenario View
1.2 Methodology

When you configure your SAP Cloud solution with SAP ERP, you must observe dependencies that arise among the activities in different systems. We therefore recommend that you perform the activities in this guide in the sequence in which they are documented. Pay special attention to the prerequisites, if mentioned, at the beginning of each section. Activities that you must perform in:

- SAP ERP system are identified by the prefix ERP
- SAP Cloud for Customer are identified by the prefix Cloud Solution

Target Audience

Typically, several functional and configuration experts are involved in the integration process. The following table outlines the roles and responsibilities during a standard integration. Additional role of an SAP ERP Developer may be required, if additional BADI's or any custom work becomes necessary.

<table>
<thead>
<tr>
<th>Role</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP ERP Consultant</td>
<td>Configuration activities in Sales and Distribution area of the ERP system</td>
</tr>
<tr>
<td>SAP Cloud Integration</td>
<td></td>
</tr>
<tr>
<td>Cloud Administrator</td>
<td>Configuration activities in SAP Cloud for Customer Will need functional expert participation for code-list mapping.</td>
</tr>
<tr>
<td>System Administrator</td>
<td>• Establishing a secure network connection between the SAP ERP system and SAP Cloud for Customer systems</td>
</tr>
<tr>
<td></td>
<td>• Installing software components</td>
</tr>
</tbody>
</table>

Integration Guide Map

This integration guide map is an overview of the steps necessary for an end-to-end integration between SAP ERP and SAP Cloud for Customer. It acts as a checklist outlining various activities to be performed in each of the systems in a given phase.
2 Prepare Your Tenant

The SAP ERP and SAP CRM test systems are usually refreshed based on the corresponding productive system at regular intervals. Similarly, you may want to periodically refresh your SAP Cloud for Customer test tenant based on the productive tenant. This helps in keeping the tenants in sync with their backend source systems.

The default expectation is that the integration between the SAP Cloud for Customer and the on-premise systems work with minimal effort. However, if you face any challenges, follow the next sections.

2.1 Basic Preparation

Do the following:

1. Ensure that your test and production tenants are on same patch level before initiating the tenant copy.
2. Clear up or cancel any error or queued messages.
3. To maximize data parity between the two systems, we recommended that there is as little time gap between the distribution of new SAP Cloud for Customer tenant and the new on premise (CRM/ERP) test tenant. Data discrepancy due to timing issues of the two test systems, may prevent subsequent master and transactional data from replicating successfully.

2.2 Request an SAP Cloud for Customer Tenant

In the Service Control Center Systems view, you can request to create a new tenant. For example, you can request the following:

- A new productive tenant from a test tenant.
  Typically, applicable for new customer who starts with a test system, and then request for a productive system. In this case, master data, configuration and flexibility data is copied from the source system [Test Tenant] to the target system [Production Tenant]. No transactional data is copied.
A new test tenant from a test/production tenant. This is often done to refresh and have most up-to-date data into the test system for training or test purposes. This is a complete copy of the source system [Test/Production] to the target Test Tenant. Transactional data is also copied from the source to the target tenant.

2.3 Activities in the New SAP Cloud for Customer Tenant

Do the following:

1. Adjust the communication system and communication arrangements, so that they point to the right on-premise system.
If the tenant was copied from a productive tenant:
- All the communication systems and communication arrangements are copied
- All the outbound services are set as **inactive** - this prevents accidental update of productive backend system data with the new test tenant

If the tenant was copied from a test tenant:
- All the communication systems and communication arrangements are copied
- All the outbound services are set as **active**

**Note**
New communication system and communication arrangement are created in the copied tenant. The system does not edit any existing communication system and communication arrangement.

2. Adjust the integration content for new tenant:
   1. Go to the Administrator work center.
   2. Under Integration, click *Adapt Integration content for new tenant*.
   3. In the window, click *New Adaptation*.

4. Enter the following:
• System instance ID from which this tenant was copied.
• New communication system instance ID created in the copied tenant.

5. Click **Execute and Close**
The BTD references and ID mapping will be adjusted. You can check the status in the application log.

### 2.4 Activities in the On-Premise Suite System

On the system that is to be integrated with the new SAP Cloud for Customer tenant, do the following:

1. Refresh the on-premise test system from the corresponding production system
2. Create a logical system for the SAP Cloud for Customer tenant using BD54.
3. Run BDLS to update the old logical system with the new logical system. BDLS copies the partner profile from the old logical system to the new logical system.
4. Adjust the RFC destinations and SOAMANAGER endpoints.
5. If the on-premise system is SAP CRM, then adjust the SITE additionally.
   1. Go to T-code SMOEAC and change the site name.

2. Change the site attributes. EDI partner number should be the logical system created for the refreshed Cloud tenant.
3. Adjust the DBTABLES that store the tenant ID. BUT0ID (BP: ID Numbers) DBTABLE stores the tenant ID as a part of ID number. Since the IDNUMBER column is not of domain LOGSYS or EDI_PARNUM, this table is not automatically adjusted by BDLS.

Therefore, a special routine is executed with BDLS which replaces all the entries in the BUT0ID table where IDNUMBER contains the old tenant ID, with new tenant ID (logical system).

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>PARTNER</th>
<th>TYPE</th>
<th>IDNUMBER</th>
<th>INSTITUTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>400</td>
<td>0000863787</td>
<td>CRMPCD</td>
<td>0ABG0EE563787</td>
<td></td>
</tr>
<tr>
<td>400</td>
<td>0000863787</td>
<td>CRMPCD</td>
<td>0L07EO063787</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>0000863787</td>
<td>CRMPCD</td>
<td>0L07FO163787</td>
<td></td>
</tr>
<tr>
<td>400</td>
<td>0000863787</td>
<td>CRMPCD</td>
<td>0107FO63787</td>
<td></td>
</tr>
</tbody>
</table>

2.5 Settings in PI

Do the following:

1. Update all receiver communication channels that send data to SAP Cloud for Customer, with the new tenant host name.
2. Update the authentication information.
3. Update the value mappings as shown in the following image to include the new cloud solution tenant ID.

4. Adapt the adapter-specific identifiers with the new logical system name in the IDOC receiver adapter if required.

2.6 Settings in CI

In CI, do the following:
1. Change all the endpoint URLs in externalized parameters for both the cloud solution URL and ERP /CRM host and authentication information.

2. Assign the cloud solution tenant certificate to all the integration flow artifacts, where SAP Cloud for Customer is the sender for certificate based authentication from the cloud solution to CI.

### 2.7 Decommission the Existing Test Tenant

Complete the procedure by decommissioning the existing test tenant.
3 Set Up Integration

Learn about the integration scenario and set up the integration based on middleware.

Integration Scenario

Integration of SAP Cloud for Customer with SAP ERP using SAP Middleware is to exchange both master data and transactional data. Most of the communication is bidirectional, and automated replication that is mediated by the SAP Middleware system is particularly for mapping purposes. You can find detailed information about what master data and transactional data is replicated between the two systems.

Set up your integration based on your middleware.

- SAP Cloud Integration [page 15]
  - Learn how to set up integration for SAP Cloud Integration

- SAP Process Integration (PI) [page 39]
  - Learn how to set up integration for SAP Process Integration.

3.1 SAP Cloud Integration

Learn how to set up integration for SAP Cloud Integration

- Check and Prepare SAP ERP System [page 15]

- Set Up Secure Connection between ERP-Cloud Platform Integration-Cloud Systems [page 19]
  - This chapter covers the requirements for configuring secure connection between SAP Cloud for Customer and SAP On-Premise. In addition to the information in this chapter, you can refer to the Technical Connectivity guide (SAP Help Portal > Cloud for Customer > Integration > Technical Connectivity Guide) for generic connectivity issues.

- Configure Integration in SAP Cloud for Customer [page 21]
- Configure Integration in SAP ERP [page 32]
- Configure Integration in SAP Cloud Integration [page 38]

3.1.1 Check and Prepare SAP ERP System

Prerequisites
Your enterprise operates on SAP ECC 6.0 EHP 0 or a higher release. To check the ERP release, go to System Status. Under SAP System Data, check the component version. The minimum support package levels for the software component SAP APPL needed for SAP Cloud for Customer Integration are as follows.

- SAP APPL 6.00 (At least SAPKH60015)
- SAP APPL 6.02 (At least SAPKH60206)
- SAP APPL 6.03 (At least SAPKH60305)
- SAP APPL 6.04 (At least SAPKH60405)
- SAP APPL 6.05 (At least SAPKH60503)
- SAP APPL 6.06 (At least SAPKH60601)
- SAP APPL 6.16 (At least SAPKH61601)
- SAP APPL 6.17 (At least SAPKH61701)
- SAP APPL 6.18 (At least SAPK-61801INSAPAPPL)

In case you need to upgrade your system, we recommend installing the latest support package.

**Prerequisites for selected features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF version of ERP customer fact sheet</td>
<td>• SAP_APPL 602&lt;br&gt;• Activation of Business Function SD_01&lt;br&gt;• Configuration of Adobe Document Server</td>
</tr>
<tr>
<td>External pricing from sales quote, sales order, sales order, service ticket and contract</td>
<td>• SAP Note <a href="https://me.sap.com/notes/1984312">https://me.sap.com/notes/1984312</a>&lt;br&gt;• SAP Note <a href="https://me.sap.com/notes/2220998">2220998</a></td>
</tr>
<tr>
<td>Query of ERP sales order details</td>
<td>SAP_APPL 602</td>
</tr>
<tr>
<td>Query of ERP sales quote details</td>
<td>SAP_APPL 603</td>
</tr>
<tr>
<td>Print preview of ERP sales document details</td>
<td>• SAP_APPL 604&lt;br&gt;• SAPScript or Adobe Print Forms (Smartforms are not supported)&lt;br&gt;• Activation of Business Function LOG_SD_SIMP_02&lt;br&gt;• Activation of Business Function SD_01</td>
</tr>
</tbody>
</table>
## 3.1.1.1 SAP ERP Software Components

**Purpose**

SAP Cloud for Customer (Cloud) provides an add-on for SAP ECC that mainly contains the following:

- Missing interfaces for the Cloud for Customer-ERP integration
- Convenience functionality to simplify the setup of the integration

The add-on does not modify any core ERP coding, and hence is modification-free.

Each Cloud release comes with a new support package of the ECC add-on that may contain additional functionality to enable new integration scenarios. An upgrade to a newer version of the add-on is only required if you plan to enable one of these new integration scenarios after the Cloud upgrade.

Install the latest available SP in one of the following cases:

- The add-on is not yet installed in your SAP ECC system, or
- If an upgrade is required in order to use new features available in the latest Service Pack.

In other words, if you already have the add-ons installed, and do not need to upgrade, you may skip this chapter.

**Procedure**

2. Click on **Software Downloads**.
3. Search for **COD_ERP_INT 6.00**.
4. For initial installation, click **Installation Software Component**. For support package installation, click **Maintenance Software Component**.
3.1.1.2  Important SAP Notes for ERP Core Component

The SAP Note 2293774 lists important notes for the ERP core component that are required to make the integration between SAP Cloud for Customer and SAP ERP seamless. You must ensure the listed notes are implemented in your system.

3.1.1.3  Business Configuration Sets

The add-on CODERINT 600 contains the COD_BYD_ERP_INT, COD_GDPR, and COD_MERGE_CONFIGURATION Business Configuration (BC) sets.

Several customizing entries described in this guide are contained within the BC set COD_BYD_ERP_INT. Each section that contains a description of these customizing entries contains note referring to the BC set. If you activate this BC set now, you can skip those sections. Activate this BC set in the client you use for the integration of SAP Cloud for Customer and SAP ERP.

COD_GDPR enables General Data Protection Regulation (GDPR) and COD_MERGE_CONFIGURATION merges code lists.

For general information about BC sets, see Business Configuration Sets (BC-CUS).

3.1.1.4  Create SAP ERP User

Purpose

The following procedure describes how to create a user in SAP ERP with the necessary roles. This user enables communication from SAP Cloud for Customer to SAP ERP. This user is entered in:

- The SAP Cloud for Customer system, when you configure outbound communication arrangements to allow communication from SAP Cloud for Customer to SAP Middleware.
- The middleware (SAP CI or SAP PI) system, which is used to login from your SAP Middleware to SAP ERP.

Recommendation

For the SAP ERP user, maintain the user type as B - System or C - Communication. SAP recommends that you only provide minimal authorizations to this user.

The ERP add-on contains the following PFCG roles:

- SAP_SD_COD_INTEGRATION
- SAP_SD_COD_INTEGRATION_EXT

You can use these roles as a template for the authorizations. As these PFCG roles are not tailored to your specific needs, please maintain individual PFCG roles.

In case you use CI as middleware, please see SAP Note 2242343 - How to restrict the IDoc transfer C4C > CI > ERP.
3.1.2 Set Up Secure Connection between ERP-Cloud Platform Integration-Cloud Systems

This chapter covers the requirements for configuring secure connection between SAP Cloud for Customer and SAP On-Premise. In addition to the information in this chapter, you can refer to the Technical Connectivity guide (SAP Help Portal > Cloud for Customer > Integration > Technical Connectivity Guide) for generic connectivity issues.

The following diagram illustrates a typical setup for secure communication between the Cloud network and the on-premise network. Communication between the Cloud solution and the SAP ERP system must be secured by transport layer security (TLS) in both directions using the https protocol.

**Note**
CI allows both certificate-based authentication and basic authentication.

**Communication between Cloud Solution and CI Tenant**
To establish communication between the SAP Cloud for Customer tenant and the SAP Cloud Integration tenant, there must be secure HTTPS connections set up as part of the tenant provisioning configuration.

**Communication from SAP ERP to CI Tenant**
The SAP ERP system must be able to connect to the Internet via https protocol as a prerequisite for communication from SAP ERP to the Cloud solution. The Cloud solution tenant can only be reached by a reverse proxy used in the SAP cloud network. The server certificate of this reverse proxy is signed by the certification authority (CA) Baltimore CyberTrust Root.

You must import the certificates of the above mentioned CA into the SAP ERP system in transaction STRUST. Import the certificates into the folder SSL Client (Standard) for authentication with client certificate. You can obtain the Baltimore CyberTrust root certificate from the CI provisioning e-mail.
Additionally, the SAP ERP client certificate should be signed by the authorities listed here:

2. Open the complete documentation, click SAP CI for process integration complete documentation (HTML).
3. Go to Connecting a Customer System to SAP CI Concepts of Secure Communication HTTPS-Based Communication Load Balancer Root Certificates Supported by SAP.

**Communication From CI Tenant to SAP ERP**

It should be possible for CI to access SAP ERP system over the Internet. For more information on how to establish secure communication between these systems, see the SAP NetWeaver Security Guide, in the appropriate NetWeaver version of your ERP system, and go through the section Network and Communication Security.

The server certificate used by the reverse proxy must be trusted by the cloud CI tenant. Therefore, it must be signed by one of the certification authorities.

Ensure that the root CA of CI client certificate is trusted by your reverse proxy or SAP ERP system, as applicable.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternatively, connection from CI tenant to SAP ERP can also be established via SAP Cloud Connector. For more information on setting up SAP Cloud Connector, see SAP Cloud Platform Connectivity.</td>
</tr>
</tbody>
</table>

### 3.1.2.1 Check End-to-End Connectivity

You can now check if a technical connection has been successfully established between your SAP on-premise and SAP Cloud for Customer systems. A successful connection ensures that the data is flowing between the two systems via the SAP Middleware.
The necessary configuration to use this feature is explained in the graphic below:

<table>
<thead>
<tr>
<th>SAP ERP/CRM</th>
<th>Middleware</th>
<th>Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Configuration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Install the support pack for the add-on</td>
<td>2. PI - Configure connectivity scenario</td>
<td>3. Create communication system</td>
</tr>
<tr>
<td><strong>Testing Connectivity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test connectivity from SAP ERP/CRM to Cloud system, by running a report.</td>
<td>Test connectivity from Cloud to SAP ERP/CRM system in the Communication Arrangement wizard.</td>
<td></td>
</tr>
</tbody>
</table>

- **ERP report:** RCOD_CHECK_E2E_CONNECTIVITY
- **CRM report:** CRMPCD_CHECK_E2E_CONNECTIVITY

In the Cloud system, you can click the Test Connection in the Communication Arrangement wizard to check if the data is successfully reaching the SAP on-premise system.

### 3.1.3 Configure Integration in SAP Cloud for Customer

#### 3.1.3.1 Activate SAP ERP Integration in Scoping

**Purpose**
You must check the scope of your SAP Cloud for Customer and ensure that the required integration is active.

**Procedure**
1. Logon to SAP Cloud for Customer as a system administrator.
2. In the Business Configuration work center, choose the Implementation Projects view.
3. Select your implementation project and click Edit Project Scope.
4. In the scoping wizard, choose Next until the Scoping screen appears.
5. Expand the nodes Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Prepackaged Integration with SAP ERP ➔ Set Up Integration ➔ PUBLIC ➔ 21
6. Select the required scoping options and choose Next.

<table>
<thead>
<tr>
<th>Select the node</th>
<th>If you want to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration with ERP</td>
<td>Ensure SAP ERP integration is active in your Cloud solution</td>
</tr>
<tr>
<td>Integration with Master Data</td>
<td>Allow master data to be exchanged with SAP ERP</td>
</tr>
<tr>
<td>Integration into Sales, Service and Marketing Processes</td>
<td>Allow transactional data to be exchanged with SAP ERP</td>
</tr>
</tbody>
</table>

The Questions screen displays only the selected scoping options.

7. On the Questions screen, expand Communication and Information Exchange, and review the scoping questions.
8. After you have carefully reviewed and confirmed your entries, click Finish.

⚠️ Caution

Although you have defined the scoping of the solution, you have not yet deployed it. To do so, confirm the milestone Design Accepted in the activity list of the project.

1. Go to Business Configuration ➔ Open Activity List ➔ Confirm Milestone: Design Accepted.
2. Select Design Accepted and click Confirm.

### 3.1.3.1.1 Sales Quote Replication

**Purpose**

Additional scoping questions have to be maintained for sales report replication to SAP ERP:

1. Logon to the Cloud solution as a system administrator.
2. In the Business Configuration work center, choose the Implementation Projects.
3. Select your implementation project and click on Open Activity List.
4. Click on Fine-tune
5. Search for the activity Sales Quotes and select Maintain Document Types
6. Select External pricing and Replication
3.1.3.2 Set up Communication System

Purpose

A communication system represents an external system for communication. A communication system is also the reference for ID mapping maintained within your Cloud solution. It must be representative of the on-premise client, even if the technical communication occurs using an SAP middleware.

To integrate your Cloud solution and an on-premise system using an SAP middleware, you define the on-premise client as the communication system. Note that all information except the host name is that of the on-premise system.

Before a communication system can be used for data exchange, communication arrangements must be maintained. For additional information, see Configure Communication Arrangements.

Prerequisites

You have administrator user rights.

Procedure

1. In the Administrator work center choose Communication Systems.
2. Click New.
3. On the New Communication System screen, in the Basic Information section, enter the following information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID or name of the on-premise system to be connected</td>
<td>Q5E</td>
</tr>
<tr>
<td>SAP Business Suite</td>
<td>Select the checkbox</td>
<td>X</td>
</tr>
<tr>
<td>Internal Comment</td>
<td>A short description of the on-premise system you are connecting</td>
<td>Q5E - ERP Test System</td>
</tr>
</tbody>
</table>
| Host Name            | • If using PI, then enter the reverse proxy of the middleware  
                      | • If using CI, then enter the SAP Cloud Integration worker node host name provided by SAP Cloud Managed Services | PI: <XXX>.SAP.COM CI: https://<XXXX>-ifl-map.cpisbt.<XXX>.hana.ondemand.com |
| System Access Type   | Internet                                   | Internet                                     |

4. (Optional): In the Technical Contact section, you can enter data of the contact person for this system.
5. Save your data.
6. In the System Instances section, enter the following data:

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business System Instance ID</td>
<td>Displays the ID or name of your business instance of the SAP on-premise system/client</td>
<td>PI: Q5E_004 CI: Q5ECLNT004</td>
</tr>
</tbody>
</table>
### Business System ID

Business system ID of the SAP on-premise client. If you are using PI, then you can get the business system ID in one of the following ways:

- Under **System Landscape** > **System Landscape Directory** > **Business Systems** > Search for the ERP system, say Q5E
- Go In the **Overview** tab, you will find Name, which is the business system name

- Run this function module in the ERP system: LCR_GET_OWN_BUSINESS_SYSTEM
  
If you are using CI, enter the IDoc logical system ID of your ERP instance. For information on how to get the IDoc logical system ID, see below.

**Example**

- PI: Q5E_004 CI: Q5ECLNT004

### IDoc Logical System ID

The IDoc logical system ID of the SAP on-premise client, maintained in ALE. Path.

**Example**

- Q5ECLNT004

### SAP Client

Client of the SAP on-premise system

**Example**

- 004

### Preferred Application Protocol

Web Service

**Example**

- 5_Web Service

### Configure Communication Arrangements

#### Purpose

You need to configure and activate the communication arrangements to enable the integration between an on-premise system and the Cloud solution. Multiple communication arrangements can be created for on-premise integration through a guided activity. Instead of repeating common information each time you create a communication arrangement, you can enter common information once, and create communication arrangements in bulk.

**Note**

The number of communication scenarios to be defined depends on the scoping you have performed.

You can find a list of all the communication arrangements and the corresponding service interfaces in the **Integration Flow** spreadsheet (SAP Help Portal > Cloud for Customer > Integration > Integration Flows).
Prerequisites

You know the following:

- Communication system ID as maintained in the Set up Communication System.
- Tenant ID of SAP Cloud for Customer. For more information, see Determine Short Tenant ID.

Procedure

1. To create multiple communication arrangements go to Administrator Communication Arrangement for On-Premise Integration common task.
2. In the Select Communication System step, enter business data.
   1. Under Integration Details select the system that you want to Integrate with and the relevant tabs are displayed, depending on Integration Middleware that you want to use.
   2. Under Communication System, enter the System Instance ID of the communication system with which you want to set up communication arrangements.
   3. Select the code list mapping that should be used for this integration, say SAP On Premise Integration.

   Note
   If a communication arrangement contains a service interface that supports code list mapping, the Code List Mapping field is displayed. In this field, you can choose the relevant code list mapping group for the communication scenario that you are using. For more information, see the relevant integration guide.

4. Click Next.
3. In the Communication Arrangements step, select the communication scenarios for which you want to create the communication arrangements.
   You can only select those communication scenarios for which a communication arrangement has not yet been created.
4. The Inbound and OutboundCommunication Scenario. For example, if a communication arrangement has only an inbound service interface, then the Inbound tab is displayed.
5. For each of the communication scenarios, check the details on the Inbound tab as necessary:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
<td>If you do not want to use a service, uncheck the checkbox. If the service is mandatory, the checkbox is disabled.</td>
</tr>
<tr>
<td>Service</td>
<td>Displays the name of the service.</td>
</tr>
<tr>
<td>Application Protocol</td>
<td>Check if the protocol is Web Service.</td>
</tr>
<tr>
<td>Service URL</td>
<td>Displays the URL of the service.</td>
</tr>
</tbody>
</table>

6. To check the information on an inbound service, select the service and click Check Service.
7. For each of the communication scenarios, check the details on the Outbound tab as necessary:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
<td>If you do not want to use a service, uncheck the checkbox. If the service is mandatory, the checkbox is disabled.</td>
</tr>
<tr>
<td>Service</td>
<td>Displays the name of the service.</td>
</tr>
<tr>
<td>Port</td>
<td>Enter the reverse proxy port of the on-premise system</td>
</tr>
</tbody>
</table>
8. In the **Communication Credentials** step, provide the inbound and outbound credentials.

1. If you use inbound communication, select the **Authentication Method** in the **Inbound Communication Credentials** section. In the **User ID** field, click **Edit Credentials**.
   
   Depending on the chosen authentication method, you need to define the credentials of the communication user as described in the following table. The user ID of the communication user is created automatically.

### Authentication Method | Settings
---|---
SSL Client Certificate | If you use this authentication method, you need to either:
   - Upload the public key certificate that has been provided by your communication partner as part of provisioning. You can also receive it on creating an incident in the component for your respective SAP Middleware (LOD-CI/LOD-PI).
   - If the communication partner cannot provide a certificate, then create a PKCS#12 key pair file, which is password encrypted and contains a public key certificate and a private key, and provide the credentials to your communication partner.
   
   **To upload a PKCS#12 file:**
   - Choose **Certificate**.
   - Click and choose the relevant **Upload Certificate**.
   - Click **OK**.
   
   **To create a PKCS#12 key pair file:**
   - Choose **Certificate**.
   - Click **Create and Download Key Pair**.
   - Enter a name for the PKCS#12 file and save it.
   - Define a password for the PKCS#12 file and click **OK**. The certificate details will be displayed.
   - Click **OK**.

User ID and Password | If you use this authentication method, you need to define a password as follows:
   - Choose **Change Password**.
   - Enter a password.

   **i Note**
   You need the user ID and password while configuring the receiver communication channel in SAP Middleware.
   - Click **OK**.

2. If you use outbound communication, select the **Authentication Method** in the **Outbound Communication Credentials** section. Select the **Authentication Method**.
   
   Depending on the chosen authentication method, you need to define the relevant settings as described in the following table
<table>
<thead>
<tr>
<th>Authentication Method</th>
<th>Authentication</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSL Client Certificate</td>
<td>SAP System Key Pair (recommended)</td>
<td>If you use this authentication, the relevant certificate must be known to the communication partner. Download the certificate as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- In the Certificate field, click Download.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Choose a location to save the certificate, enter a file name, and click Save.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The certificate will be downloaded with the specified name, and in the chosen folder you need to export the certificate.</td>
</tr>
</tbody>
</table>

| Trusted Third-Party Key Pair    |                                 | If you use this authentication, you need to upload the PKCS#12 key pair file provided by your communication partner. The PKCS#12 file is password encrypted and contains a public key certificate and a private key. |
|                                 |                                 | - Choose the option Trusted Third-Party Key Pair.                                                                                                                                                      |
|                                 |                                 | - In the Certificate field, click Edit Credentials.                                                                                                                                                   |
|                                 |                                 | - Click Upload Key Pair, and choose the PKCS#12 file you want to upload.                                                                                                                             |
|                                 |                                 | - Enter the required password and click OK.                                                                                                                                                           |

| User ID and Password            |                                 | If you use this authentication method, you need to enter the user ID and password that is used by the communication partner for the same communication arrangement.                                         |
|                                 |                                 | - In the User ID field, click Edit Credentials.                                                                                                                                                       |
|                                 |                                 | - Enter the user ID and password.                                                                                                                                                                     |
|                                 |                                 | - Click OK.                                                                                                                                                                                          |

9. To create and activate your communication arrangements in the system, click Finish.
Result

A success message is shown once the communication arrangement has been created successfully.

In case, the chosen middleware is CI, to configure the connectivity, follow the steps outlined in the Configure SAP CI Certificate based Authentication for SAP Cloud for Customer.

### 3.1.3.4 Export the Root Certificate

SAP Cloud for Customer client certificate is signed by SAP Passport CA. This CA needs to be imported into the middleware system. You can download the Passport CA certificate here.

### 3.1.3.5 Determine Short Tenant ID

**Purpose**

The tenant ID is required for several upcoming configuration steps in the SAP middleware system. We recommend that you note it at this point in your configuration.

**Procedure**

1. In the Administrator work center, choose Communication Arrangements.
2. Select a communication arrangement that you have created in, for example, Business Partner Replication from External System.
3. Under My Communication Data section, note the ID under My System.

### 3.1.3.6 Optional: Maintain ERP Number Ranges

**Purpose**

ERP number ranges for accounts (KUNNR) and contacts (PARNR) are used when these objects are created in SAP ERP using IDoc. This activity is an optional one because default numbers are already provided. If you want to change the default numbers and you do not see this activity in the fine tuning activity list, choose All Activities from the Show drop-down list.

**Prerequisites**

You have configured at least one internal number range. Make sure that the number range has enough values available. You can also use the number range in standard customizing delivered with your solution.

**Procedure**

1. In the Business Configuration work center, choose the Implementation Projects view.
2. Select the line that contains your project, and click Open Activity List.
3. On the Activity List <...> screen, choose Fine-Tune.
4. Click Integration of Business Partner Data from Your Cloud Solution to SAP ERP. The system provides default number ranges for prospects, contacts, and customers that can be used in SAP ERP.
5. Make sure the number ranges you define match the number ranges defined in the ERP system. For more information, see Define Number Intervals.

<table>
<thead>
<tr>
<th>ERP System</th>
<th>Cloud Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debitor C1</td>
<td>Prospect</td>
</tr>
<tr>
<td>Debitor C2</td>
<td>Customer</td>
</tr>
<tr>
<td>Partner C1</td>
<td>Contact</td>
</tr>
</tbody>
</table>

**Note**
The entries you make must be copied from the test environment (cloud tenant and ERP tenant) to the productive environment.

**Caution**
Changing previously assigned number ranges can lead to problems. You should create number ranges with sufficient intervals to avoid future complications. If you connect more than one cloud tenant to one SAP ERP system, make sure to define specific number ranges for each cloud tenant. If you do not, you might risk sending different business partners with the same ID to SAP ERP, which leads to inconsistencies.

### 3.1.3.7 Perform Code List Mapping

For information on how to perform code list mapping, read the Quick Start Guide.

### 3.1.3.8 Create ID Mapping

**Purpose**
This section describes how to create ID mapping for selected business objects such as sales. For these selected objects, ID mapping is created manually. ID mapping for most objects is carried out automatically during the initial load of data into the system. However, it can be checked and adapted in this view as well.

You can maintain the entries for ID mapping either directly in the system user interface or in a Microsoft Excel template, that can be downloaded from the user interface. For information on ID mapping using the Microsoft Excel template, see ID Mapping using the Microsoft Excel Template.

**Prerequisites**
Before you create ID mapping, the data for these objects must be maintained in the cloud solution. Also, data must have been migrated so that they can be mapped.

**Procedure**
1. In the Administrator work center under Common Tasks, choose Edit ID Mapping for Integration.

2. From the Mapping Of dialog box, choose the object for which you want to map the IDs.

3. In the System Instance ID field, use the input help to select the ID of your SAP ERP system.

4. Click Go.

5. In the External ID column, enter the ID of the object in the system.

6. Repeat steps 2 to 5 for the following objects.
   - Company
   - Accounts
   - Contacts
   - Employees
   - Equipments
   - Functional locations
   - Materials
   - Measurement points
   - Planning group
   - Product categories
   - Planning group
   - Sales office
   - Sales organizations

### i Note

<table>
<thead>
<tr>
<th>ERP values for:</th>
<th>ERP Customizing path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product categories/ material group</td>
<td>Logistics General &gt; Material Master &gt; Settings for Key Fields &gt; Define Material Groups</td>
</tr>
</tbody>
</table>

**i Note**
In the standard integration content, the product category in the Cloud solution is the material group in ERP.

| Employees                          | Enterprise Structure > Assignment > Human Resource Management > Assign employee subgroup to employee group Enterprise Structure > Definition > Human Resource Management > Employee Groups |

7. Save your entries.

### 3.1.3.8.1 ID Mapping using the Microsoft Excel Template

The Microsoft Excel® template for ID mapping allows you to maintain IDs easily.
Prerequisites

You have installed the Add-In for Microsoft Excel, which is available as a download in your system.

Procedure

Download the content to Microsoft Excel

1. From the Mapping Of drop-down box, choose object for which you want to download ID mappings.
2. In the Business Instance ID field, use the input help to select the ID of your SAP on-premise system.
3. Click Go.
4. Click ID Mapping to Microsoft Excel. The data is downloaded to an excel file.
5. Open the file, and accept messages to enable macros.
6. Go to SAP Add-In Logon, and provide the URL to Cloud system, and your user credentials, and click Log On.

Note

The Local IDs correspond to the IDs used in the cloud solution. The External IDs correspond to the IDs in the SAP ERP system.

7. Make the necessary changes and save the excel file.

Upload the changed Microsoft Excel document to Cloud

1. In the Cloud system, Click ID Mapping from Microsoft Excel. An excel template is downloaded.
2. Open the file, and accept messages to enable macros.
3. Go to SAP Add-In Logon, and provide the URL to Cloud system, and your user credentials, and click Log On.
4. Copy the content from the excel file where you have saved your changes.
5. Under SAP Add-In Workbook Save Data to in order to save data to Cloud.

3.1.3.9 Optional: Handling of Inconsistent Address Data

In addition to the topics we are covering as part of the Integration Guide map, there is an additional topic of handling inconsistent address data. This chapter describes how to turn-off the address checks provided by default. This section is optional.

Purpose

The system checks if address data, such as country, region, and postal code length, is consistent. Inconsistent address data leads to error messages and cannot be saved or activated unless you allow it by specifying it in Fine Tuning.

Procedure

1. In the Business Configuration work center, select the Implementation Projects view.
2. Mark the line that contains your project and click Open Activity List.
4. Show All Activities and find for Address Checks.
5. Select Address Checks and click Add to Project.
6. Open Address Checks
7. Optionally, if you want to allow inconsistent address master data to be saved, select the check box Allow saving of inconsistent address based on your business requirements. Any inconsistent address data in the check results are shown as warnings, and the data will be saved. This setting affects addresses of master data, such as business partners and organizational units, when you maintain the data in the work center views for master data, during migration, and during data replication. Checks of address data for business documents are not affected.
8. Save and close the activity.

3.1.4 Configure Integration in SAP ERP

3.1.4.1 SAP Customizing Implementation Guide in the ERP System

All the customization activities necessary to integrate SAP ERP with SAP Cloud for Customer are defined in a hierarchical structure in the SAP Implementation Guide structure. The necessary documentation is also made available with the activity.

For example, the structure contains the customizing activities for code lists, automatic generation of integration settings, manually maintaining the integration settings, and BADIs.

Purpose

1. In the ERP system, go to the transaction SPRO, and click SAP Reference IMG.
2. Expand Integration with Other mySAP.com Components and Integration with SAP Cloud for Customer
3. Run the report to automatically perform the basic configuration activities:
### IMG Activity

<table>
<thead>
<tr>
<th>Communication Setup Automatically Generate Integration Settings for Data Exchange</th>
<th>Description</th>
</tr>
</thead>
</table>
| This activity will run the report RCOD_CREATE_CONNECTIVITY_SIMPL, and automatically configures the basic settings for establishing a connection between the systems. For example:  
- Creates RFC destinations to connect from SAP ERP to SAP middleware  
- Creates port definition with the required configuration for outbound and inbound message types  
- Creates partner profiles with the required configuration for outbound and inbound message types  
- Maintains ALE distribution model  
- Activates a service  
- Maintains endpoints for services  
- Creates logical port in SOA Management for attachment replication  
- Processes jobs for inbound and outbound IDocs, and time slice reports |

**i Note**  
The report only supports creation of entities, and does not update any existing entities.

### 4. If you want to manually update any entries, expand Communication Setup Manually Adjust Integration Settings for Data Exchange

#### ALE Settings for the HTTP inbound

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define Logical System</td>
<td>The ERP system must be configured as client-independent Customizing. The communication partner is not the middleware but the Cloud solution.</td>
</tr>
<tr>
<td>Define RFC destination</td>
<td>The ERP system must be configured as client-independent Customizing. The RFC destination is required for the middleware system.</td>
</tr>
<tr>
<td>Maintain Port Definition</td>
<td>The ERP system must be configured as client-independent Customizing.</td>
</tr>
<tr>
<td>Maintain Distribution Model</td>
<td>Create a distribution model to determine the system to which IDocs should be sent.</td>
</tr>
<tr>
<td>Register Service for IDoc Inbound</td>
<td>You need to register the IDoc inbound service if IDocs have to be received by ERP via SOAP/HTTPS.</td>
</tr>
<tr>
<td><strong>ALE Settings for the HTTP inbound</strong></td>
<td>&lt;a one liner as to why this activity is necessary&gt;</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Maintain IDoc Partner Profile</td>
<td>Create a partner profile of type LS, and maintain the inbound and outbound parameters for inbound and outbound IDoc message types.</td>
</tr>
<tr>
<td>Setup ICF Nodes</td>
<td>You can configure HTTP services and activate them individually, so HTTP requests can be handled in the work process of an SAP System (server and client). You need to activate the service /sap/bc/srt/IDoc (Inbound SOAP for IDoc) before registering it.</td>
</tr>
<tr>
<td>Configuration in SOA Management</td>
<td>In SOA Management, you need to perform configuration: • To generate PDF files of sales orders or quotes in an opportunity • To maintain end points for services • To send attachments from SAP ERP to SAP Cloud for Customer • To send attachments from SAP Cloud for Customer to SAP ERP</td>
</tr>
<tr>
<td>Create Communication Users</td>
<td>You need to create a user in SAP ERP, which can be used by the Cloud solution for authentication against SAP ERP. You can enter this user when you configure outbound communication arrangements in the Cloud solution.</td>
</tr>
<tr>
<td>Maintain Authorizations</td>
<td>You need to maintain the assignments of authorization required for business transactions to your communication user.</td>
</tr>
<tr>
<td>Maintain Certificate to User Mapping</td>
<td>The client certificate (public key) of middleware system should be mapped to the communication user in the on-premise system.</td>
</tr>
<tr>
<td>Activate Event Linkage</td>
<td>You need to activate the event linkage for the object types.</td>
</tr>
<tr>
<td>Maintain Requirement Routine</td>
<td>&lt;a one liner as to why this activity is necessary&gt;</td>
</tr>
<tr>
<td>Maintain Output Determination Procedure</td>
<td>&lt;a one liner as to why this activity is necessary&gt;</td>
</tr>
<tr>
<td>Maintain Output Types</td>
<td>You need to define all the output types representing supported SD outputs, such as quotations, order confirmations, and delivery notes in the SAP system.</td>
</tr>
<tr>
<td>Maintain Output Condition Records</td>
<td>You need to add your Sales Document Type to the output type in this transaction.</td>
</tr>
</tbody>
</table>

5. Based on the objects you want to replicate between ERP and SAP Cloud for Customer, perform the necessary configuration activities under *Application-Specific Settings*:  

---

Prepackaged Integration with SAP ERP

Set Up Integration
<table>
<thead>
<tr>
<th>ALE Settings for the HTTP inbound</th>
<th>&lt;a one liner as to why this activity is necessary&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sales Processing &gt; Setup: Sales Document &gt; Define Sales Document Type</strong></td>
<td>To define sales document type request for customer quote and sales order.</td>
</tr>
<tr>
<td><strong>Sales Processing &gt; Setup: Sales Documents &gt; Assign Item Categories</strong></td>
<td>To create item category determination for the defined sales document types.</td>
</tr>
<tr>
<td><strong>Sales Processing &gt; Setup: Sales Document Confirmation &gt; Maintain Output Types</strong></td>
<td>To create output types, say, COD1 and COD4, and add the processing routine for the ALE.</td>
</tr>
<tr>
<td><strong>Sales Processing &gt; Setup: Sales Document Confirmation &gt; Maintain ALE Outbound Process Code</strong></td>
<td>To create the process codes for objects that need confirmation, say opportunity and service request.</td>
</tr>
<tr>
<td><strong>Sales Processing &gt; User Exists &gt; User Exit for Sales Order Status Replication</strong></td>
<td>To implement an SAP Note to receive information about any changes made to sales order’s delivery and invoice status changes in the sales order in Cloud.</td>
</tr>
<tr>
<td><strong>Number Ranges &gt; Define Number Ranges for Customer and Contacts</strong></td>
<td>To ensure that the customer and contact ID in the SAP ERP system is the same as in the SAP Cloud for Customer system.</td>
</tr>
<tr>
<td><strong>Maintain Workflow for Incoming Request &gt; Definition of an Agent Determination Rule</strong></td>
<td>To maintain workflow for incoming requests from SAP Cloud for Customer.</td>
</tr>
<tr>
<td><strong>Maintain Workflow for Incoming Request &gt; Maintain Agent Assignments for Standard Tasks</strong></td>
<td>To maintain workflow for incoming requests from SAP Cloud for Customer.</td>
</tr>
<tr>
<td><strong>Maintain Workflow for Incoming Request &gt; Maintain Agent Assignments in Workflow Template</strong></td>
<td>To maintain workflow for incoming requests from SAP Cloud for Customer.</td>
</tr>
<tr>
<td><strong>Service Processing &gt; Time Sheet Integration &gt; Assign Data Entry Profile</strong></td>
<td>To specify the data entry profile, which should be used for the transfer of confirmation items and time reports from SAP Cloud for Customer to the cross-application time sheet (CATS) in SAP ERP.</td>
</tr>
<tr>
<td><strong>Service Processing &gt; Time Sheet Integration &gt; Define Derivation of Activity Type</strong></td>
<td>To define the activity type for a service material, which should be used when transferring confirmation items with a service from the Cloud system to the time sheet in the ERP system.</td>
</tr>
<tr>
<td><strong>Service Processing &gt; Controlling Integration &gt; Create and Change Controlling Scenario</strong></td>
<td>To create a controlling scenario. If you have specified controlling type and singleobject controlling for a transaction type in the IMG activity and Controlling Scenarios, assign one of the controlling scenarios created here.</td>
</tr>
</tbody>
</table>
ALE Settings for the HTTP inbound

- **Service Processing > Controlling Integration > Establish Controlling Type and Controlling Scenarios**

To specify the controlling type for a transaction type. If you selected single-object controlling as the controlling type, you also specify the controlling scenario.

- **Service Processing > Logistics Integration > Assign Plant to Service Organizational Units**

As SAP Cloud for Customer does not have any plant information, and a plant is necessary for processes in ERP, you need to define how the plant and other logistic relevant information are determined.

6. In case you want to enhance the standard delivered content, you can check for available BAdIs and implement them. We recommend that you perform business checks based on the receiver logical system when multiple receivers are available in the system landscape. You can find BAdIs:

- For generic enhancements, under **Communication Setup > BAdIs**

<table>
<thead>
<tr>
<th>BAdI</th>
<th>Description</th>
<th>Classic BAdI Definition Name</th>
<th>Enhancement Spot</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDoc: Inbound Mapping</td>
<td>IDOC_DATA_MAPP ER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDoc: Adding additional segments</td>
<td>IDOC_DATA_INSERT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDoc: Creation check</td>
<td>IDOC_CREATION_CHECK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reduce Change Pointers for Message Type</td>
<td>BDCP_B FORE_W RITE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- For each object under **Application > Specific Settings > BAdIs**

<table>
<thead>
<tr>
<th>BAdI</th>
<th>Description</th>
<th>Classic BAdI Definition Name</th>
<th>Enhancement Spot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Units IDoc: Outbound Mapping</td>
<td>This BAdI when implemented will adjust the outbound mapping message from ERP for Organization replication.</td>
<td>COD_ERP_ORG_UNIT_OUTBOUND</td>
<td></td>
</tr>
<tr>
<td>Quotation Pricing Request Service: Inbound and Outbound Mapping</td>
<td>This BAdI when implemented will adjust the inbound and outbound data for quotation pricing request.</td>
<td>COD_SLS_SE_ADJUST_DATA</td>
<td></td>
</tr>
<tr>
<td>BAdi</td>
<td>Description</td>
<td>Classic BAdi Definition Name</td>
<td>Enhancement Spot</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Opportunity Pricing Request Service: Inbound and Outbound Mapping</td>
<td>This BAdi when implemented will adjust the inbound and outbound data for opportunity pricing request.</td>
<td>COD_SLS_SE_SLS ORDPRCINFOQR</td>
<td></td>
</tr>
<tr>
<td>Print Preview Service: Output Type Retrieval</td>
<td>This BAdi when implemented will adjust the retrieval of output type for print preview different from the default one.</td>
<td>COD_SLS_SE_GET_OUTPUT_TYPE</td>
<td></td>
</tr>
<tr>
<td>Adjust Sales order replication information</td>
<td>This BAdi when implemented will adjust the sales order replication data in ERP.</td>
<td>COD_SLS_SE_SALESORDER_REPL</td>
<td></td>
</tr>
<tr>
<td>ERP Document flow in C4C: Output mapping</td>
<td>This enhancement will be used by the function module 'COD ERP GET DOC FLOW'. This can be used for any type of changes to a document flow which will be sent to an external system from an SAP ERP system.</td>
<td></td>
<td>BADI_COD_ERP_DOC_FLOW</td>
</tr>
<tr>
<td>User Exit for Sales Order Status Replication</td>
<td>When ECC sales order’s delivery and invoice status changes, these statuses in the corresponding SAP Cloud for Customer sales order is not updated. Check Note 2142202</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workflow: Follow-Up Document Type Determination</td>
<td>This BAdi when implemented is for the determination of follow up document type for workflows.</td>
<td>BADI COD ERP INquiry_PROC</td>
<td></td>
</tr>
<tr>
<td>BAdi: Enhancements for Service Processing</td>
<td>This BAdi when implemented will adjust the service processing data in ERP.</td>
<td>BADI_COD_ERP_SERVICE_CONF</td>
<td></td>
</tr>
<tr>
<td>Enhancement for Time Report Replication</td>
<td>This BAdi when implemented will adjust the time entries booking in ERP.</td>
<td>BADI_COD_CATS_TIME</td>
<td></td>
</tr>
</tbody>
</table>
3.1.4.2 Area Menu

An area menu is available to consolidate all the commonly used transactions for integrating SAP ERP with the SAP Cloud for Customer solution.

You can access this area menu in the transaction COD_INT_MENU.

The transactions are grouped as follows:

- **Monitor and Process Errors**: Transactions used to monitor IDocs, XML messages, scheduled jobs, and RFC queues, and also the transactions to reprocess IDocs, and analyze application logs.
- **Periodic Processing**: Transactions used to work with change pointers, send and process collected IDocs, and distribute time-dependent data.
- **Initial Loading or Resending Objects from SAP ERP to SAP Cloud for Customer**: Transactions of all reports that can be used to load and send data from SAP ERP to SAP Cloud for Customer system.

For more information about the reports, and the sequence in which these reports should be run, see the Initial Load section in the Integration with SAP ERP guide.

3.1.5 Configure Integration in SAP Cloud Integration

SAP provides prepackaged, generic integration content called integration flows (iFlows) for the integration of SAP Cloud for Customer with an on-premise system using SAP Cloud Integration. For the list of iFlows, see [https://api.sap.com/package/SAPHybrisCloudforCustomerIntegrationwithSAPERP/overview](https://api.sap.com/package/SAPHybrisCloudforCustomerIntegrationwithSAPERP/overview)

3.1.5.1 Configure and Deploy Integration Flow Artifacts

**Prerequisites**

- You have deployed the required security credentials for Basic and OAUTH authentication.
- You have added the key store entries for certificate based authentication.

For more information, see the relevant security guide for your environment at SAP Cloud Integration.

**Procedure**

1. Select and configure the required integration flows. You can also use the **Deploy Mass Configure** option.
2. Under the **Endpoints** tab, for Receiver Endpoints, enter the hostname and port information of the “Receiver” system (either SAP Cloud for Customer or SAP CRM or ERP)
3. **Optional:** If the SAP Cloud Integration tenant is on Neo environment and you must use client certificate authentication from the sender system, then use the Client Certificate authorization option and upload the client certificate under the Sender tab.

4. Click **Deploy** to see the “Deploy Successful” message in the console.

### 3.1.5.2 Maintain and Deploy Value Mapping Artifact

Maintain the required value mappings and deploy the value mapping artifact.

**Related Information**

- Creating Value Mapping
- Working with an Integration Package

### 3.2 SAP Process Integration (PI)

Learn how to set up integration for SAP Process Integration.

- Check and Prepare SAP ERP System [page 40]
- Check and Prepare PI System [page 44]
- Set Up Secure Connection between ERP-PI-Cloud Systems [page 50]
  - This chapter covers the requirements for configuring secure connection between SAP Cloud for Customer and SAP On-Premise. In addition to the information in this chapter, you can refer to the Technical Connectivity Guide [SAP Help Portal > Cloud for Customer > Integration > Technical Connectivity Guide] for generic connectivity issues.
- Configure Integration in SAP Cloud for Customer [page 54]
- Configure Integration in SAP ERP [page 64]
- Configure SAP ERP Integration in PI System [page 71]
- Extend Prepackaged Integration [page 79]
- Perform SAP ERP Initial Data Load [page 79]
- Perform SAP ERP Delta Load [page 80]
- Monitor Message Flow Across Systems [page 80]
- Appendix [page 80]
3.2.1 Check and Prepare SAP ERP System

Prerequisites

Your enterprise operates on SAP ECC 6.0 EHP 0 or a higher release. To check the ERP release, go to System Status Under SAP System Data, check the component version. The minimum support package levels for the software component SAP APPL needed for SAP Cloud for Customer Integration are as follows.

<table>
<thead>
<tr>
<th>SAP APPL</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.00</td>
<td>(At least SAPKH60015)</td>
</tr>
<tr>
<td>6.02</td>
<td>(At least SAPKH60206)</td>
</tr>
<tr>
<td>6.03</td>
<td>(At least SAPKH60305)</td>
</tr>
<tr>
<td>6.04</td>
<td>(At least SAPKH60405)</td>
</tr>
<tr>
<td>6.05</td>
<td>(At least SAPKH60503)</td>
</tr>
<tr>
<td>6.06</td>
<td>(At least SAPKH60601)</td>
</tr>
<tr>
<td>6.16</td>
<td>(At least SAPKH61601)</td>
</tr>
<tr>
<td>6.17</td>
<td>(At least SAPKH61701)</td>
</tr>
<tr>
<td>6.18</td>
<td>(At least SAP-61801INSAPAPPL)</td>
</tr>
</tbody>
</table>

In case you need to upgrade your system, we recommend installing the latest support package.

Prerequisites for selected features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Prerequisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF version of ERP customer fact sheet</td>
<td>• SAP_APPL 602</td>
</tr>
<tr>
<td></td>
<td>• Activation of Business Function SD_01</td>
</tr>
<tr>
<td></td>
<td>• Configuration of Adobe Document Server</td>
</tr>
<tr>
<td>External pricing from sales quote, sales order,</td>
<td>• SAP Note <a href="https://me.sap.com/notes/1984312">https://me.sap.com/notes/1984312</a></td>
</tr>
<tr>
<td>service ticket and contract</td>
<td>• SAP Note 2220998</td>
</tr>
<tr>
<td>Query of ERP sales order details</td>
<td>SAP_APPL 602</td>
</tr>
<tr>
<td>Query of ERP sales quote details</td>
<td>SAP_APPL 603</td>
</tr>
<tr>
<td>Print preview of ERP sales document details</td>
<td>• SAP_APPL 604</td>
</tr>
<tr>
<td></td>
<td>• SAPScript or Adobe Print Forms (Smartforms are not supported)</td>
</tr>
<tr>
<td></td>
<td>• Activation of Business Function LOG_SD_SIMP_02</td>
</tr>
<tr>
<td></td>
<td>• Activation of Business Function SD_01</td>
</tr>
</tbody>
</table>
### 3.2.1.1 SAP ERP Software Components

#### Purpose

SAP Cloud for Customer (Cloud) provides an add-on for SAP ECC that mainly contains the following:

- Missing interfaces for the Cloud for Customer-ERP integration
- Convenience functionality to simplify the setup of the integration

The add-on does not modify any core ERP coding, and hence is modification-free.

Each Cloud release comes with a new support package of the ECC add-on that may contain additional functionality to enable new integration scenarios. An upgrade to a newer version of the add-on is only required if you plan to enable one of these new integration scenarios after the Cloud upgrade.

Install the latest available SP in one of the following cases:

- The add-on is not yet installed in your SAP ECC system, or
- If an upgrade is required in order to use new features available in the latest Service Pack.

In other words, if you already have the add-ons installed, and do not need to upgrade, you may skip this chapter.

#### Procedure

2. Click on **Software Downloads**.
3. Search for **COD_ERP_INT 6.00**.
4. For initial installation, click **Installation Software Component**. 
   For support package installation, click **Maintenance Software Component**.
3.2.1.2 Important SAP Notes for ERP PI Integration

We recommend that you install the latest support package, and if necessary find all the relevant notes in the component LO-INT-COD. You can find a list of all ERP notes that may be relevant in this integration in the SAP Note 2293774.

3.2.1.3 Business Configuration Sets

The add-on CODERINT 600 contains the COD_BYD_ERP_INT, COD_GDPR, and COD_MERGE_CONFIGURATION Business Configuration (BC) sets.

Several customizing entries described in this guide are contained within the BC set COD_BYD_ERP_INT. Each section that contains a description of these customizing entries contains note referring to the BC set. If you activate this BC set now, you can skip those sections. Activate this BC set in the client you use for the integration of SAP Cloud for Customer and SAP ERP.

COD_GDPR enables General Data Protection Regulation (GDPR) and COD_MERGE_CONFIGURATION merges code lists.

For general information about BC sets, see Business Configuration Sets (BC-CUS).

3.2.1.4 RFC Destination to PI

The RFC destination contains technical information that enables the PI system to be located. This destination is required for iDoc communication to occur from the SAP on-premise system to the PI system.

In case of Java-only installation of PI or IDOC_AAE adapter, see RFC Destination to PI (IDOC AAE Adapter) [page 43] only.

You can skip this step, if you run the report RCOD_CREATE_CONNECTIVITY_SIMPL. If you will not use the report, then for each PI system, an RFC destination must be configured as client-independent Customizing. You must perform this action in the corresponding Customizing client.

**Recommendation**

We recommend that you use the logical system ID of the PI system as the destination names, as follows: <PI System> CLNT <PI Client><PI System>CLNT<PI Client>.

To set up a transactional RFC (TRFC) connection,

1. Go to transaction SM59.
2. Create an RFC destination to the PI system with the following details:
   - [RFC Destination]: <PI System> CLNT <PI Client>
   - [Connection Type]: 3 (Connection to ABAP System)
   - [Description]: PI System
3. Enter the technical settings of the PI system.
4. Enter the PI technical user’s login and security information.

**Note**
The PI user you will reference should have the role SAP_XI_APPL_SERV_USER. For more information, see Creating RFC Destinations in the ABAP Environment of PI System.

### 3.2.1.5 RFC Destination to PI (IDoc AAE Adapter)

This section applies to Java-only installation of PI or IDOC_AAE adapter.

For an IDOC_AAE adapter, you need to set up a transactional RFC (TRFC) of connection Type T, as described below:

1. In the SAP on-premise system, go to transaction **SM59**.
2. Select **TCP/IP Connections**, and click **Create**.
3. To create an RFC destination to the PI system enter the following details:
   - **RFC Destination**: IDOC_AAE_<PI System>
   - **Connection Type**: T (TCP/IP Connection)
   - **Description**: PI System
4. In the **Technical Settings** tab, enter the registered server program ID of the PI system.
5. Enter the gateway details where the program ID is registered:
   - **Gateway Host**: <This should be same as the one maintained in PI>
   - **Gateway Service**: <Gateway service>

**Caution**
The Program ID, Gateway Host, and Gateway Service should exactly match the values maintained in the inboundRA resource adapter in NWA of PI system, under ***Configuration*** ➤ **Infrastructure** ➤ **Application Resources** ➤ For more information, see Resource Adapter (InboundRA) Configuration for IDOC_AAE Adapter [page 47].

6. In the **Unicode** tab, select the **Communication Type with Target System as Unicode**.

### 3.2.1.6 Create SAP ERP User

**Purpose**
The following procedure describes how to create a user in SAP ERP with the necessary roles. This user enables communication from SAP Cloud for Customer to SAP ERP. This user is entered in:

- The SAP Cloud for Customer system, when you configure outbound communication arrangements to allow communication from SAP Cloud for Customer to SAP Middleware.
- The middleware (SAP CI or SAP PI) system, which is used to login from your SAP Middleware to SAP ERP.

**Recommendation**
For the SAP ERP user, maintain the user type as B - System or C - Communication. SAP recommends that you only provide minimal authorizations to this user.

The ERP add-on contains the following PFCG roles:

- SAP_SD_COD_INTEGRATION
- SAP_SD_COD_INTEGRATION_EXT

You can use these roles as a template for the authorizations. As these PFCG roles are not tailored to your specific needs, please maintain individual PFCG roles.

In case you use CI as middleware, please see SAP Note 2242343 - How to restrict the IDoc transfer C4C > CI > ERP.

### 3.2.2 Check and Prepare PI System

**Prerequisites**

You are using SAP Process Integration 7.11 or a higher release. To check the PI release, go to System Status under SAP System Data, check the component version.

Implement the SAP Note 856597 FAQ: XI 3.0 / PI 7.0/7.1/7.3 SOAP-Adapter.

#### 3.2.2.1 Access PI System

In the likely case that your PI system resides in a demilitarized zone (DMZ), ask your IT department how to access the SAP Logon for the PI system. An example is via Windows Terminal Services (WTS).

To access Java Swing client of the PI system,

1. Go to SAP Log On, enter the details for your PI System and logon to it.
2. In the PI system, execute transaction SXMB_IFR. It will open the PI system’s homepage.
3. From here, you can access the PI clients for Enterprise Service Repository, Integration Directory, and System Landscape Directory.

#### 3.2.2.2 Create SLD Configuration

Register the on-premise system in the System Landscape Directory (SLD). Systems are typically registered in SLD when they are initially configured.

To check if your system is registered in SLD, follow the below steps:

1. Login to the PI system.
2. Go to the transaction SXMB_IFR. This opens the Integration directory in your web browser.
4. Register your on-premise system in PI, by creating a technical system of type AS ABAP for your on-premise system.
5. Under **ABAP System Details**, in the **Business Systems** tab, Create the corresponding business system for the technical system. For more information, see **Creating and Removing Business Systems**.


7. Create a corresponding business system for the Cloud solution.

8. Assign **SWCV SAP BYD 2.40** under the product **SAP BUSINESS BYDESIGN 240**:
   2. Select the Cloud for Customer system and click Installed Software.
   3. Select Add New Product, and add the product SAP BUSINESS BYDESIGN 240 and assign the software component version SAP BYD 2.40.

9. Similarly, assign **SWCV SAP BYD 1411** under the product **SAP BUSINESS BYDESIGN 1411**.

### 3.2.2.3 ERP PI Software Components

Download the listed components and the support packages.

1. Download ESR Contents from SAP ONE Support Launchpad.
   Download the following components. Always ensure that you install the latest version and all the available support packages.

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="XI Content SAP BYD ➔ XI Content SAP_BYD 2.40" /></td>
<td>PI content that includes the interface definitions from SAP Cloud for Customer</td>
</tr>
<tr>
<td><img src="image" alt="XI Content SAP_Basis ➔ XI Content SAP BASIS 7.00" /></td>
<td>PI content that includes the interface definitions for SAP ERP</td>
</tr>
<tr>
<td><img src="image" alt="XI Content SAP_Basis ➔ XI Content SAP BASIS 7.10" /></td>
<td>PI content that includes the interface definitions for SAP ERP</td>
</tr>
<tr>
<td><img src="image" alt="XI Content SAP_Basis ➔ XI Content SAP BASIS 7.11" /></td>
<td>PI content that includes communication channel template metadata</td>
</tr>
<tr>
<td><img src="image" alt="XI Content BYD COD ➔ XI Content BYD COD 3.0" /></td>
<td>PI content that includes the interface definitions for SAP Cloud for Customer</td>
</tr>
<tr>
<td><img src="image" alt="XI Content COD_ERP_INT ➔ XI Content COD_ERP_INT 6.00" /></td>
<td>PI content that includes the interface definitions for the Add-On for SAP ERP</td>
</tr>
<tr>
<td><img src="image" alt="XI CONTENT COD_ERP_INT_IC ➔ XI CONTENT COD_ERP_INT IC 6.00" /></td>
<td>PI content that includes the mappings between the SAP ERP interfaces and the SAP Cloud for Customer interfaces provided in the Add-On</td>
</tr>
</tbody>
</table>
### 3.2.2.4 RFC Destination to SAP On-Premise

The RFC destination contains technical information to connect to an SAP on-premise system. This destination is required for IDoc communication to occur from the PI system to an on-premise system.

In case of Java-only installation of PI or IDOC_AAE adapter, see RFC Destination to SAP On-Premise (IDOC_AAE adapter) RFC Destination to SAP On-Premise (IDOC_AAE adapter) [page 47]

**Note**
For each on-premise system, you must configure an RFC destination as a client-independent Customizing and in the corresponding Customizing client.

**Recommendation**
We recommend that you use the logical system ID of the on-premise system as the destination names, as follows: `<SAP on-premise system>CLNT<SAP on-premise client>`.

To set up a transactional RFC (TRFC) connection, proceed as follows:

1. Go to transaction `SM59` in PI.
2. Create an RFC destination to the on-premise system with the following details:
   - **RFC Destination**: `<SAP on-premise system>CLNT<SAP on-premise client>
   - **Connection Type**: 3 (Connection to ABAP System)
   - **Description**: SAP <on-premise system name> <version><System>
3. Enter the technical settings of the SAP on-premise system.
4. Enter the on-premise system technical user’s login and security information. For information on creating a user, see Create SAP CRM User.

### 3.2.2.5 PI Port Configuration

This configuration port will be used to send and receive messages to on-premise system. The port configuration is required when using the IDoc adapter with the PI ABAP stack.

**Note**
This port configuration is not applicable for Java-only installation of PI or IDOC_AAE adapter.
**Procedure**

1. Go to the Transaction `IDX1`
2. Click `Create`  
3. Enter the Port Name (e.g. SAPCRD) on-premise System Client, Description and the RFC Destination to on-premise System Client system created in the previous step.  
4. Save the port.

### 3.2.2.6 RFC Destination to SAP On-Premise (IDOC_AAE adapter)

The RFC destination contains technical information connecting to SAP on-premise system. This destination is required for IDoc communication to occur from the PI system to the on-premise system.

This section applies for Java-only installation of PI or IDOC_AAE adapter.

**i Note**

For each SAP on-premise system, an RFC destination must be configured as client-independent Customizing. You must perform this action in the corresponding Customizing client.

**Procedure**

2. Create a new destination to the SAP on-premise system with the following details, under *General Data* section.  
   - **Hosting System**: Local Java System `<SID of PI system>`  
   - **Destination Name**: `XI_IDOC_DEFAULT_DESTINATION_<SID of the on-premise system>`  
   - **Destination Type**: `RFC`  
3. Maintain the technical settings of SAP on-premise system under the *Connection* and *Transport Security* section.  
4. Maintain the following details under the *Logon Data* section.  
   - **Authentication**: Enter the on-premise technical user’s login and security information.  
   - **Repository Connection**: Enter “This Destination”, if this destination needs to be used to query the metadata, else select the appropriate RFC destination using the F4 help.  
5. IDOC_AAE adapter expects a fall back destination in the name of `XI_IDOC_DEFAULT_DESTINATION`. If it is not available, create the same and ensure that it points to a system from where IDOC metadata can be loaded.

### 3.2.2.7 Resource Adapter (InboundRA) Configuration for IDOC_AAE Adapter

**Prerequisites**

You want to use IDOC_AAE (Java based IDOC adapter) to communicate with SAP on-premise system for sending and receiving IDocs.
i Note
This section applies for Java-only installation of PI or IDOC_AAE adapter.

Procedure

1. On the PI browser page, navigate to Configuration ➤ Infrastructure ➤ Application Resources in SAP NetWeaver Administrator (NWA).
2. Search for Resource Adapter inboundRA.
3. Make sure the following properties are defined in the Resource Details section:

<table>
<thead>
<tr>
<th>Property</th>
<th>Value</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>BindingKey</td>
<td>PI_AAE_IDOC</td>
<td>This property should not be changed. It is used to associate the inboundRA resource adapter with the IDOC_AAE adapter.</td>
</tr>
<tr>
<td>Local</td>
<td>true</td>
<td>If the Local property is set to true, the local gateway of the PI system is used with the SCS gateway service.</td>
</tr>
<tr>
<td>GatewayServer</td>
<td></td>
<td>If the Local property is set to false, maintain the Gateway Server Host of another SAP system.</td>
</tr>
<tr>
<td>GatewayService</td>
<td></td>
<td>If the Local property is set to false, maintain the Gateway Server Service of the above mentioned Gateway Server.</td>
</tr>
<tr>
<td>ProgramID</td>
<td>&lt;Unique ID&gt;</td>
<td>The unique program ID used to register the inboundRA resource adapter on the used gateway. The same value should be maintained in the RFC destination on SAP on-premise system as the Program ID.</td>
</tr>
<tr>
<td>MaxReaderThreadCount</td>
<td>5</td>
<td>This property specifies the number of connections (registered programs) on the gateway for each server node of the PI system. It should be a positive number.</td>
</tr>
<tr>
<td>DestinationName</td>
<td>XI_IDOC_DEFAULT_DESTINATION</td>
<td>IDOC_AAE adapter expects a fallback destination in the name of XI_IDOC_DEFAULT_DESTINATION. For more information, see step 5 in RFC Destination to SAP On-Premise (IDOC_AAE adapter) [page 47].</td>
</tr>
<tr>
<td>multiRepository</td>
<td></td>
<td>This property should not be changed manually as it is populated by the IDOC_AAE adapter.</td>
</tr>
</tbody>
</table>
3.2.2.8 Import TPZ Package in ESR

1. There are software components that need to be imported into ESR. These packages contain all design objects required for PI configuration.
2. Save the downloaded TPZ files to your local system (see CRM PI Software Components).
3. From the PI homepage, open the Enterprise Service Repository (ESR).
4. From ESR, choose Tools ➤ Import Design Objects.
5. Select Import from client, as you are importing the package from your local machine.
6. Browse to the location where the TPZ file is saved on your local system, and upload this to ESR.
7. Repeat the steps from 4 – 6 and import all the software components.
8. The imported software components become visible under Design Objects in ESR.

3.2.2.9 Import Business System

1. On the PI browser page, open Integration Builder.
2. In the left-pane switch to Object View
3. In the left-pane, follow the path Communication Component without Party ➤ Business System and from the context menu, select Assign Business System.
4. In the Assign Business System dialog box, click Continue.
5. Select the business systems you want to define as business system components. That is, select your Cloud solution (COD) and your SAP CRM/ERP system (in cases where the system has not already been defined as business system component).
6. Ensure that the checkbox Create Communication Channels for Following Adapters is not selected.
7. Select Finish.

3.2.2.10 ALEAUD Check

i Note
This section is not applicable in the following cases:

- Java-only installation of PI or IDOC_AAE adapter.
- IDOC_AAE adapter is used for receiving IDoc from on-premise system in a dual stack PI installation.
1. Execute transaction **SE38**, and then go to report IDX_ALEREQUEST.
2. Ensure that no entry is selected for request of ALEAUD.

### 3.2.3 Set Up Secure Connection between ERP-PI-Cloud Systems

This chapter covers the requirements for configuring secure connection between SAP Cloud for Customer and SAP On-Premise. In addition to the information in this chapter, you can refer to the Technical Connectivity Guide ([SAP Help Portal](https://help.sap.com) > Cloud for Customer > Integration > Technical Connectivity Guide) for generic connectivity issues.

The following diagram illustrates a typical setup for secure communication between the Cloud network and the on-premise network. Communication between the Cloud solution and the SAP ERP system must be secured by transport layer security (TLS) in both directions using the https protocol.

---

**Communication Between SAP ERP and PI**

To establish communication between an SAP ERP and PI systems, an RFC (TRFC) connection is configured during the connect phase in the PI and ERP systems.

**Communication from PI to Cloud Solution**

As a prerequisite for communication from the SAP PI system to the SAP Cloud solution, the SAP PI system must be able to connect to SAP Cloud via https protocol. In order to establish this https connection the Baltimore CyberTrust Root certificate must be installed in the SAP NW PI.

Since we are using SOAP Adapter on SAP NW PI, this certificate should be imported by an administrator into [SAP NetWeaver Administrator (NWA) > Configuration > Certificates and Keys > Folder “Trusted CA’s”](https://help.sap.com).

**Procedure**

1. Download the certificates:
   1. Go to the logon screen of your Cloud Solution.
2. Click on the security icon on the web browser View certificates
3. Download the following certificates:
   - Cybertrust Sure Server Standard Validation CA
   - GTE Cyber Trust Global Root
2. Import the downloaded certificates into the SAP NetWeaver PI JAVA Keystore.
   1. Open up the SAP NetWeaver Administrator (NWA) on SAP NetWeaver PI.
   2. Under the Configuration tab, click Certificates and Keys
   3. Select the view for Trusted CA's
   4. Import the root certificates using the entry type X.509.

Communication from Cloud Solution to PI

Access to your SAP NW PI system from the public Internet and from the hosted network, in which your SAP Cloud for Customer tenant is situated, must be secured by means of an application-level gateway in the corporate network DMZ, as described in the SAP NetWeaver Security Guide, under the section Network and Communication Security.

For more information about Network and Communication Security, see SAP Help Portal.

Path: Help.sap.com > SAP NetWeaver > SAP NetWeaver Platform > SAP NetWeaver 7.3 including Enhancement Package 1 > Security Information > English > Network and Communication Security

The relevant subsections are as follows:

- Using Firewall Systems for Access Control > Application-Level Gateways Provided by SAP > Web Dispatcher
- Using Multiple Network Zones

i Note
In the following sections of this guide, the application-level gateway is referred to as reverse proxy.

The server certificate used by the reverse proxy must be trusted by the Cloud tenant. Therefore, it must be signed by one of the certification authorities listed in the section Supported Certification Authorities (PI Integration) [page 51].

3.2.3.1 Supported Certification Authorities (PI Integration)

The following certification authorities are supported for the SAP Cloud for Customer tenant:

The following certification authorities are supported for the reverse proxy in the SAP Cloud network: (only relevant for client certificates)

- Baltimore CyberTrust Root cer
- EntrustPersonalServerCA.cer
- EntrustServerCA.cer
- EquifaxIntermediate.cer
- EquifaxSecureCA.cer
• Go_Daddy_Class2.cer
• Go_Daddy_Secure_Certification_Authority.cer
• SAPNetCA.cer
• SAPPassportCA.cer
• TC_TrustCenter_Class_1_L1_CA_VII.cer
• TC_TrustCenter_Class_2_CA_II.cer
• TC_TrustCenter_Class_2_L1_CA_XI.cer
• TC_TrustcenterClass2.cer
• TelekomOnlinePass.cer
• Thawte_ServerBasic.cer
• Thawte Premium Server CA Root
• Thawte Primary Intermediate CA
• Thawte Secondary Intermediate CA
• VeriSign_Class3_Intermediate.cer
• VeriSignClass3_Secure_server.cer
• VeriSignClass1_G1.cer
• VeriSignClass1_G2.cer
• VeriSignClass1_G3_b64.cer
• VeriSignClass2_G1.cer
• VeriSignClass2_G2.cer
• VeriSignClass2_G3_b64.cer
• VeriSignClass3_G1.cer
• VeriSignClass3_G2.cer
• VeriSignClass3_G3_b64.cer
• VeriSignClass4_G2.cer
• VeriSignClass4_G3_b64.cer
• VeriSignClass3_SecureServer_CA_G2.cer
• Entrust.net Client Certification Authority
• Entrust.net Secure Server Certification Authority
• SAP Passport CA • Server CA
• Deutsche Telekom Root CA 1
• Thawte Server
• VeriSign Class 1 Public Primary Certification Authority - G3
• VeriSign Class 2 Public Primary Certification Authority - G3
• VeriSign Class 3 Public Primary Certification Authority - G3
• VeriSign Class 4 Public Primary Certification Authority - G3
• Go Daddy Secure Certification Authority
• TC TrustCenter SSL CA I • CompuTop GmbH
• Entrust.net Certification Authority (2048)
• Entrust Certification Authority - L1B
• TC TrustCenter Class 1 L1 CA VI
• VeriSign Class 3 Secure Server CA
3.2.3.2 Check End-to-End Connectivity

You can now check if a technical connection has been successfully established between your SAP on-premise and SAP Cloud for Customer systems. A successful connection ensures that the data is flowing between the two systems via the SAP Middleware.

The necessary configuration to use this feature is explained in the graphic below:

- **ERP report**: RCOD_CHECK_E2E_CONNECTIVITY
- **CRM report**: CRMPCD_CHECK_E2E_CONNECTIVITY

In the Cloud system, you can click the *Test Connection* in the *Communication Arrangement* wizard to check if the data is successfully reaching the SAP on-premise system.
3.2.4 Configure Integration in SAP Cloud for Customer

3.2.4.1 Activate SAP ERP Integration in Scoping

Purpose
You must check the scope of your SAP Cloud for Customer and ensure that the required integration is active.

Procedure
1. Logon to SAP Cloud for Customer as a system administrator.
2. In the Business Configuration work center, choose the Implementation Projects view.
3. Select your implementation project and click Edit Project Scope.
4. In the scoping wizard, choose Next until the Scoping screen appears.
5. Expand the nodes Communication and Information Exchange > Integration with External Applications and Solutions.
6. Select the required scoping options and choose Next.

Note
Select the node | If you want to
---|---
Integration with ERP | Ensure SAP ERP integration is active in your Cloud solution
Integration with Master Data | Allow master data to be exchanged with SAP ERP
Integration into Sales, Service and Marketing Processes | Allow transactional data to be exchanged with SAP ERP

The Questions screen displays only the selected scoping options.

7. On the Questions screen, expand Communication and Information Exchange, and review the scoping questions.
8. After you have carefully reviewed and confirmed your entries, click Finish.

Caution
Although you have defined the scoping of the solution, you have not yet deployed it. To do so, confirm the milestone Design Accepted in the activity list of the project.
1. Go to Business Configuration > Open Activity List.
2. Select Confirm Milestone: Design Accepted.
3. Select Design Accepted and click Confirm.
### 3.2.4.1.1 Sales Quote Replication

**Purpose**

Additional scoping questions have to be maintained for sales report replication to SAP ERP.

1. Logon to the Cloud solution as a system administrator.
2. In the Business Configuration work center, choose the Implementation Projects.
3. Select your implementation project and click on Open Activity List.
4. Click on Fine-tune
5. Search for the activity Sales Quotes and select Maintain Document Types
6. Select External pricing and Replication

### 3.2.4.2 Set up Communication System

**Purpose**

A communication system represents an external system for communication. A communication system is also the reference for ID mapping maintained within your Cloud solution. It must be representative of the on-premise client, even if the technical communication occurs using an SAP middleware.

To integrate your Cloud solution and an on-premise system using an SAP middleware, you define the on-premise client as the communication system. Note that all information except the host name is that of the on-premise system.

Before a communication system can be used for data exchange, communication arrangements must be maintained. For additional information, see Configure Communication Arrangements.

**Prerequisites**

You have administrator user rights.

**Procedure**

1. In the Administrator work center choose Communication Systems.
2. Click New.
3. On the New Communication System screen, in the Basic Information section, enter the following information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>ID or name of the on-premise system to be connected</td>
<td>Q5E</td>
</tr>
<tr>
<td>Field</td>
<td>Entry</td>
<td>Example</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SAP Business Suite</td>
<td>Select the checkbox</td>
<td>X</td>
</tr>
<tr>
<td>Internal Comment</td>
<td>A short description of the on-premise system you are connecting</td>
<td>Q5E - ERP Test System</td>
</tr>
<tr>
<td>Host Name</td>
<td>• If using PI, then enter the reverse proxy of the middleware</td>
<td>PI: &lt;XXX&gt;.SAP.COM CI: https://&lt;XXXX&gt;-ifl-map.cpisbt.&lt;XXX&gt;.hanaondemand.com</td>
</tr>
<tr>
<td></td>
<td>• If using CI, then enter the SAP Cloud Integration worker node host name provided by SAP Cloud Managed Services</td>
<td></td>
</tr>
<tr>
<td>System Access Type</td>
<td>Internet</td>
<td>Internet</td>
</tr>
</tbody>
</table>

4. (Optional): In the Technical Contact section, you can enter data of the contact person for this system.
5. Save your data.
6. In the System Instances section, enter the following data:

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business System Instance ID</td>
<td>Displays the ID or name of your business instance of the SAP on-premise system</td>
<td>PI: Q5E_004 CI: Q5ECLNT004</td>
</tr>
<tr>
<td>Business System ID</td>
<td>Business system ID of the SAP on-premise client. If you are using PI, then you can get the business system ID in one of the following ways: ☐</td>
<td>PI: Q5E_004 CI: Q5ECLNT004</td>
</tr>
<tr>
<td></td>
<td>• Under System Landscape ➔ System Landscape Directory ➔ Business Systems ➔ Search for the ERP system, say Q5E*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Go ➔ In the Overview tab, you will find Name, which is the business system name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Run this function module in the ERP system: LCR_GET_OWN_BUSINESS_SYSTEM If you are using CI, then default it to the same value as the IDoc Logical System ID.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If you are using CI, enter the IDoc logical system ID of your ERP instance. For information on how to get the IDoc logical system ID, see below.</td>
<td></td>
</tr>
<tr>
<td>iDoc Logical System ID</td>
<td>The IDoc logical system ID of the SAP on-premise client, maintained in ALE. Path.</td>
<td>Q5ECLNT004</td>
</tr>
<tr>
<td></td>
<td>➔ SAP Customizing Implementation Guide ➔ SAP NetWeaver ➔ Application Server ➔ IDoc Interface / Application Link Enabling ➔ Basic Settings ➔ Logical Systems ➔ DefineLogical Systems</td>
<td></td>
</tr>
<tr>
<td>SAP Client</td>
<td>Client of the SAP on-premise system</td>
<td>004</td>
</tr>
<tr>
<td>Preferred Application Protocol</td>
<td>Web Service</td>
<td>5_Web Service</td>
</tr>
</tbody>
</table>

7. Choose Actions Set to Active
8. Choose Save and Close.
3.2.4.3 Configure Communication Arrangements

Purpose

You need to configure and activate the communication arrangements to enable the integration between an on-premise system and the Cloud solution. Multiple communication arrangements can be created for on-premise integration through a guided activity. Instead of repeating common information each time you create a communication arrangement, you can enter common information once, and create communication arrangements in bulk.

**i Note**
The number of communication scenarios to be defined depends on the scoping you have performed.

You can find a list of all the communication arrangements and the corresponding service interfaces in the Integration Flow spreadsheet (SAP Help Portal > Cloud for Customer > Integration > Integration Flows).

Prerequisites

You know the following:

- Communication system ID as maintained in the Set up Communication System.
- Tenant ID of SAP Cloud for Customer. For more information, see Determine Short Tenant ID.

Procedure

1. To create multiple communication arrangements go to Administrator > Communication Arrangement for On-Premise Integration common task.
2. In the Select Communication System step, enter business data.
   1. Under Integration Details select the system that you want to Integrate with and the relevant tabs are displayed, depending on Integration Middleware that you want to use.
   2. Under Communication System, enter the System Instance ID of the communication system with which you want to set up communication arrangements.
   3. Select the code list mapping that should be used for this integration, say SAP On Premise Integration.

   **i Note**
   If a communication arrangement contains a service interface that supports code list mapping, the Code List Mapping field is displayed. In this field, you can choose the relevant code list mapping group for the communication scenario that you are using. For more information, see the relevant integration guide.

4. Click Next.
3. In the Communication Arrangements step, select the communication scenarios for which you want to create the communication arrangements.
   You can only select those communication scenarios for which a communication arrangement has not yet been created.
4. The Inbound and Outbound Communication Scenario. For example, if a communication arrangement has only an inbound service interface, then the Inbound tab is displayed.
5. For each of the communication scenarios, check the details on the **Inbound** tab as necessary:

<table>
<thead>
<tr>
<th>Enabled</th>
<th>If you do not want to use a service, uncheck the checkbox. If the service is mandatory, the checkbox is disabled.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Displays the name of the service.</td>
</tr>
<tr>
<td>Application Protocol</td>
<td>Check if the protocol is <strong>Web Service</strong>.</td>
</tr>
<tr>
<td>Service URL</td>
<td>Displays the URL of the service.</td>
</tr>
</tbody>
</table>

6. To check the information on an inbound service, select the service and click **Check Service**.

7. For each of the communication scenarios, check the details on the **Outbound** tab as necessary:

<table>
<thead>
<tr>
<th>Enabled</th>
<th>If you do not want to use a service, uncheck the checkbox. If the service is mandatory, the checkbox is disabled.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Displays the name of the service.</td>
</tr>
<tr>
<td>Port</td>
<td>Enter the reverse proxy port of the on-premise system</td>
</tr>
<tr>
<td>Path</td>
<td>Displays the path to the service interface.</td>
</tr>
<tr>
<td>Service URL</td>
<td>Displays the URL of the service.</td>
</tr>
</tbody>
</table>

8. In the **Communication Credentials** step, provide the inbound and outbound credentials.

1. If you use inbound communication, select the **Authentication Method** in the *Inbound Communication Credentials* section. In the **User ID** field, click **Edit Credentials**.

   Depending on the chosen authentication method, you need to define the credentials of the communication user as described in the following table. The user ID of the communication user is created automatically.

<table>
<thead>
<tr>
<th><strong>Authentication Method</strong></th>
<th><strong>Settings</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>SSL Client Certificate</td>
<td>If you use this authentication method, you need to either:</td>
</tr>
<tr>
<td></td>
<td>• Upload the public key certificate that has been provided by your communication partner as part of provisioning. You can also receive it on creating an incident in the component for your respective SAP Middleware (LOD-CI/ LOD-PI).</td>
</tr>
<tr>
<td></td>
<td>• If the communication partner cannot provide a certificate, then create a PKCS#12 key pair file, which is password encrypted and contains a public key certificate and a private key, and provide the credentials to your communication partner.</td>
</tr>
<tr>
<td></td>
<td><strong>To upload a PKCS#12 file:</strong></td>
</tr>
<tr>
<td></td>
<td>• Choose <strong>Certificate</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Click and choose the relevant <strong>Upload Certificate</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>OK</strong>.</td>
</tr>
<tr>
<td></td>
<td><strong>To create a PKCS#12 key pair file:</strong></td>
</tr>
<tr>
<td></td>
<td>• Choose <strong>Certificate</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>Create and Download Key Pair</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Enter a name for the PKCS#12 file and save it.</td>
</tr>
<tr>
<td></td>
<td>• Define a password for the PKCS#12 file and click <strong>OK</strong>. The certificate details will be displayed.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>OK</strong>.</td>
</tr>
</tbody>
</table>
User ID and Password

If you use this authentication method, you need to define a password as follows:

- Choose Change Password.
- Enter a password.

**Note**
You need the user ID and password while configuring the receiver communication channel in SAP Middleware.

- Click OK.

2. If you use outbound communication, select the **Authentication Method** in the Outbound Communication Credentials section. Select the **Authentication Method**.

Depending on the chosen authentication method, you need to define the relevant settings as described in the following table.

<table>
<thead>
<tr>
<th>Authentication Method</th>
<th>Authentication</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSL Client Certificate</td>
<td>SAP System Key Pair (recommended)</td>
<td>If you use this authentication, the relevant certificate must be known to the communication partner. Download the certificate as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• In the Certificate field, click Download.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Choose a location to save the certificate, enter a file name, and click Save.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The certificate will be downloaded with the specified name, and in the chosen folder you need to export the certificate.</td>
</tr>
</tbody>
</table>
If you use this authentication, you need to upload the PKCS#12 key pair file provided by your communication partner. The PKCS#12 file is password encrypted and contains a public key certificate and a private key.

- Choose the option Trusted Third-Party Key Pair.
- In the Certificate field, click Edit Credentials.
- Click Upload Key Pair, and choose the PKCS#12 file you want to upload.
- Enter the required password and click OK.

If you use this authentication method, you need to enter the user ID and password that is used by the communication partner for the same communication arrangement.

- In the User ID field, click Edit Credentials.
- Enter the user ID and password.
- Click OK.

9. To create and activate your communication arrangements in the system, click Finish.

**Result**

A success message is shown once the communication arrangement has been created successfully.

In case, the chosen middleware is CI, to configure the connectivity, follow the steps outlined in the Configure SAP CI Certificate based Authentication for SAP Cloud for Customer.

### 3.2.4.4 Export the Root Certificate

SAP Cloud for Customer client certificate is signed by SAP Passport CA. This CA needs to be imported into the middleware system. You can download the Passport CA certificate here.
3.2.4.5 Optional: Maintain ERP Number Ranges

Purpose

ERP number ranges for accounts (KUNNR) and contacts (PARNR) are used when these objects are created in SAP ERP using IDoc. This activity is an optional one because default numbers are already provided. If you want to change the default numbers and you do not see this activity in the fine tuning activity list, choose All Activities from the Show drop-down list.

Prerequisites

You have configured at least one internal number range. Make sure that the number range has enough values available. You can also use the number range in standard customizing delivered with your solution.

Procedure

1. In the Business Configuration work center, choose the Implementation Projects view.
2. Select the line that contains your project, and click Open Activity List.
4. Click Integration of Business Partner Data from Your Cloud Solution to SAP ERP. The system provides default number ranges for prospects, contacts, and customers that can be used in SAP ERP.
5. Make sure the number ranges you define match the number ranges defined in the ERP system. For more information, see Define Number Intervals.

### ERP System | Cloud Solution
---|---
Debitor C1 | Prospect
Debitor C2 | Customer
Partner C1 | Contact

**i Note**

The entries you make must be copied from the test environment (cloud tenant and ERP tenant) to the productive environment.

**⚠️ Caution**

Changing previously assigned number ranges can lead to problems. You should create number ranges with sufficient intervals to avoid future complications. If you connect more than one cloud tenant to one SAP ERP system, make sure to define specific number ranges for each cloud tenant. If you do not, you might risk sending different business partners with the same ID to SAP ERP, which leads to inconsistencies.

3.2.4.6 Perform Code List Mapping

For information on how to perform code list mapping, read the Quick Start Guide.
3.2.4.7  Create ID Mapping

Purpose

This section describes how to create ID mapping for selected business objects such as sales. For these selected objects, ID mapping is created manually. ID mapping for most objects is carried out automatically during the initial load of data into the system. However, it can be checked and adapted in this view as well.

You can maintain the entries for ID mapping either directly in the system user interface or in a Microsoft Excel template, that can be downloaded from the user interface. For information on ID mapping using the Microsoft Excel template, see ID Mapping using the Microsoft Excel Template.

Prerequisites

Before you create ID mapping, the data for these objects must be maintained in the cloud solution. Also, data must have been migrated so that they can be mapped.

Procedure

1. In the Administrator work center under Common Tasks, choose Edit ID Mapping for Integration.
2. From the Mapping Of dialog box, choose the object for which you want to map the IDs
3. In the System Instance ID field, use the input help to select the ID of your SAP ERP system.
4. Click Go.
5. In the External ID column, enter the ID of the object in the system.
6. Repeat steps 2 to 5 for the following objects.
   • Company
   • Accounts
   • Contacts
   • Employees
   • Equipments
   • Functional locations
   • Materials
   • Measurement points
   • Planning group
   • Product categories
   • Planning group
   • Sales office
   • Sales organizations

i Note

ERP values for:  ERP Customizing path
Product categories/ material group  \(\text{Logistics General} \rightarrow \text{Material Master} \rightarrow \text{Settings for Key Fields} \rightarrow \text{Define Material Groups}\)

In the standard integration content, the product category in the Cloud solution is the material group in ERP.
3.2.4.7.1 ID Mapping using the Microsoft Excel Template

The Microsoft Excel® template for ID mapping allows you to maintain IDs easily.

**Note**

You cannot use the Microsoft Excel Template to change mappings that have been created directly on the user interface. If you want to change mappings using the Microsoft Excel template, you must create them in this template as well.

**Prerequisites**

You have installed the Add-In for Microsoft Excel, which is available as a download in your system.

**Procedure**

**Download the content to Microsoft Excel**

1. From the Mapping Of drop-down box, choose object for which you want to download ID mappings.
2. In the Business Instance ID field, use the input help to select the ID of your SAP on-premise system.
3. Click Go.
4. Click ID Mapping to Microsoft Excel. The data is downloaded to an excel file.
5. Open the file, and accept messages to enable macros.
6. Go to SAP Add-In Logon, and provide the URL to Cloud system, and your user credentials, and click Log On.

**Note**

The Local IDs correspond to the IDs used in the cloud solution and the External IDs correspond to the IDs in the SAP CRM system.

7. You can make the necessary changes and save the excel file.

**Upload the changed Microsoft Excel document to Cloud**

1. In the Cloud system, click ID Mapping from Microsoft Excel to download the excel template.
2. Open the file and accept messages to enable macros.
3. Go to SAP Add-In Logon, and provide the URL to Cloud system, user credentials, and click Log On.
4. Copy the content from the excel file where you have saved your changes.
5. Under SAP Add-In Workbook Save Data to in order to save data in the Cloud.

<table>
<thead>
<tr>
<th>ERP values for:</th>
<th>ERP Customizing path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>Enterprise Structure</td>
</tr>
<tr>
<td></td>
<td>Assignment</td>
</tr>
<tr>
<td></td>
<td>Human Resource Management</td>
</tr>
<tr>
<td></td>
<td>Assign employee subgroup to employee group Enterprise Structure</td>
</tr>
<tr>
<td></td>
<td>Definition Human Resource Management</td>
</tr>
<tr>
<td></td>
<td>Employee Groups</td>
</tr>
</tbody>
</table>
3.2.4.8 Optional: Handling of Inconsistent Address Data

In addition to the topics we are covering as part of the Integration Guide map, there is an additional topic of handling inconsistent address data. This chapter describes how to turn-off the address checks provided by default. This section is optional.

**Purpose**

The system checks if address data, such as country, region, and postal code length, is consistent. Inconsistent address data leads to error messages and cannot be saved or activated unless you allow it by specifying it in Fine Tuning.

**Procedure**

1. In the Business Configuration work center, select the Implementation Projects view.
2. Mark the line that contains your project and click Open Activity List.
4. Show All Activities and find for Address Checks.
5. Select Address Checks and click Add to Project.
6. Open Address Checks
7. Optionally, if you want to allow inconsistent address master data to be saved, select the check box Allow saving of inconsistent address based on your business requirements. Any inconsistent address data in the check results are shown as warnings, and the data will be saved. This setting affects addresses of master data, such as business partners and organizational units, when you maintain the data in the work center views for master data, during migration, and during data replication. Checks of address data for business documents are not affected.
8. Save and close the activity.

3.2.5 Configure Integration in SAP ERP

3.2.5.1 Add an Authorization Profile for a Role

You need to maintain an authorization profile for one of the following roles:

- **SAP_SD_COD_INTEGRATION**: This role contains the required authorization objects if the processing is done through IDoc/ALE technology in background (workflow)
- **SAP_SD_COD_INTEGRATION_EXT**: This role contains the required authorization objects if the processing is done through IDoc/ALE technology synchronously (without workflow)

The detailed information about the role can be found in the transaction PFCG in the role itself on the Description tab page.

⚠️ Caution

Make sure to restrict authorizations, for example for sales areas or document types, depending on your needs and authorization concept.
Purpose

1. Go to transaction PFCG, and open a role.
3. Expand the node Check at Start of External Services.
4. Next to the entry Program, transaction or function, choose Change.
5. In the Define Values dialog box, add the following entries.

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serv. Type</td>
<td>WS</td>
</tr>
<tr>
<td>Service</td>
<td>ECC_SALESORDER009QR and ECC_CUSTOMER-QUOTE006QR</td>
</tr>
</tbody>
</table>

6. Choose Copy.
7. Expand the node Sales and Distribution.
8. For each of the entries Sales Document: Authorization for Sales Document Types and Sales Document: Authorization for Sales Areas, make the following changes:
9. Make sure to generate the profile after you have maintained the necessary authorizations. For more information about Generating Authorization Profiles, see SAP Library for SAP ERP under SAP ERP Central Component Identity Management User and Role Administration of User and Role Administration under Role Administration Function Generating Authorization Profile.

3.2.5.2 SAP Customizing Implementation Guide in the ERP System

All the customization activities necessary to integrate SAP ERP with SAP Cloud for Customer are defined in a hierarchical structure in the SAP Implementation Guide structure. The necessary documentation is also made available with the activity.

For example, the structure contains the customizing activities for code lists, automatic generation of integration settings, manually maintaining the integration settings, and BADIs.

Purpose

1. In the ERP system, go to the transaction SPRO, and click SAP Reference IMG.
2. Expand Integration with Other mySAP.com Components and Integration with SAP Cloud for Customer
3. Run the report to automatically perform the basic configuration activities:
**IMG Activity**

**Communication Setup Automatically Generate Integration Settings for Data Exchange**

This activity will run the report RCOD_CREATE_CONNETIVITY_SIMPL, and automatically configures the basic settings for establishing a connection between the systems. For example:

- Creates RFC destinations to connect from SAP ERP to SAP middleware
- Creates port definition with the required configuration for outbound and inbound message types
- Creates partner profiles with the required configuration for outbound and inbound message types
- Maintains ALE distribution model
- Activates a service
- Maintains endpoints for services
- Creates logical port in SOA Management for attachment replication
- Processes jobs for inbound and outbound IDocs, and time slice reports

**i Note**
The report only supports creation of entities, and does not update any existing entities.

4. If you want to manually update any entries, expand **Communication Setup Manually Adjust Integration Settings for Data Exchange**

**ALE Settings for the HTTP inbound**

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define Logical System</td>
<td>The ERP system must be configured as client independent Customizing. The communication partner is not the middleware but the Cloud solution.</td>
</tr>
<tr>
<td>Define RFC destination</td>
<td>The ERP system must be configured as client independent Customizing. The RFC destination is required for the middleware system.</td>
</tr>
<tr>
<td>Maintain Port Definition</td>
<td>The ERP system must be configured as client independent Customizing.</td>
</tr>
<tr>
<td>Maintain Distribution Model</td>
<td>Create a distribution model to determine the system to which IDocs should be sent.</td>
</tr>
<tr>
<td>Register Service for IDoc Inbound</td>
<td>You need to register the IDoc inbound service if IDocs have to be received by ERP via SOAP/HTTPS.</td>
</tr>
</tbody>
</table>
### ALE Settings for the HTTP Inbound

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain IDoc Partner Profile</td>
<td>Create a partner profile of type LS, and maintain the inbound and outbound parameters for inbound and outbound IDoc message types.</td>
</tr>
<tr>
<td>Setup ICF Nodes</td>
<td>You can configure HTTP services and activate them individually, so HTTP requests can be handled in the work process of an SAP System (server and client). You need to activate the service /sap/bc/srt/IDoc (Inbound SOAP for IDoc) before registering it.</td>
</tr>
<tr>
<td>Configuration in SOA Management</td>
<td>In SOA Management, you need to perform configuration:</td>
</tr>
<tr>
<td></td>
<td>• To generate PDF files of sales orders or quotes in an opportunity</td>
</tr>
<tr>
<td></td>
<td>• To maintain end points for services</td>
</tr>
<tr>
<td></td>
<td>• To send attachments from SAP ERP to SAP Cloud for Customer</td>
</tr>
<tr>
<td></td>
<td>• To send attachments from SAP Cloud for Customer to SAP ERP</td>
</tr>
<tr>
<td>Create Communication Users</td>
<td>You need to create a user in SAP ERP, which can be used by the Cloud solution for authentication against SAP ERP. You can enter this user when you configure outbound communication arrangements in the Cloud solution.</td>
</tr>
<tr>
<td>Maintain Authorizations</td>
<td>You need to maintain the assignments of authorization required for business transactions to your communication user.</td>
</tr>
<tr>
<td>Maintain Certificate to User Mapping</td>
<td>The client certificate (public key) of middleware system should be mapped to the communication user in the on-premise system.</td>
</tr>
<tr>
<td>Activate Event Linkage</td>
<td>You need to activate the event linkage for the object types.</td>
</tr>
<tr>
<td>Maintain Requirement Routine</td>
<td>&lt;a one liner as to why this activity is necessary&gt;</td>
</tr>
<tr>
<td>Maintain Output Determination Procedure</td>
<td>&lt;a one liner as to why this activity is necessary&gt;</td>
</tr>
<tr>
<td>Maintain Output Types</td>
<td>You need to define all the output types representing supported SD outputs, such as quotations, order confirmations, and delivery notes in the SAP system.</td>
</tr>
<tr>
<td>Maintain Output Condition Records</td>
<td>You need to add your Sales Document Type to the output type in this transaction.</td>
</tr>
</tbody>
</table>

5. Based on the objects you want to replicate between ERP and SAP Cloud for Customer, perform the necessary configuration activities under Application-Specific Settings:
<table>
<thead>
<tr>
<th>ALE Settings for the HTTP inbound</th>
<th>&lt;a one liner as to why this activity is necessary&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sales Processing</strong> Setup: Sales Document Define Sales Document Type</td>
<td>To define sales document type request for customer quote and sales order.</td>
</tr>
<tr>
<td><strong>Sales Processing</strong> Setup: Sales Documents Assign Item Categories</td>
<td>To create item category determination for the defined sales document types.</td>
</tr>
<tr>
<td><strong>Sales Processing</strong> Setup: Sales Document Confirmation Maintain Output Types</td>
<td>To create output types, say, COD1 and COD4, and add the processing routine for the ALE.</td>
</tr>
<tr>
<td><strong>Sales Processing</strong> Setup: Sales Document Confirmation Maintain ALE Outbound Process Code</td>
<td>To create the process codes for objects that need confirmation, say opportunity and service request.</td>
</tr>
<tr>
<td><strong>Sales Processing</strong> User Exists User Exit for Sales Order Status Replication</td>
<td>To implement an SAP Note to receive information about any changes made to sales order’s delivery and invoice status changes in the sales order in Cloud.</td>
</tr>
<tr>
<td><strong>Number Ranges</strong> Define Number Ranges for Customer and Contacts</td>
<td>To ensure that the customer and contact ID in the SAP ERP system is the same as in the SAP Cloud for Customer system.</td>
</tr>
<tr>
<td><strong>Maintain Workflow for Incoming Request</strong> Definition of an Agent Determination Rule</td>
<td>To maintain workflow for incoming requests from SAP Cloud for Customer.</td>
</tr>
<tr>
<td><strong>Maintain Workflow for Incoming Request</strong> Maintain Agent Assignments for Standard Tasks</td>
<td>To maintain workflow for incoming requests from SAP Cloud for Customer.</td>
</tr>
<tr>
<td><strong>Maintain Workflow for Incoming Request</strong> Maintain Agent Assignments in Workflow Template</td>
<td>To maintain workflow for incoming requests from SAP Cloud for Customer.</td>
</tr>
<tr>
<td><strong>Service Processing</strong> Time Sheet Integration Assign Data Entry Profile</td>
<td>To specify the data entry profile, which should be used for the transfer of confirmation items and time reports from SAP Cloud for Customer to the cross-application time sheet (CATS) in SAP ERP.</td>
</tr>
<tr>
<td><strong>Service Processing</strong> Time Sheet Integration Define Derivation of Activity Type</td>
<td>To define the activity type for a service material, which should be used when transferring confirmation items with a service from the Cloud system to the time sheet in the ERP system.</td>
</tr>
<tr>
<td><strong>Service Processing</strong> Controlling Integration Create and Change Controlling Scenario</td>
<td>To create a controlling scenario. If you have specified controlling type and singleobject controlling for a transaction type in the IMG activity and Controlling Scenarios, assign one of the controlling scenarios created here.</td>
</tr>
</tbody>
</table>
ALE Settings for the HTTP inbound

To specify the controlling type for a transaction type. If you selected single-object controlling as the controlling type, you also specify the controlling scenario.

Service Processing > Controlling Integration > Establish Controlling Type and Controlling Scenarios

Service Processing > Logistics Integration > Assign Plant to Service Organizational Units

As SAP Cloud for Customer does not have any plant information, and a plant is necessary for processes in ERP, you need to define how the plant and other logistic relevant information are determined.

6. In case you want to enhance the standard delivered content, you can check for available BAdIs and implement them. We recommend that you perform business checks based on the receiver logical system when multiple receivers are available in the system landscape. You can find BAdIs:

- For generic enhancements, under Communication Setup > BAdIs <business object>:

<table>
<thead>
<tr>
<th>BAdI</th>
<th>Description</th>
<th>Classic BAdI Definition Name</th>
<th>Enhancement Spot</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDoc: Inbound Mapping</td>
<td>IDOC_DATA_MAPPER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDoc: Adding additional segments</td>
<td>IDOC_DATA_INSERT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDoc: Creation check</td>
<td>IDOC_CREATION_CHECK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reduce Change Pointers for Message Type</td>
<td>BDCP_BEFORE_WRITE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>This reduces the scope of change pointers to be written to changes relevant to the distribution.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- For each object under Application > Specific Settings <business object> > BAdIs:

<table>
<thead>
<tr>
<th>BAdI</th>
<th>Description</th>
<th>Classic BAdI Definition Name</th>
<th>Enhancement Spot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Units IDoc: Outbound Mapping</td>
<td>This BAdI when implemented will adjust the outbound mapping message from ERP for Organization replication.</td>
<td>COD_ERP_ORG_UNIT_OUTBOUND</td>
<td></td>
</tr>
<tr>
<td>Quotation Pricing Request Service: Inbound and Outbound Mapping</td>
<td>This BAdI when implemented will adjust the inbound and outbound data for quotation pricing request.</td>
<td>COD_SLS_SE_ADJUST_DATA</td>
<td></td>
</tr>
<tr>
<td>BAdI</td>
<td>Description</td>
<td>Classic BAdi Definition Name</td>
<td>Enhancement Spot</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Opportunity Pricing Request Service: Inbound and Outbound Mapping</td>
<td>This BAdi when implemented will adjust the inbound and outbound data for opportunity pricing request.</td>
<td>COD_SLS_SE_SLS ORDPRCGINFOQR</td>
<td></td>
</tr>
<tr>
<td>Print Preview Service: Output Type Retrieval</td>
<td>This BAdi when implemented will adjust the retrieval of output type for print preview different from the default one.</td>
<td>COD_SLS_SE_GET_OUTPUT_TYPE</td>
<td></td>
</tr>
<tr>
<td>Adjust Sales order replication information</td>
<td>This BAdi when implemented will adjust the sales order replication data in ERP.</td>
<td>COD_SLS_SE_SALESORDER_REPL</td>
<td></td>
</tr>
<tr>
<td>ERP Document flow in C4C: Output mapping</td>
<td>This enhancement will be used by the function module 'COD_ERP_GET_DOCFLOW'. This can be used for any type of changes to a document flow which will be sent to an external system from an SAP ERP system.</td>
<td>BADI_COD_ERP_DOCFLOW</td>
<td></td>
</tr>
<tr>
<td>User Exit for Sales Order Status Replication</td>
<td>When ECC sales order’s delivery and invoice status changes, these statuses in the corresponding SAP Cloud for Customer sales order is not updated. Check Note 2142202</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workflow: Follow-Up Document Type Determination</td>
<td>This BAdi when implemented is for the determination of follow up document type for workflows.</td>
<td>BADI_COD_ERP_INQUIRY_PROC</td>
<td></td>
</tr>
<tr>
<td>BAdI: Enhancements for Service Processing</td>
<td>This BAdi when implemented will adjust the service processing data in ERP.</td>
<td>BADI_COD_ERP_SERVICE_CONF</td>
<td></td>
</tr>
<tr>
<td>Enhancement for Time Report Replication</td>
<td>This BAdi when implemented will adjust the time entries booking in ERP.</td>
<td>BADI_COD_CATS_TIME</td>
<td></td>
</tr>
</tbody>
</table>
3.2.5.3 Area Menu

An area menu is available to consolidate all the commonly used transactions for integrating SAP ERP with the SAP Cloud for Customer solution.

You can access this area menu in the transaction COD_INT_MENU.

The transactions are grouped as follows:

- **Monitor and Process Errors**: Transactions used to monitor IDocs, XML messages, scheduled jobs, and RFC queues, and also the transactions to reprocess IDocs, and analyze application logs.
- **Periodic Processing**: Transactions used to work with change pointers, send and process collected IDocs, and distribute time-dependent data.
- **Initial Loading or Resending Objects from SAP ERP to SAP Cloud for Customer**: Transactions of all reports that can be used to load and send data from SAP ERP to SAP Cloud for Customer system.

For more information about the reports, and the sequence in which these reports should be run, see the Initial Load section in the Integration with SAP ERP guide.

3.2.6 Configure SAP ERP Integration in PI System

**Purpose**

Configure integration between SAP ERP and SAP Cloud for Customer using SAP PI as the middleware. SAP delivers the following four process integration scenarios for the integration of SAP Cloud for Customer with SAP ERP, using PI in dual stack:

- **ERP ➔ Cloud for Customer ➔**
  - Send Material Master ➔ Receive Material Master
  - Send Customer Master ➔ Receive Customer Master
  - Send Organization Address ➔ Receive Organization Address
  - Send Contact Partner Address ➔ Receive Contact Partner Address
  - Send Customer Hierarchy ➔ Receive Customer Hierarchy

- **Cloud for Customer ➔ ERP ➔**
  - Send Customer Master ➔ Receive Customer Master
  - Send Organization Address Update ➔ Receive Organization Address Update
  - Send Contact Partner Address Update ➔ Receive Contact Partner Address Update
  - Send Business Partner Customer Fact Sheet Query ➔ Receive Business Partner Customer Fact Sheet Query

- **ERP ➔ Cloud for Customer ➔**
  - Send Opportunity Confirmation ➔ Receive Opportunity Confirmation
  - Send Service FollowUp Document ➔ Receive Service FollowUp Document
  - Send Sales Org Hier ➔ Receive Sales org Hierarchy
3.2.6.1 Create a Key Storage View and Load the Certificate

Purpose

In case you exchange a certificate with the Cloud solution, this certificate must be signed by one of the certification authorities listed in the section Supported Certification Authorities (PI Integration) [page 51].

If you generated the certificate, while specifying inbound communication credentials in a communication arrangement, this should be imported into a view in a key storage.

Prerequisites

The certificate file is in the Base64 format.

Procedure

1. Logon to NetWeaver Administrator (NWA) of the SAP PI system.
2. In the Configuration tab, click Certificate and Keys.
3. In the Key Storage tab, click Add View.
4. Enter a name and description, and click Create.
5. Select the view you just created, and click Import Entry.
6. In the Entry Import dialog, do the following:
   1. Select the entry type as PKCS#12 Key Pair.
   2. Select the file that you created as the key pair in SAP Cloud for Customer.
   3. Enter the corresponding password.
4. Click Import.

### 3.2.6.2 Import the Root Certificate

You can import the root certificate that is used to sign the SAP Cloud for Customer certificate. Depending on the configuration of the PI system and which is the PSE provider, the location on where the root certificate has to be imported changes. This is determined by the parameter ssl/pse_provider.

If the parameter ssl/pse_provider is:
- ABAP, load the certificate into SSL Server standard for ABAP
- JAVA or SAP PI AEX (JAVA only), load certificate in ICM_SSL_<instanceID>_<port> view for JAVA

**Prerequisites**

You know the path to the root certificate file that was exported. For more information, see Export the Root Certificate [page 60].

**Procedure**

**Load the certificate into SSL Server standard for ABAP**

1. Using SAPGUI, logon to the ABAP stack of the SAP PI system, and open transaction STRUST.
2. Open SSL server standard, and click Import under Certificate.
3. Select the location of the root certificate and click Continue.
4. Under Certificate, click Add to certificate List and click Save.

**Load the certificate in ICM_SSL_<instanceID>_<port> view for JAVA**

1. Logon to NetWeaver Administrator (NWA) of the SAP PI system.
2. In the Configuration tab, click Certificate and Keys.
3. Under Key Storage Views, check if the root certificate, say SAPPassportCA, used to sign the SAP Cloud for Customer x.509 certificate is already imported into the ICM_SSL_<instanceID>_<port> view within the key storage.
4. If the root certificate is not there, it can be imported by clicking Import Entry from the View Entries tab.
5. Select the entry type as X.509 Certificate, and then the location of the saved file and click Import.
6. Set the value for VCLIENT to 1 on the profile parameter icm/server_port_<xx> for the corresponding SSL port used. For example: icm/server_port_5 = PROT-

### 3.2.6.3 Create ERP Configuration Scenarios

**Prerequisites**

You have imported the software component COD_ERP_INT_IC 6.00 into the Enterprise Service Repository (Integration Repository) of your PI system (see section Import TPZ Package in ESR [page 49]).

**Note**

This section describes steps for the dual stack. The main difference in case of JAVA only installation of PI system (AEX or PO) is that the scenario names differ, and are listed below:
• <Prefix>_COD_ERP_MasterDataSync_AAE
• <Prefix>_COD_ERP_BusinessDataSync_AAE

Procedure

1. On the PI browser page, open Integration Builder.
2. Switch to Configuration Scenario View.
3. From the menu, select Object > New, to pop-up a dialog box containing the list of Integration Builder objects.
4. On the left-pane, select Configuration Scenario under the section Administration.
5. Enter the Configuration Scenario as <Prefix>_COD_ERP_MasterDataSync and select Type of ES Repository Model as Process Integration Scenarios (Prefix e.g. C4C_ERP800_COD_ERP_MasterdataReplication, where C4C is the Cloud Solution and ERD800 is the ERP system).
6. In the ES Repository Model Reference(s), use the input help to select the Process Integration Scenario COD_ERP_MasterDataSync. Make sure to select the Process Integration Scenarios from the namespace http://sap.com/xi/CODERINT/IC and the Software Component COD_ERP_INT_IC 6.00.
7. The namespace and the Software Component Version will be automatically populated.
8. Click Create and Save the Configuration Scenario.
9. Repeat the steps 3 – 8 for the configuration scenario COD_ERP_BusinessDataSync.

3.2.6.4 Configure Interfaces

You can configure interfaces for the dual stack.

i Note

The main difference in case of JAVA only installation of PI system (AEX or PO) is that the Process Integration Scenario name differs, and are listed below:

• COD_ERP_MasterDataSync_AAE
• COD_ERP_BusinessDataSync_AAE

Procedure

1. On the PI browser page, open Integration Builder.
2. Switch to Configuration Scenario View.
3. On the left-pane double-click to open the configuration scenario <Prefix>_COD_ERP_MasterDataSync and switch to the edit mode.
4. On the ES Repository Model tab click the Model Configurator. The Model Configurator creates all the required configuration objects to establish the connection between the Cloud solution and SAP ERP.
5. Click Select Component View... to list all the available component view, and then apply the component view COD_ERP_MasterDataSync.

i Note

A component view is a variant of the configuration scenario. Select the component view depending upon the enhancement package of your SAP ERP release. Select the component view Cloud for Customer and EHP5 for SAP ERP 6.0 upwards if your SAP ERP is ERP 6.0 and EHP5 or above.
6. Select the swim lane **Cloud for Customer**, or select **Assign Component**…

7. In the bottom-pane, select **Business System Components for A2A tab**, use the input help of the **Communication Component** field to add the Cloud solution that is defined (Refer section Create SLD Configuration [page 44]).

> **Tip**
> While selecting the **Communication Component** from the input help, set the Communication Component Selection option as **All Business System Components** under the **Search Criteria**.

8. Repeat steps 6 and 7 for the **SAP ERP 7.0** swim lane to add SAP ERP system as the **Communication Component**.

9. Select **Configure Connections**…

10. In the bottom pane, selet the **Connections from Component Assignment** tab, highlight the **Communication Channel** field for the **Sender Business System Components**.

11. Select **Create Communication Channel with Template**.

12. In the **Create Communication Channel** dialog box, select **Continue** to go to the next screen that shows the pre-populated communication channel template. Click **Continue** to proceed to the next step.

13. The system provides a defined name for the **Communication Channel** and shows the respective **Communication Component**. To confirm the defined name and create the communication channel, click **Finish**.

14. A confirmation message is displayed for a successful creation of the communication channel, click **Close** to proceed further.

15. Highlight the **Communication Channel** field for the **Receiver Business System Components** and repeat the steps 11 to 14 to create the receiver communication channel.

16. Repeat the steps 10 to 15 for all other connections. (Select **Next Connection**. To proceed from one connection to the next until communication channels are created for all the connections.)

> **i Note**
> If a communication channel has already been created and is used a second time, then you can use the input help to select the communication channel (e.g. For SAP ERP system for IDoc communication there is only one receiver communication channel is created i.e. ERP_Idoc_Receive and will be reused for all the connections where SAP ERP is the receiver). Sender Communication Component does not require a communication based on IDOC ABAP adapter for PI dual stack installations.

17. Select **Create Configuration Objects**, and in the **Create Configuration Objects** dialog box, select the **Generation**, and uncheck the **Activate Changes** checkbox.

18. Select **Start**.

19. Close the log dialog box.

20. In the **Model Configurator**, select **Apply**. On the configuration scenario screen select **Objects** tab to view the list of objects that are generated.

21. Save the configuration scenario.

22. Repeat the steps 3 to 22 for the **COD ERP BusinessDataSync** by opening up the configuration scenario `<Prefix>_COD ERP BusinessDataSync`.

> **i Note**
> Refer to the Appendix section on list of Communication Channels that are generated by the Model Configurator (refer section Generated Communication Channels [page 98]).
3.2.6.5 Maintain Communication Channel for ERP Integration

1. On the PI browser page, open Integration Builder.
2. In the left-hand frame switch to Object View.
3. In the left-hand frame, follow the path Communication Component without Party > Business System > <Cloud Solution Business System (COD)> > Communication Channel, to display the communication channel list.
4. Double click and open the receiver SOAP communication channel (normally receiver communication channel ends with suffix _Receive) one after the other to maintain the Target URL.
5. On the Display Communication Channel screen, switch to Edit mode.
6. For SOAP adapter the Target URL will be pre-populated, however the hostname and port needs to be adjusted to the hostname and port of your cloud solution. Refer to the Appendix section for the list of communication channels and their respective Target URL Communication Channel Target URL [page 100].
7. To configure the user or certificate authentication, select any one of the following checkbox:
   • Configure User Authentication
   • Configure Certificate Authentication.
   The following must be maintained:
   • Keystore Entry – Select the keypair that was created while creating the communication arrangement. Configure Communication Arrangements [page 57]
   • Keystore View – Select the view that you created in NWA key store Create a Key Storage View and Load the Certificate [page 72].
8. To configure the proxy, select Configure Proxy and enter the proxy host and the port. Select the Configure Proxy User Authentication if required and maintain the user name and password.
9. Save the changes and close the communication channel.
10. Repeat the steps 4 – 9 to configure the Target URL for all receiver SOAP communication channel.
11. In the left-pane, select Communication Component without Party > Business System > <ERP System> > Communication Channel, to display the communication channel list.
12. If there are any receiver SOAP communication channels, then repeat steps 4 to 9.
13. Double-click to open the receiver IDOC communication channel (normally receiver communication channel ends with suffix _Receive e.g. ERP_Idoc_Receive) and switch to the Edit mode.
14. Maintain the RFC Destination created in the section RFC Destination to ERP and the Port (refer to PI Port Configuration [page 46]).
15. Save the changes and close the communication channel.

Example of SOAP and IDoc Receiver Communication Channel Configuration

<table>
<thead>
<tr>
<th>User Entry</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>For SOAP Receiver Channel</td>
<td>Add the HTTP connection to the reverse proxy that is installed by the Cloud solution provider and the pertaining port in front of the default entry. Do not delete the default entry of this path.</td>
</tr>
<tr>
<td></td>
<td>The URL for the Communication Channel COD_SOAP_BusinessPartnerReplication_Receive should conform to the following format: https://&lt;hostname&gt;:&lt;port&gt;/sap/bc/srt/scs/sap/businesspartnerreplication?MessageId</td>
</tr>
<tr>
<td>For IDOC Receiver Channel</td>
<td>For the SAP ERP system, include the target RFC destination and the port name of the corresponding receiver SAP ERP system.</td>
</tr>
<tr>
<td></td>
<td>For communication channel ERP_Idoc_Receive – for example, for system ERD and client 800 – specify RFC destination ERDCLNT800 and port SAPERD</td>
</tr>
<tr>
<td>For IDOC_AAE Receiver Channel</td>
<td>For the SAP ERP system, include the target RFC destination.</td>
</tr>
<tr>
<td></td>
<td>For a system named ERP - specify the destination name as XI_IDOC_DEFAULT_DESTINATION_ERP.</td>
</tr>
</tbody>
</table>

**i Note**

For list of URL respective to each communication channels please refer to Appendix section Communication Channel Target URL and Destinations [page 100].

### 3.2.6.6 Adjust Routing Conditions for ERP Integration

**i Note**

This section is not applicable for Java-only installation of PI or IDOC_AAE adapter.

As a single IDoc (for example, ORDERS.ORDER05) is used for multiple interfaces, routing conditions are required to identify the receiver interface corresponding to this sender interface. For ERP COD routing conditions must be adjusted when the sender interface is FollowupDocument, QuoteToSalesOrderConfirmation and QuoteToSalesOrderNotification.

The following routing conditions must be added in the Interface Determination object of the configuration scenario ERP_COD_BusinessDataSync.

**i Note**

For information about how to add content-based routing condition in PI, visit SAP Help Portal.

**Procedure**

1. On the PI browser page, open Integration Builder.
2. Switch to Configuration Scenario View.
3. On the left pane, go to configuration scenario <Prefix>_COD_ERP_BusinessDataSync □ Interface Determination to list the interface determination for the sender IDoc interface ORDERS.ORDER05.
4. Double-click to open the interface determination for ORDERS.ORDER05 and switch to edit mode
5. Maintain the routing condition using the condition editor as per the table given below

### 3.2.6.7 Maintain Value Mapping between Cloud and ERP in PI

The value mappings listed in the steps below need to be created in the Integration Builder of the PI system to enable integration between SAP Cloud for Customer and on-premise using SAP PI.

**Procedure**

1. On the PI browser page, open **Integration Builder**.
2. Go to menu path ▶**Tools** ▶**Value Mapping**
3. Enter the **Source Agency**, **Source Schema**, **Target Agency** and **Target Schema** as per the table given above
4. Click **Display** to open up the **Value Mapping maintenance** screen.
5. Switch to the **Edit** mode to maintain the Value Mapping. For information on the values that needs to be mapped between the systems, see **PI Value Mappings [page 101]**.
6. Save the value mapping
7. Repeat the steps 2 – 6 for all the Agency and Schemas as given in the Appendix.

**Note**

**Transfer accounts with sales area data from Cloud to ERP**

You can create and edit sales area information in an account in the Cloud system, and also transfer it to ERP. Special consideration when you create a new sales area in Cloud and transfer it to SAP ERP:

- Few sales-area-specific fields may be mandatory in your ERP system (depending on your system configuration) which are not available in Cloud. This can lead to errors in IDoc processing in ERP.
- To overcome this, you can use BAdIs to fill the mandatory fields, for example, with default values.
- SAP Note 2065329 provides an example code for BAdI implementation

If you **do not want** to use this feature, deactivate sales area data segment /DEBMAS06/IDOC/E1KNA1M/E1KNVVM in the target interface through the message mapping COD_ERP_BusinessPartnerERPBulkReplicateRequest.

### 3.2.6.8 Activate Changes in Change List

**Procedure**

1. In the **Integration Builder**, select **Change Lists** tab.
2. Select your change list. From the context menu choose **Activate**.
If you want to test the end-to-end communication of a selected scenario, do the following during the configure phase:

1. Activate the scoping.
2. Create a communication system.
3. Configure the selected communication arrangement.
4. Export the certificate used to sign the SAP Cloud for Customer x.509 certificate.
5. Import the root certificate used to sign the SAP Cloud for Customer certificate.
6. Load certificate in ICM_SSL_<instanceID>_<port> view for JAVA.
7. Maintain the communication channel.
8. Adjust the routing conditions.
9. Maintain value mapping.
10. Activate the changes in the change list.
11. Perform code list mapping.

### 3.2.7 Extend Prepackaged Integration

If you want additional fields from your on-premise system to be displayed in the Cloud solution, you can extend pre-packaged content delivered by SAP (iFlows). SAP recommends you to use SAP Key User Tool (KUT) for simple extensions, and the SAP Cloud Studio for complex extensions. Once you have extended the source and target interfaces, you should map the extended field(s) in the SAP middleware system.

For more information, see the following:

- How to Extend SAP Cloud for Customer - SAP On-Premise Pre-Packaged Integration Content

### 3.2.8 Perform SAP ERP Initial Data Load

The Data Load Phase defines how to extract data from the SAP ERP system and loads it into the Cloud solution. As a prerequisite for the initial load, you must specify the entire configuration settings for SAP ERP, SAP middleware such as SAP Process Integration or SAP Cloud Integration, and Cloud systems.

The initial load guide describes the configuration settings necessary to send master data from the SAP ERP system to the cloud solution and to process data in the SAP ERP system that was sent from the cloud solution. When you send and receive IDocs, SAP ERP and the cloud solution expect different sequences for customers and addresses. In order to send and process IDocs in the right sequence, you need to adhere to the sequence of steps as mentioned in the guide while defining background jobs.

For more information, see the Initial Load section in the Integration with SAP ERP guide.
For information on how you can plan for optimal performance during high volume data loads into your SAP Cloud for Customer solution from an SAP on-premise system, see Best Practices for Optimal Performance of Data Loads into SAP Cloud for Customer.

### 3.2.9 Perform SAP ERP Delta Load

The Data Load Phase defines the steps required for the delta load of customer hierarchies. During the initial load, the change pointers created for customer hierarchy takes only the current state into account. Hence, there is a mechanism necessary to also identify the time slice changes. As this is not triggered by any user interaction, there are no change pointers created. For example, an end date for a specific entry is reached, and the customer hierarchy turns invalid. If the change pointers are not created, the hierarchy deletion information is not reflected in the Cloud solution.

To overcome this issue, the report RCOD_CUSTHIER_TIME_SLICES must be scheduled as daily background job in transaction SM36 in your ERP system. It discovers time slice changes and creates change pointers for the same.

### 3.2.10 Monitor Message Flow Across Systems

Messages are exchanged between the SAP on-premise, SAP Middleware and SAP Cloud for Customer systems, during data load and go-live phases. These messages need to be monitored for following reasons:

- Identify incorrect data in messages
- Narrow down on the component where the message has failed
- Check connectivity issues between the components

### 3.2.11 Appendix

Configure Phase: Integration for Industries [page 80]

PI Configuration for ERP Integration [page 97]
   This section covers the PI configuration for ERP Integration.

PI Value Mappings [page 101]

### 3.2.11.1 Configure Phase: Integration for Industries

This chapter in the integration guide contains integration information specific to industries solutions in SAP Cloud for Customer. It is recommended that you read through the information in the section relevant for each industry solution before setting-up the landscape.
3.2.11.1.1 Professional Services: Integration Overview

The SAP Cloud for Customer for Professional Services integration with the SAP ERP system connects the cloud solution to the SAP Commercial Project Management (CPM) add-on. This section of the guide contains information that is specific to the Professional Services solution.

- **Communication Arrangement**: The standard solution delivers the communication arrangement CPM Opportunity Project Replication to External System for the Professional Services solution.
- **Business Configuration Sets**: The following BC sets must be scoped for the Professional Services solution.
  - BC_A1S_CRM_PS_PROJECTSTAGE – Maintain all the project stages supported in the CPM system in this BC set.
  - BC_A1S_CRM_PS_PROJECTTYPE – Include the set of CPM project stages in this BC set.

  **Note**
  The translation is allowed on the configured text. The *Project Stage ID* and *Description* are supported in the current release version.

3.2.11.1.1 Communication from SAP Cloud for Customer

In the scenarios for opportunity create or update in the cloud solution, an outbound interface to PI system is triggered. The PI system in turn calls the proxy class in receiver SAP ERP system. The standard CPM RFCs (create - /CPD/CREATE_MP_FP and update - /CPD/UPDATE_MP_FROM_ITEMS) within this proxy class are implemented to create or update the corresponding master project in CPM.

**Response from CPM**: The CPM system sends an asynchronous message to the cloud solution with details such as such as ID, GUID and URL of the master project in CPM.

3.2.11.1.2 Communication from SAP Commercial Project Management (CPM)

The following process flow is triggered from CPM system when a master project is modified:

- The Business Add-In COD_PS_CPM_PROJECT_GET_BADI provided in the standard solution calls the standard CPM RFC COD_PS_GET_PROJECT_DETAILS. The updated data in CPM is sent to the importing parameters of this function module.

  **Note**
  Relevant logic has been provided in the method GET_PROJECT_DETAILS of this RFC to map the incoming data from CPM to the outgoing data to PI system via the proxy. You can modify this logic and set the flag [SKIP_FLAG] in the BAdI to 'X'. This will override the standard mapping and implement custom logic.

- The proxy class within this RFC - COD_PS_GET_PROJECT_DETAILS in turn passes the data to the PI system from where the updates are replicated to the cloud solution.
3.2.11.1.2 (Deprecated) Apparel and Footwear Solution (AFS): Integration Overview

This chapter contains information related to the Integration between SAP Cloud for Customer and SAP AFS.

The following communication scenarios are predelivered as part of the integration:

- AFS Characteristics replication (AFS to Cloud for Customer)
- AFS Grid replication (AFS to Cloud for Customer)
- AFS Products replication (AFS to Cloud for Customer)
- Pricing (Cloud for Customer to AFS synchronous)
- Image (Cloud for Customer to External Image Server synchronous)
- Sales Order simulation (Cloud for Customer to AFS synchronous)
- Image (Cloud for Customer to External Image Server synchronous)

**Note**
Set up the interfaces for replicating Business Partner and Organization Unit between AFS and SAP Cloud for Customer solutions in addition to the AFS specific integration scenarios listed above. In addition, perform the Product Category ID Mapping.

Perform the replication of AFS characteristics, grid, and products in the following order:

1. Characteristics
2. Grid
3. Products

You must follow the order, as these master data objects are dependent on each other.

**Example**

AFS product refers to an AFS grid.

**Note**
Follow the order, as these master data objects are dependent on each other.

**Note**

This standard ERP report `RCOD_CREATE_CONNECTIVITY_SIMPL` which is used for creating connectivity objects for interfaces, is not used for the AFS solution. Hence, you must define the connectivity objects for interfaces for AFS objects manually.

### 3.2.11.1.2.1 AFS Characteristics Replication

**IDoc type to be configured on AFS:** J3ACHRMAS, J3ACHRMAS04

**Note**

For IDoc related configurations like port, partner profile, distribution model etc, refer to the section on ERP: Configuration.
Process Integration Scenario in PI:

- For dual stack PI systems: COD_ERP_AFSMasterDataSync Namespace: http://sap.com/xi/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00
- For single stack PI systems: COD_ERP_AFSMasterDataSync_AAE Namespace: http://sap.com/ix/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00


SOAP receiver Communication Channel Path: https://<host>:<port>/sap/bc/srt/scs/sap/businessattributereplicationre?MessageId

Communication Scenario to be maintained on Cloud for Customer Communication Arrangement:
AFS Business Attribute and Assignment Replication (Only the inbound service “Replicate Business Attribute from SAP Business Suite” is relevant. The other two inbound services “AFS Grid Replication” and “AFS Material Replication” are not used)

Code list mappings: NA.

Recommendation

The AFS report RBDSECHR (Or transaction BD91) must be used to trigger the AFS characteristics IDocs from AFS system.

Note

It is not possible to distribute AFS characteristics via ALE, as this needs to be implemented in the AFS backend system for transferring Characteristics master data via ALE. For details see SAP Note: 1169383.

3.2.11.1.2.2 AFS Grid Replication

IDoc type to be configured on AFS: J3AGRI. J3AGRI02

Note

For IDoc related configurations like port, partner profile, distribution model etc, refer to the section on ERP: Configuration.

Process Integration Scenario in PI:

- For dual stack PI systems: COD_ERP_AFSMasterDataSync Namespace: http://sap.com/ix/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00
- For single stack PI systems: COD_ERP_AFSMasterDataSync_AAE Namespace: http://sap.com/ix/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00


SWCV: COD_ERP_INT_IC 6.00

SOAP receiver Communication Channel Path: https://<host>:<port>/sap/bc/srt/scs/sap/afsgridreplicateln?MessageId

Communication Scenario to be maintained on Cloud for Customer Communication Arrangement: Replicate AFS Grid.

Code list mappings: NA.

**Note**
The AFS report J_4ASGRI (Or transaction J4A- ) must be used to trigger the AFS Grid IDocs from AFS system for initial load purposes. For triggering Delta updates, the report RBDMIDOC must be scheduled with the appropriate variant. Distribution model must be maintained in transaction BD64.

### 3.2.11.1.2.3 AFS Products Replication

IDoc type to be configured on AFS: J3AMAT. /AFS/MATMAS05.

**Note**
For IDoc related configurations like port, partner profile, distribution model etc, refer to the section on ERP: Configuration.

Process Integration Scenario in PI:
- For dual stack PI systems: COD_ERP_AFSMasterDataSync . Namespace: http://sap.com/xi/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00
- For single stack PI systems: COD_ERP_AFSMasterDataSync_AAE. Namespace: http://sap.com/xi/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00


Communication Scenario to be maintained on C4C Communication Arrangement: Replicate AFS Products.

**Code list mappings:**
Maintain Code List Mappings for the following entities:
• Distribution Channel
• Unit Of Measure

i Note
The AFS report J_4ASMAT (Or transaction J4A0) must be used to trigger the AFS Products IDocs from AFS system for initial load purposes. For triggering Delta updates, schedule the report RBDMIDOC with the appropriate variant.

3.2.11.2.4 Price from AFS

As the AFS Material Price is not replicated to SAP Cloud for Customer, there is a synchronous runtime outbound service call made from SAP Cloud for Customer to AFS backend to fetch the AFS material price, including the grid-specific price for an AFS material.

Process Integration Scenario in PI:
• For dual stack PI systems: COD_ERP_AFSMasterDataSync. Namespace: http://sap.com/xi/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%20%206.00
• For single stack PI systems: COD_ERP_AFSMasterDataSync_AAE. Namespace: http://sap.com/xi/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%20%206.00


Integration Scenario to be maintained on SAP Cloud for Customer Communication Arrangement: AFS Product Pricing Details.

i Note
A bidding has to be created in the AFS system in the transaction SOAMANAGER for the AFSPPRODUCTPRICEService, and the URL of the same must be referred in the SOAP receiver channel in PI.

The following BADIs have been provided for allowing the customers to implement a custom price retrieval from AFS:

• COD_AFS_PROD_PRICE
  • This BADI can be used for a custom implementation of price functionality for fetching both, the product price and the grid price.
  • This BADI interface takes material number, unit of measure, and GTIN as the input. Based on the IV_GRIDPRICE flag, it can be implemented to return either grid price or product price.

• COD_AFS_GRID_PRICE
  • This BADI is used for fetching the Grid price.
• This BADi takes material number, unit of measurement, and GTIN as the input and returns the grid price.

### 3.2.11.1.2.5 Image Outbound Service Interface for AFS Materials

Images that are displayed for AFS Materials in the Product List and Product Detail page are retrieved dynamically at runtime via an Outbound Service Interface (OSI) call.

The **AFS Product Image URL Details** communication scenario needs to be configured to fetch image data from an external Image server.

For the list page (OWL) in SAP Cloud for Customer, a sample request-response is as shown below:

**Sample Input for List Page**

This input format supports fetching images for multiple products in one call as displayed below:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v1="http://mobiliser.sybase365.com/retail/services/contract/v1_0">
  <soapenv:Header/>
  <soapenv:Body>
    <v1:GetProductImageDetailRequest>
      <!--Zero or more repetitions:-->
      <productId>1234</productId>
      <productId>1235</productId>
      <isVariantImageNeeded>false</isVariantImageNeeded>
    </v1:GetProductImageDetailRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

**Sample Output for List Page**

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
      <Status code="0"/>
      <articleimage>
        <ProductID>1234</ProductID>
        <ProductImages>
          <Thumbnail>
            <isURL>true</isURL>
            <!--Thumbnail Image URL Goes here-->
          </Thumbnail>
          <FullImage>
            <isURL>true</isURL>
            <!--Full Image URL Goes here-->
          </FullImage>
        </ProductImages>
      </articleimage>
      <articleimage>
        <ProductID>1235</ProductID>
        <ProductImages>
          <!--Thumbnail Image URL Goes here-->
          <!--Full Image URL Goes here-->
        </ProductImages>
      </articleimage>
    </ns2:GetProductImageDetailResponse>
  </soapenv:Body>
</soapenv:Envelope>
```
Sample Input for Product Detail Page

As AFS deals with a single material linked to a grid, which further defines the different characteristic values. The following is the input format triggered upon load of the Product Detail page for a single AFS material:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/
xmlns:v1="http://mobiliser.sybase365.com/retail/services/contract/v1_0">
    <soapenv:Header/>
    <soapenv:Body>
        <v1:GetProductImageDetailRequest>
            <productId>AFS_MAT_01</productId>
            <productIdWithVariants>AFS_MAT_01</productIdWithVariants>
            <AssignedAttributes>
                <ItemId>AFS_MAT_01-DUMMY-01</ItemId>
                <AssignedAttributes>
                    <charId>c4c_colour</charId>
                    <charValue>red</charValue>
                </AssignedAttributes>
                <AssignedAttributes>
                    <charId>c4c_size</charId>
                    <charValue>large</charValue>
                </AssignedAttributes>
            </AssignedAttributes>
            <AssignedAttributes>
                <ItemId>AFS_MAT_01-DUMMY-02</ItemId>
                <AssignedAttributes>
                    <charId>c4c_colour</charId>
                    <charValue>red</charValue>
                </AssignedAttributes>
            </AssignedAttributes>
        </v1:GetProductImageDetailRequest>
    </soapenv:Body>
</soapenv:Envelope>
```

i Note

The AFS material ID is passed to the <productId> node. The allowed grid values are passed to the <AssignedAttributes> node as shown below. With such an interface, the AFS Product Detail page displays the images corresponding to the Grid Dimensions as selected by the end user.
Sample Output for Product Detail Page

**Note**
For the Product Detail page, the AFS material image, independent of the Characteristic Values are passed to the `<ProductImages>` sub-node under the `<articleimage>` node, as shown below. The Variant images are passed to the `<ProductVariantImages>` node, along with the corresponding ItemId, whereby, each ItemId identifies the set of Characteristic Values, as indicated in the sample request.

**Note**
Multiple images are supported in the Product Detail page for the AFS Material and the corresponding variants.

**Sample Code**

```xml
  <soapenv:Body>
    <ns2:GetProductImageDetailResponse>
      <Status code="0"/>
      <articleimage>
        <ProductID>AFS_MAT_01</ProductID>
        <ProductImages>
          <Thumbnail isURL="true">
            <imageUrl>Thumbnail Image URL goes here</imageUrl>
          </Thumbnail>
          <FullImage isURL="true">
            <imageUrl>Full Image URL goes here</imageUrl>
          </FullImage>
        </ProductImages>
        <ProductVariantImages>
          <Item ItemId="AFS_MAT_01-DUMMY-01">
            <ItemImages>
              <Thumbnail isURL="true">
                <imageUrl>Thumbnail Image URL goes here</imageUrl>
              </Thumbnail>
              <FullImage isURL="true">
                <imageUrl>Full Image URL goes here</imageUrl>
              </FullImage>
            </ItemImages>
          </Item>
          <Item ItemId="AFS_MAT_01-DUMMY-02">
            <ItemImages>
              <Thumbnail isURL="true">
                <imageUrl>Thumbnail Image URL goes here</imageUrl>
              </Thumbnail>
              <FullImage isURL="true">
                <imageUrl>Full Image URL goes here</.imageUrl>
              </FullImage>
            </ItemImages>
          </Item>
        </ProductVariantImages>
      </articleimage>
    </ns2:GetProductImageDetailResponse>
  </soapenv:Body>
</soapenv:Envelope>
```
3.2.11.1.2.6 Sales Order Simulation

As price and inventory is not replicated to SAP Cloud for Customer, there is a synchronous runtime outbound service call made from to SAP AFS backend to simulate the sales order, to check if all data in the order is correct and enough to create a sales order and also to get pricing for each variant with provision for additional manual discount.

Process Integration Scenario in PI:

- For dual stack PI systems: COD_ERP_AFSTransactionalDataSync. Namespace: http://sap.com/xi/CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%20%20%26%202.06.00


Maintain Integration Scenario on SAP Cloud for Customer Communication Arrangement: Sales Quote with pricing in SAP Business Suite.

i Note

Create a biding in the SAP AFS system in the transaction SOAMANAGER for the ZCOD_AFS_ORDER_SIMULATE service, and the URL of the same must be referred to in the SOAP receiver channel in PI.

The following FM have been used for obtaining simulation results with pricing from SAP AFS as follows:

- ZCOD_AFS_SALESORDER_SIMULATE
3.2.11.1.2.7 Sales Order Transfer

Once a sales order is simulated that is correct and complete, the order has to be transferred to the SAP AFS backend system via an asynchronous runtime outbound service call made from SAP Cloud for Customer to the SAP AFS backend.

Process Integration Scenario in PI:

- **For dual stack PI systems:** COD_ERP_AFSTransactionalDataSync. Namespace: http://sap.com/xi/ CODERINT/IC%20%20SWCV:%20COD_ERP_INT_IC%206.00.


Maintain the Integration Scenario on SAP Cloud for Customer Communication Arrangement: Sales Order Replication to SAP Business Suite.

**i Note**

Perform ALE configuration in SAP AFS backend to receive ORDERS./AFS/ORDERS05 IDoc, and process it and create the sales order.

3.2.11.1.3 (Deprecated) SAP Cloud for Customer for Retail: Integration Overview

This chapter and the following related topics contain information specific to integration of SAP Cloud for Customer for Retail with the SAP IS-Retail system.

The following communication scenarios are pre delivered for the Retail solution:

- Characteristics Replication (inbound to SAP Cloud for Customer) Merchandising Category Replication (inbound to SAP Cloud for Customer)
- Article Replication (inbound to SAP Cloud for Customer)
- Store Replication (inbound to SAP Cloud for Customer)
- Store Article Relationship (outbound synchronous to IS-Retail)
- Product Pricing (outbound synchronous to IS-Retail)
- Images (outbound synchronous to External Image Server)

**i Note**

Set up the interfaces for replication of Business Partner and Organization Unit between SAP AFS and SAP Cloud for Customer solutions in addition to the AFS-specific integration scenarios listed above. In addition, perform the Product Category ID Mapping.
Perform the replication of characteristics, merchandising category, and articles in the following order:

- **Characteristics**
- **Merchandising Category**
- **Article**

It is important to follow the order because these master data objects are dependent on each other.

### Example

Article replication depends on merchandising category that is already being replicated to SAP Cloud for Customer. Merchandising category replication depends on the associated characteristics which is already being replicated to SAP Cloud for Customer.

### Note

This standard ERP report `RCOD_CREATE_CONNECTIVITY_SIMPL` for creating connectivity objects for interfaces is not used for the AFS solution. Therefore, the connectivity objects for interfaces for AFS objects must be manually defined.

### 3.2.11.1.3.1 Characteristics Replication (Inbound)

#### Process Integration Scenario in PI:
COD_ERP_RetailMasterDataSync.

- **Operation Mapping:** ERP_COD_IS_Retail_BusinessAttributeReplicateBulk.
- **Soap receiver Communication Channel Path:** `https://host:port/sap/bc/srt/scs/sap/businessattributereplicationre?MessageId`.

**Integration Scenario to be maintained on C4C Communication Arrangement:** B2E Retail Characteristics from External System.

- **Recommendation:**
  Use transaction BD91 to trigger the outbound characteristics IDocs from the SAP IS-Retail system.

### 3.2.11.1.3.2 Merchandising Category Replication (Inbound)

#### Process Integration Scenario in PI:
COD_ERP_RetailMasterDataSync.

- **Operation Mapping:** ERP_COD_IS_Retail_MerchandisingCategory.
SOAP receiver Communication Channel Path: https://host:port/sap/bc/srt/scs/sap/businessattributesetreplicatio?MessageId

Integration Scenario to be maintained on SAP Cloud for Customer Communication Arrangement: B2E Retail Characteristics from External System.

→ Recommendation

Use transaction WAFS to trigger the outbound Merchandising Category IDocs from the SAP IS-Retail system.

3.2.11.1.3.3 Article Replication (Inbound)

Process Integration Scenario in PI: COD_ERP_RetailMasterDataSync.


Operation Mapping: ERP_COD_IS_Retail_ARTMAS.

SOAP receiver Communication Channel Path: https://host:port/sap/bc/srt/scs/sap/retailmaterialreplicatoin?MessageId

Integration Scenario to be maintained on C4C Communication Arrangement: Replicate IS-Retail Products from External System.

→ Recommendation

Use transaction BD10 to trigger the outbound Article IDocs from the SAP IS-Retail system.

3.2.11.1.3.4 Store Replication (Inbound)

Process Integration Scenario in PI: COD_ERP_RetailMasterDataSync.


Operation Mapping: ERP_COD_BusinessPartnerRetailBulkReplicateRequest.


Operation Mapping: ERP_COD_BusinessPartnerRetailAddressBulkReplicateRequest.

Integration Scenario to be maintained on C4C Communication Arrangement: Business Partner Replication from SAP ERP from External System.

→ Recommendation
Use transaction BD12 to trigger the outbound Store IDocs (DEBMAS_CFS) from the SAP IS-Retail system.

3.2.11.1.3.5 Store Article Relationship (Outbound Synchronous)

The Store – Article relationship is not replicated to SAP Cloud for Customer. It is fetched at runtime via this synchronous service call from the SAP IS-Retail system.

Process Integration Scenario in PI: COD_ERP_RetailMasterDataSync.


Receiver Interface: IS_Retail_StoreArticleRelationshipIn. Namespace: http://sap.com/xi/CODERINT

Operation Mapping: COD_ERP_IS_Retail_StoreArticleRelationship.


Integration Scenario to be maintained on SAP Cloud for Customer Communication Arrangement: B2E Retail Store Article Relationship from External System.

3.2.11.1.3.6 Article Pricing (Outbound Synchronous)

The Article and the Variant prices are not replicated to SAP Cloud for Customer. Hence, it is fetched during runtime via this Outbound Synchronous service call from the SAP IS-Retail system.

Process Integration Scenario in PI: COD_ERP_RetailMasterDataSync.


Operation Mapping: COD_ERP_IS_Retail_ProductPricing.


Integration Scenario to be maintained on SAP Cloud for Customer Communication Arrangement: B2E Retail Product Pricing Details from External System.

The Business Add-In BADI_COD_ARTICLE_PRICEDET provided in the standard solution RFC - FM_COD_RETAIL_GET_PRICE is a Business Add-In for any custom implementation to be done by customers and skip the standard implementation. The imported parameter values to the RFC is also passed on to the Business Add-In.
3.2.11.1.3.7 Image Outbound Service Interface for Retail Generic Article and Variants

Images that are displayed for Retail Generic Article and Product Variants in the Product List and Product Detail page are retrieved dynamically at runtime via an Outbound Service Interface (OSI) call.

The **B2E Retail Product Images Details** communication scenario needs to be configured to fetch Image data from an external Image server.

For the list page (OWL) in SAP Cloud for Customer, only the generic articles are displayed. The following is a sample request-response:

**Sample Input for List Page**

This input format supports fetching images for multiple products in one call.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header/>
  <soapenv:Body>
    <v1:GetProductImageDetailRequest>
      <!--Zero or more repetitions:-->
      <productId>1234</productId>
      <productId>1235</productId>
      <isVariantImageNeeded>false</isVariantImageNeeded>
    </v1:GetProductImageDetailRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

**Sample Output for List Page**

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
      <Status code="0"/>
      <articleimage>
        <ProductID>1234</ProductID>
        <ProductImages>
          <Thumbnail>
            <isURL>true</isURL>
            <imageUrl>Thumbnail Image URL Goes here</imageUrl>
          </Thumbnail>
          <FullImage>
            <isURL>true</isURL>
            <imageUrl>Full Image URL Goes here</imageUrl>
          </FullImage>
        </ProductImages>
      </articleimage>
    </ns2:GetProductImageDetailResponse>
  </soapenv:Body>
</soapenv:Envelope>
```
Sample Input for Product Detail Page

The following is the sample input format for the Product Detail page for a Generic Article that has a set of linked Product Variants.

Note

The Generic Article ID is passed in the <productId> node. The Product Variant Product IDs are passed in the <productIdWithVariants> node as shown below. With such an interface, the Retail Product Detail page displays the images corresponding to the Characteristics linked to the Product Variants as selected by the end user.

Sample Code

```xml
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v1="http://mobiliser.sybase365.com/retail/services/contract/v1_0">
  <soapenv:Header/>
  <soapenv:Body>
    <v1:GetProductImageDetailRequest>
      <productId>GENERIC_ARTICLE_ID</productId>
      <productIdWithVariants>
        <productId>PRODVARIANT01</productId>
      </productIdWithVariants>
      <productIdWithVariants>
        <productId>PRODVARIANT2</productId>
      </productIdWithVariants>
      </v1:GetProductImageDetailRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

Sample Output for Product Detail Page

Note

Multiple images are supported for the Generic Article and Product Variants in the Product Detail page.

Sample Code

```xml
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v1:GetProductImageDetailResponse/>
  </soapenv:Body>
</soapenv:Envelope>
```
3.2.11.3.8 Order Tracking (Outbound Synchronous)

After the order is replicated to SAP IS-Retail, you can track status of all line items in the sales order, using this OSI. OSI call would have order number in the request, and in response will receive status for all line items from SAP IS-Retail backend.
Process Integration Scenario in PI: COD_ERP_RetailTransactionalDataSync.


Operation Mapping: COD_ERP_IS_Retail_OrderItemStatus.

Maintain Integration Scenario on SAP Cloud for Customer Communication Arrangement: Retail Order Track Info Get from ERP System.

In the SAP IS-Retail backend function module, COD_SD_ITEM_STATUS_GET is used to retrieve the status for each line item in the order.

### 3.2.11.1.4 Complaint Management for Chemical Industry

Information on PI integration configuration for Complaint Management

#### Service Chemical Sales Order Search (Outbound Synchronous)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Integration Scenario in PI</td>
<td>NA</td>
</tr>
<tr>
<td>Receiver Interface</td>
<td>Chemical_SalesOrderSearch_Ext_In (namespace: <a href="http://sap.com/xi/CODERINT">http://sap.com/xi/CODERINT</a>).</td>
</tr>
<tr>
<td>Operation Mapping</td>
<td>COD_ERP_Chemical_SalesOrderSearch_Ext</td>
</tr>
<tr>
<td>SOAP receiver Communication Channel Path</td>
<td><a href="https://host:port/sap/xi/engine?type=entry">https://host:port/sap/xi/engine?type=entry</a> (ABAP Inbound Proxy)</td>
</tr>
<tr>
<td>Integration Scenario</td>
<td>ERP Complaint Management (Complaint Sales Order Search)</td>
</tr>
</tbody>
</table>

### 3.2.11.2 PI Configuration for ERP Integration

This section covers the PI configuration for ERP Integration.
### 3.2.11.2.1 Generated Communication Channels

For COD_ERP_MasterDataSync

<table>
<thead>
<tr>
<th>Integration Scenario</th>
<th>Type</th>
<th>Sender System</th>
<th>Receiver System</th>
<th>Sender Communication Channel</th>
<th>Receiver Communication Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Replication</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerReplication_Send</td>
<td>ERP_Idoc_Receive</td>
</tr>
<tr>
<td>Account Address Replication</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerAddress_Send</td>
<td>ERP_Idoc_Receive</td>
</tr>
<tr>
<td>Account contact Replication</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerContact_Send</td>
<td>ERP_Idoc_Receive</td>
</tr>
<tr>
<td>Account Replication</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>N/A</td>
<td>COD_SOAP_BusinessPartnerReplication_Rece</td>
</tr>
</tbody>
</table>
For COD_ERP_BusinessDataSync

<table>
<thead>
<tr>
<th>Integration Scenario</th>
<th>Type</th>
<th>Sender System</th>
<th>Receiver System</th>
<th>Sender Communication Channel</th>
<th>Receiver Communication Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunity Confirmation</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>N/A</td>
<td>COD_SOAP_Opportunity-WithFollowUp_Send</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ERP_Idoc_Receive</td>
</tr>
<tr>
<td>Opportunity Follow Up</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_OpportunityWithFollowUp_Send</td>
<td>ERP_Idoc_Receive</td>
</tr>
<tr>
<td>Query Customer Quote</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerContact_Send</td>
<td>ERP_SOAP_Query-Customer-Quote_Receive</td>
</tr>
<tr>
<td>Query Sales Order</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_QuerySalesOrder_Send</td>
<td>ERP_SOAP_Query-SalesOrder_Receive</td>
</tr>
<tr>
<td>Product Pricing within Sales Order</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_SalesOrderPricing_Send</td>
<td>ERP_SOAP_Sales-OrderPricing_Receive</td>
</tr>
<tr>
<td>Sales Document Print Preview</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_SalesDocPrintPreview_Send</td>
<td>ERP_SOAP_Sales-DocPrint-Preview_Receive</td>
</tr>
<tr>
<td>Quote to Sales Order in ERP</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_QuotetoSalesOrder_Send</td>
<td>ERP_Idoc_Receive</td>
</tr>
</tbody>
</table>

For COD_ERP_MasterDataSync_AAE

<table>
<thead>
<tr>
<th>Integration Scenario</th>
<th>Type</th>
<th>Sender System</th>
<th>Receiver System</th>
<th>Sender Communication Channel</th>
<th>Receiver Communication Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Replication</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerReplication_Send</td>
<td>ERP_IDOC_AAE_Receive</td>
</tr>
<tr>
<td>Account Address Replication</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerAddress_Send</td>
<td>ERP_IDOC_AAE_Receive</td>
</tr>
<tr>
<td>Account contact Replication</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_BusinessPartnerContact_Send</td>
<td>ERP_IDOC_AAE_Receive</td>
</tr>
<tr>
<td>Integration Scenario</td>
<td>Type</td>
<td>Sender System</td>
<td>Receiver System</td>
<td>Sender Communication Channel</td>
<td>Receiver Communication Channel</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Account Replication</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>ERP_IDOC_AAE_Send</td>
<td>COD_SOAP_BusinessPartnerAddress_Receive</td>
</tr>
<tr>
<td>Account Address Replication</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>ERP_IDOC_AAE_Send</td>
<td>COD_SOAP_BusinessPartnerContact_Receive</td>
</tr>
<tr>
<td>Account contact Replication</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>ERP_IDOC_AAE_Send</td>
<td>COD_SOAP_ProductDataReplication_Receive</td>
</tr>
<tr>
<td>Product Data Replication</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>ERP_IDOC_AAE_Send</td>
<td>COD_SOAP_OrganisationUnitHierarchy_Receive</td>
</tr>
<tr>
<td>Organization Unit Hierarchy Replication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For COD_ERP_BusinessDataSync_AAE

<table>
<thead>
<tr>
<th>Integration Scenario</th>
<th>Type</th>
<th>Sender System</th>
<th>Receiver System</th>
<th>Sender Communication Channel</th>
<th>Receiver Communication Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunity Confirmation</td>
<td>Asynchronous</td>
<td>ERP</td>
<td>COD</td>
<td>ERP_IDOC_AAE_Send</td>
<td>COD_SOAP_OpportunityWithFollowup_Receive</td>
</tr>
<tr>
<td>Opportunity Follow Up</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_OpportunityWithFollowup_Send</td>
<td>ERP_IDOC_AAE_Receive</td>
</tr>
<tr>
<td>Query Customer Quote</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_QueryCustomerQuote_Send</td>
<td>ERP_SOAP_QueryCustomerQuote_Receive</td>
</tr>
<tr>
<td>Query Sales Order</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_QuerySalesOrder_Send</td>
<td>ERP_SOAP_QuerySalesOrder_Receive</td>
</tr>
<tr>
<td>Product Pricing within Sales Order</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_SalesOrderPricing_Send</td>
<td>ERP_SOAP_SalesOrderPricing_Receive</td>
</tr>
<tr>
<td>Sales Document Print Preview</td>
<td>Synchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_SalesDocPrintPreview_Send</td>
<td>ERP_SOAP_SalesDocPrintPreview_Receive</td>
</tr>
<tr>
<td>Quote to Sales Order Order in ERP</td>
<td>Asynchronous</td>
<td>COD</td>
<td>ERP</td>
<td>COD_SOAP_QuoteToSalesOrder_Send</td>
<td>ERP_IDOC_AAE_Receive</td>
</tr>
</tbody>
</table>

### 3.2.11.2.2 Communication Channel Target URL

To find the URLs corresponding to a scenario, see Integration Flows (SAP Help Portal > Cloud for Customer > Integration > Integration Flows). Filter on Target System URL and Receiver communication channel columns.
3.2.11.3 PI Value Mappings

The screenshots shown in this appendix are only examples taken from PI value mapping. They are not complete from a PI configuration point of view.

**i Note**

Some of the code lists named below can be enhanced or modified in SAP Cloud for Customer during fine-tuning.

### 3.2.11.3.1 Mapping COD||ProductUsageTypeCode ↔ ERP||ProductUsageTypeCode

| COD||ProductUsageTypeCode | ERP||ProductUsageTypesCode |
|--------------------------|--------------------------|
| 1                        | DEN                      |

The values of this mapping are used in ERP_COD_MATMAS_CFS.

### 3.2.11.3.2 Mapping COD||ReleaseStatusCode ↔ ERP||ReleaseStatusCode

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>A</td>
</tr>
<tr>
<td>3</td>
<td>B</td>
</tr>
</tbody>
</table>

The values of this mapping are used in ERP_COD_SalesPriceSpecificationReplicateMassRequest.
### 3.2.11.3.3 Mapping COD||ReceiverParty ↔ ERP||ReceiverPort

| COD||ReceiverParty                                      | ERP||ReceiverPort                                      |
|------------------------------------------------------|------------------------------------------------------|
| <SID>&lt;CLNT&lt;client_number&gt;, where SID is the system ID of the connecting ERP system. | The short tenant ID of the cloud system. For information on how to get this ID, see Determine Short Tenant ID. |

<table>
<thead>
<tr>
<th>Display/Value Mapping Agencies</th>
<th>Agency</th>
<th>COD_Receiver_Party</th>
<th>ERP_Receiver_Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheme</td>
<td></td>
<td>SenderParty</td>
<td>SenderPort</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Value for COD_Receiver_Party</th>
<th>Value for ERP_Receiver_Port</th>
<th>Group Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>O1EC</td>
<td>CLNT004</td>
<td>0LC</td>
</tr>
</tbody>
</table>

The values of this mapping are used in the following PI message mappings:

- COD_ERP_BusinessPartnerERPAddressBulkReplicateRequest
- COD_ERP_BusinessPartnerERPBulkReplicateRequest
- COD_ERP_BusinessPartnerERPContactAddressReplication
- COD_ERP_Opp_Followup_Business_Transaction_Document

### 3.2.11.3.4 Mapping COD||SenderParty ↔ ERP||SenderPort

| COD||SenderParty                                      | ERP||SenderPort                                      |
|--------------------------------------------------|--------------------------------------------------|
| The short tenant ID of the cloud system.         | The short tenant ID of the cloud system.          |

For information on how to get this ID, see Determine Short Tenant ID [page 28].

<table>
<thead>
<tr>
<th>Display/Value Mapping Agencies</th>
<th>Agency</th>
<th>COD_Sender_Party</th>
<th>ERP_Sender_Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheme</td>
<td></td>
<td>SenderParty</td>
<td>SenderPort</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Value for COD_Sender_Party</th>
<th>Value for ERP_Sender_Port</th>
<th>Group Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>0LC</td>
<td>7B8Y</td>
<td>0LC</td>
</tr>
</tbody>
</table>

The values of this mapping are used in the following PI message mappings:

- COD_ERP_BusinessPartnerERPAddressBulkReplicateRequest
- COD_ERP_BusinessPartnerERPBulkReplicateRequest
- COD_ERP_BusinessPartnerERPContactAddressReplication
- COD_ERP_Opp_Followup_Business_Transaction_Document
3.2.11.3.5 Mapping COD||CustomerABCClassificationCode ↔ ERP||CustomerClassificationCode

The following values are contained in the GDT CustomerABC-ClassificationCode:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>A-Account</td>
</tr>
<tr>
<td>B</td>
<td>B-Account</td>
</tr>
<tr>
<td>C</td>
<td>C-Account</td>
</tr>
</tbody>
</table>

You can find the customer classifications in the table TKUKL in SAP ERP. For more information, see the IMG in the SAP ERP system under SAP Customizing Implementation Guide Sales and Distribution Master Data Business Partners Customers Marketing Define Customer Classifications.

The values of this mapping are used in the following PI message mappings:

- COD_ERP_BusinessPartnerERPBulkReplicateRequest
- ERP_COD_BusinessPartnerERPBulkReplicateRequest

3.2.11.3.6 Mapping COD||DocumentTypeCode ↔ ERP||DocumentTypeCode

The following values are contained in the GDT COD_FollowUp_Doc_Type:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1398</td>
<td>Customer Quote Request</td>
</tr>
<tr>
<td>1399B</td>
<td>Sales Order Request</td>
</tr>
</tbody>
</table>

You can find the customer classifications in the table TKUKL in SAP ERP. For more information, see the IMG in the SAP ERP system under SAP Customizing Implementation Guide Sales and Distribution Sales Documents Sales Document Header Define Sales Document Types.
The values of this mapping are used in the following PI message mappings:

- COD_ERP_Opp_Followup_Business_Transaction_Document
- COD_ERP_OpportunityFollowupBusinessTransactionDocumentReq

### 3.2.11.3.7 Mapping COD||CODDocumentTypeCode ↔ ERP||ERPTextTypeCode

The employee responsible of the opportunity cannot be mapped to a partner function in the customer quote request or sales order request always. As a workaround, the name of the employee responsible can be stored in a text document of the customer quote request or sales order request in SAP ERP. The text ID of this text document can be specified here.

| COD||CODDocumentTypeCode | ERP||ERPTextTypeCode |
|----------------------------|----------------------|
| The following values are contained in the GDT COD_FollowUp_Doc_Type: | You can find the customer classifications in the table TKUKL in SAP ERP. For more information, see the IMG in the SAP ERP system under | Sales and Distribution > Basic Functions > Text Control r > Define Text Types > Sales Document > Header |
| Code | Description | |
| 1398 | Customer Quote Request | |
| 1399B | Sales Order Request | |

The value of this mapping is used in the COD_ERP_OpportunityFollowupBusinessTransactionDocumentReq.
3.2.11.3.8 Mapping COD||CODPricingRequest ↔ ERP||CODDocumentTypeCode

| COD||CODPricingRequest | ERP||ERPDocumentTypeCode |
|---------------------|---------------------|
| The constant “PricingRequest” is used. | You can find the sales document types in the table TVAK in SAP ERP. For more information, see the IMG in the SAP ERP system under [SAP Customizing Implementation Guide](#). |

Sales and Distribution Basic Functions Text Control Define Text Types Sales Document Header Define Sales Document Types

The value of this mapping is used in the COD_ERP_SalesOrderPricingInformationRequest PI message mapping.

3.2.11.3.9 Mapping COD||COD_PartyFunction_Contact ↔ ERP||ERP_PartyFunction

| COD||COD_PartyFunction_Contact | ERP||ERP_PartyFunction |
|-----------------------------|-----------------------------|
| The value is the constant ‘AP’ | The partner function that represents your partner function for contacts in ERP. See table TPAR in ERP. |

Default: Per default the ERP Partner Function AP is used for the contact person in ERP.

The value of this mapping is used in the COD_ERP_CustomerQuoteFollowupBusinessTransactionDocumentReq PI message mapping.
3.2.11.3.10  Mapping COD||BusinessSystemID ↔ ERP||LogicalSystemID

| COD||BusinessSystemID | ERP||LogicalSystemID |
|---------------------------------|---------------------------------|
| This is the Business System ID of the ERP system in the System Landscape Directory and in the Communication System in SAP Cloud for Customer. | This is the Logical System ID of your ERP system in the Communication System in SAP Cloud for Customer. It can also be derived by executing the function module OWN_LOGICAL_SYSTEM_GET in ERP. |

The values of this mapping are used in the following PI message mappings:

- COD_ERP_CustomerQuoteProcessingSalesOrderRequest
- COD_ERP_BusinessPartnerERPAAddressBulkReplicateRequest
- COD_ERP_BusinessPartnerERPBulkReplicateRequest
- COD_ERP_BusinessPartnerERPContactAddressReplication
- COD_ERP_Opp_Followup_Business_Transaction_Document
- COD_ERP_ServiceRequestSalesOrderCreationRequest

3.2.11.3.11  Mapping COD||WarrantyID ↔ ERP||DiscountConditionType

| COD||WarrantyID | ERP||DiscountCondition_Type |
|---------------------------------|---------------------------------|
| The warranties can be found in SAP Cloud for Customer in the work center Product. | This is the ERP condition type that should be used for providing a 100% discount. For more information, see the IMG in the SAP ERP system under ⏯ SAP Customizing Implementation Guide ⏯ Sales and Distribution ⏯ Basic Functions ⏯ Pricing ⏯ Pricing Control ⏯ Define Condition Types |
Default: Per default the ERP condition type RA00 is used.

The value of this mapping is used in the COD_ERP_CustomerQuoteFollowupBusinessTransactionDocumentReqPI message mapping.

### 3.2.11.3.12 Mapping COD||OrderReason ↔ ERP||OrderReason

| COD||OrderReason | ERP||OrderReason |
|-------------------------------|------------------|
| The value is the constant ‘EDI’. | This is the ERP condition type that should be used for providing a 100% discount. For more information, see the IMG in the SAP ERP system under [SAP Customizing Implementation Guide > Sales and Distribution > Sales > Sales Documents > Sales Document Header > Define Order Reasons](SAP Customizing Implementation Guide > Sales and Distribution > Sales > Sales Documents > Sales Document Header > Define Order Reasons). |

Default: Per default the ERP Order Reason EDI is used.

The value of this mapping is used in the COD_ERP_ServiceRequestSalesOrderCreationRequest PI message mapping.

### 3.2.11.3.13 Mapping COD||DeliveryPriorityCode ↔ ERP||DeliveryPriorityCode

The Delivery Priority code in ERP is a two character field whereas it has just one character in Cloud.
The following values are contained in the GDT PriorityCode:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Immediate</td>
</tr>
<tr>
<td>2</td>
<td>Urgent</td>
</tr>
<tr>
<td>3</td>
<td>Normal</td>
</tr>
<tr>
<td>4</td>
<td>Low</td>
</tr>
</tbody>
</table>

You can find the delivery priority codes in the table TPRIO in SAP ERP. For more information, see the IMG in the SAP ERP system under SAP Customizing Implementation Guide Sales and Distribution Master Data Business Partners Customers Shipping Define Delivery Priorities.

The value of this mapping is used in the following PI message mappings:

- COD_ERP_BusinessPartnerERPBulkReplicateRequest
- ERP_COD_BusinessPartnerERPBulkReplicateRequest

### 3.2.11.3.14 Mapping COD||Academictitlecode ↔ ERP||Academictitlecode

The academic title code in ERP are text fields whereas academic title code in SAP Cloud for Customer is numeric field.

In SAP Cloud for Customer system, Academic title codes are maintained in the fine tuning under General Business Partners Maintain Academic Title.

You can find the academic title codes in the table T535N in SAP ERP. For more information, see the IMG in the SAP ERP system under SAP Customizing Implementation Guide path Personnel Management Personnel Administration Personnel Data Maintain Titles.
The value of this mapping is used in the following PI message mappings:

- ERP_COD_Employee_Replication
4  Set Up Functional Scenarios for Integration

Learn how to set up functional scenarios for integration between SAP Cloud for Customer and SAP ERP.

Common Scenarios [page 110]
Learn about features that are applicable commonly across several functional scenarios.

Employee Replication [page 111]
Material Replication [page 112]
Business Partner Replication [page 121]
Print Preview of Price Conditions [page 136]
Sales Contract - Supports Item Pricing Date and Eligible Call-Off Parties [page 137]
Contract Call-Off Statistics [page 139]
Contract Replication: Add Notes and Parties at Item Level [page 143]
Sales Order Integration [page 143]
Sales Quote Integration [page 159]
Service Contract - Header Billing Plan Fields [page 172]
Covered Objects on Item Level in Service Contract Integration [page 173]
Work Ticket Integration [page 177]
Multi-Resource Scheduling Integration Overview via CI [page 202]

4.1  Common Scenarios

Learn about features that are applicable commonly across several functional scenarios.

4.1.1  IDoc Extensions Simplified

Extensions to IDocs are made easier.

See this blog for details: Extending Generated (Function Module based) IDOC

Prepackaged Integration with SAP ERP
Set Up Functional Scenarios for Integration
4.2 Employee Replication

Business Scenario Overview

This scenario is applicable when you want employee master data created in SAP ERP system to be replicated to SAP Cloud for Customer. In principle, since SAP Cloud for Customer is only catering to Customer Engagement and Commerce, only a subset of the capabilities offered in SAP ERP is required to be mapped to SAP Cloud for Customer.

Technical Scenario Overview

Employee data form is part of the SAP HR module. The administrative personnel structure for SAP Human Resources relates primarily to working hours and compensation. It is made up of three elements:

4.2.1 Lean employee replication without staging area

**Note**

This feature is available for integration with SAP ERP as well as integration with SAP S/4HANA. While the example illustrated here is from SAP S/4HANA, the integration works similarly in SAP ERP.

Previously, employee replication into SAP Cloud for Customer used a staging area. The employee interface did not update the employee record directly, but created a record for the same in the staging area. Update of employees was done as an additional step by the Employee Master Data Replication in Data Integration. As of the May 2018 release, direct update of employee records is available using an additional employee inbound service and iFlow.

**Note**

This feature is optional. You can continue using the older inbound service and iFlow.

Technical Information

Scoping Entries

This feature is available using the existing scoping entry:

- Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Integration of Master Data ➔ Employees ➔ Do you want to replicate employee data from an external application or solution to your cloud solution?

Communication Scenario / Arrangements

Employee Replication from External System

- Inbound Communication Services
  - Replicate Employee from External System
4.3 Material Replication

4.3.1 Replication of Functional Location and Equipment

You can exchange functional locations and equipment with your ECC system to allow this information in your SAP Cloud for Customer service processes. For example, you can reference these objects in the Cloud service tickets. The replication is unidirectional from ECC to the cloud solution.

**Note**

If your ERP support package (SP) < 15, then apply the 2160512 note.

Outbound replication from SAP Cloud for Customer is supported for functional location, equipments, measuring point and measuring document.

4.3.1.1 Data Model in ERP

In the ERP system, functional locations and equipment are completely independent entities with individual storage locations. The most important databases are IFLOT for functional locations and EQUI for equipment. The hierarchy information is located in the IFLOT-TPLMA (functional location) and EQUIZ-HEQUI (equipment) DB table fields. In comparison to the functional location hierarchy information the one for equipment is time dependent.

4.3.1.2 Data Model in SAP Cloud for Customer

In the cloud solution, the business objects, as described in the following sections, might represent possible counterparts for functional locations and equipment.

**Equipment**
The **Registered Product** is semantically the counterpart of equipment in the cloud solution. It consists of two business objects:

- The serialized product (BO PDM_INDIVIDUAL_PRODUCT) represents the core equipment information.
- The BO /IBASE/INSTALL_POINT contains additional information about the serialized product. For example, location, involved parties and the hierarchy. To support the hierarchy information, you will also need BO /IBASE/INSTALLED_BASE. This BO is currently used as an entry point to the different hierarchies in the UI. The current data model requires this BO to represent the hierarchy, thus it is mandatory.

### Functional Location

For the alternatives, as shown in the following table, the BO’s /IBASE/INSTALLED_BASE—used for representing the hierarchy, and /IBASE/INSTALL_POINT—representing the functional location master data, are considered:

<table>
<thead>
<tr>
<th>SAP ECC</th>
<th>SAP Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative 1</td>
<td></td>
</tr>
<tr>
<td>Function Location 1</td>
<td>→ IBase 1</td>
</tr>
<tr>
<td>→ Functional Location 2</td>
<td>→ Installation Point 1</td>
</tr>
<tr>
<td>Alternative 2</td>
<td></td>
</tr>
<tr>
<td>Function Location 1</td>
<td>→ Installation Point 1</td>
</tr>
<tr>
<td>→ Functional Location 2</td>
<td>→ Installation Point 2</td>
</tr>
</tbody>
</table>

Alternative 2 is followed.

### 4.3.1.3 New IDocs

New IDoc types COD_EQUIPMENT_SAVE01 and COD_FUNCTIONAL_LOCATION_SAVE01 are available. Both were generated using transaction BDFG, based on the parameter structure of the function modules COD_EQUIPMENT_SAVE and COD_FUNCTIONAL_LOCATION_SAVE. Both IDoc types are bulk enabled, due to the defined structure and do not need to be used with technical bulking. The corresponding message types are COD_EQUIPMENT_SAVE and COD_FUNCTIONAL_LOCATION_SAVE.
4.3.1.4 ERP Outbound Processing

Initial Load

For the initial load, the RCOD_EQUIPMENT_EXTRACT and RCOD_FLOC_EXTRACT reports are created. The following is the list of parameters:

- User status (status number)
- System status
- Class
- Object Type
- Validity
- Category
- Equipment ID
- Sales Org
- Distr. Channel
- Division
- Maintenance Plant

Functional location is the same except for the maintenance plant and the validity.

Delta Load

To generate the IDocs directly, it is possible to register for Business Transaction Events (BTE) triggered by the application. It is not possible to use change pointers because some data updates (for example, Partners, Texts, and Warranty) will not create change documents and/or change pointers.

The available BTEs are: PM000020 - Update Equipment, PM000070 - Update Technical Location

The registered modules can be maintained using transaction FIBF and are called COD_EQUIPMENT_BTE_CHANGE and COD_FLOC_BTE_CHANGE.

Based on the created or updated object instance, the relevant data is determined, then mapped to the IDoc structures, and later the IDocs are generated. An application log is created if an error occurs. To read the current data by using existing APIs, it must be ensured, that all buffers and/or the database are up to date. This could be achieved by using update function modules running in delayed mode (V2 updates). These FMs execute the described logic:

COD_EQUIPMENT_BTE_CHANGE_UPD and COD_FLOC_BTE_CHANGE_UPD. All created modules are located in function group COD_EQUI_MODULES or COD_FLOC_MODULES of package COD_BYD_ERP_INT.
For the middleware, it is necessary to create the ERP_COD_RegisteredProductBulkReplicateRequest operation mappings for equipment, and ERP_COD_InstallationPointBulkReplicateRequest for functional locations. Both are located in the namespace http://sap.com/xi/CODERINT/IC and software component version COD_ERP_INT_IC 6.00.

4.3.1.6 SAP Cloud for Customer Inbound Processing

Business Object Mapping

As described in Data Model in SAP Cloud for Customer.

ID Handling

The Installation Point ID is used in the cloud solution as the leading ID for registered products and installation points. Inbound processing will create ID mapping entries, based on the ID types provided in the interfaces. The current default ID Mappings are:

- Registered Products: Cloud ID type = 185 Installation Point ID; ERP ID type = 451 ERP Individual Material ID
- Installation Points: Cloud ID type = 185 185 Installation Point ID; ERP ID type = 450 ERP Installation Point ID

To provide maximum flexibility of the Cloud interfaces, the ID types of the referenced objects (for example, material and partners) are part of the message as well. Additionally, default ID types based on the ERP integration scenario are used in case they are not provided in the message.
Code Mapping

The delivered code mapping entries are available in BC set A1S_BCC_FND_CLM_IPOINT. For functional locations, we only transfer LTXT, because there is only LTXT available in ERP. For equipment, both LTXT and INTV are transferred. Hence, you have to maintain the following code list mapping:

- 10006 – INTV (to cover the equipment use case)
- 10024 – LTXT (to cover both, equipment and functional location use case)

There is no need to create a new code list mapping group.

Service Interfaces

The inbound service interfaces are:

- II_APFO_REG_PRODUCT_REPL_IN: RegisteredProductReplicationInitiatedByExternalIn
- II_IPOINT_REPLICATION_EXT_IN: InstallationPointReplicationInitiatedByExternalIn

Especially for the Installation Point, inbound several interfaces are available. However we decided to create new and not to reuse existing interfaces, in order to be independent from industry solution and migration scenarios and to follow the A2A integration guide principles. Further modelling and implementation details are available in MDRS.

Business Configuration

Scope the business option in Business Configuration, to enable replication of installation points and/or registered products.

Also, make sure that the Registered Products and Installed Base of Entitlement Management are selected. In addition, add the views Registered Products and/or Functional Locations to the relevant users.
Special Inbound Processing for Hierarchy Information

The message types of the inbound service interfaces support mass data instances (bulking). Additionally, the hierarchy information of the parent instance is included in the message types. So in case there is a bulk message received, containing a non-existing parent instance and a not yet existing child instance referring to this parent, the inbound processing of the child instance will fail unless the parent instance is processed successfully. To solve this issue, the inbound agents will take care, that the parent instance is processed before the child instance (sequential processing). The implementation for that can be found in the MBF exit and the redefined process agent method MODIFY_BO.

- Registered Products: CL_REG_PROD_REPLREQ_MBF_EXIT → MAP_HIERACHY_RELATIONSHIP, CL_APFO_REG_PRODUCT_REPL_IPA → MODIFY_BO
- Installation Points: CL_IPOINT_REPL_EXT_IN_MBF → MAP_HIERACHY_RELATIONSHIP, CL_REPLICATE_IPOINT_IPA → MODIFY_BO

4.3.1.7 SAP Cloud for Customer Outbound Processing

Business Configuration

Navigate to Business Configuration ➤ Edit Project Scope ➤ Scoping ➤ Communication and Information Exchange ➤ Integration with External Applications and Solutions ➤ Integration of Master Data ➤ Group: Installation Points, Registered Products, Measurement Points/Docs ➤ and then select the appropriate scoping question:

- Do you want to replicate measurement point or measurement document data from your cloud solution to an external application or solution?
- Do you want to replicate installation point or registered product data from your cloud solution to an external application or solution?

Configure the communication arrangements:

- Measurement Point and Measurement Document Replication to SAP Business Suite
- Registered Product and Installation Point Replication to External System

Settings in ERP

To consume the interface, and replicate data between SAP Cloud for Customer and ERP, you must take care of the following:

1. Create IDoc/web service in ERP.
2. Expose/model the ERP service, and do the PI mapping.
4.3.2 Warranty ID Available in Registered Product Interface

**Note**

This feature is available for integration with SAP ERP as well as integration with SAP S/4HANA. While the example illustrated here is from SAP S/4HANA, the integration works similarly in SAP ERP.

Warranty IDs in SAP S/4HANA can be translated to SAP Cloud for Customer with a custom mapping, for instance, on Cloud Platform Integration. The Warranty ID is added to a SAP Cloud for Customer inbound service interface for registered products. This integration is not end-to-end owing to differing data models between warranty master records in SAP S/4HANA and in SAP Cloud for Customer.

**Technical Information**

This feature is offered as an update to the inbound SOAP service for registered products in SAP Cloud for Customer.

4.3.3 Material replication includes Global Trade Item Number (GTIN)

**Note**

This feature is available for integration with SAP ERP as well as integration with SAP S/4HANA. While the example illustrated here is from SAP S/4HANA, the integration works similarly in SAP ERP.

Material replication from SAP S/4HANA to SAP Cloud for Customer is enhanced to transfer the following standard product IDs:

- Global Trade Item Number (GTIN)
- European Article Number (EAN)
- Universal Product Code (UPC)

In SAP S/4HANA these product IDs are maintained in Additional EANs. Here, you can assign a standard product ID per unit of measure.

Due to differences in data models between SAP S/4HANA and SAP Cloud for Customer, the following behavior of this feature is expected:

- Only one product ID per unit of measure (the main EAN) is transferred to SAP Cloud for Customer. Additional product IDs per unit of measure are ignored.
- In the middleware content (PI/CPI), zeros are prefixed to have a 14 digit number.
- The EAN category is not transferred to SAP Cloud for Customer.

See here an SAP S/4HANA material. You can see the standard product number for the basic unit of measure.
Go to Additional Data ➤ Additional EANs to see all standard product codes maintained for this product.
Here, there are four standard product numbers for two unit of measures and only the main EANs are transferred to SAP Cloud for Customer. You can also see the zeros that are prefixed to the number.
Technical Information

This feature is an update to the existing material integration.

4.3.4 Registered Product Replication: Business Add-In

A Business Add-In is introduced in SAP ERP and in SAP S/4HANA that you can use to adjust the data replicated to SAP Cloud for Customer.

For example, if you have added extension fields to your registered product, you can use this feature to replicate this field to SAP Cloud for Customer. To use this feature, implement the following business add-ins for these objects.

Registered Product: COD_SLS_SE_EQUIPMENT_REPL
Functional Location: COD_SLS_SE_FUNLOC_REPL
Measurement Point: COD_SLS_SE_MPOINT_REPL
Measurement Document: COD_SLS_SE_MDOC_REPL
Product Categories: COD_SLS_SE_PROCAT_REPL
Contract: COD_CONTR_REPLIC_OUTBOUND_DATA

4.4 Business Partner Replication

Business Scenario Overview

For integration between SAP ERP and SAP Cloud for Customer, it is essential to understand the data model differences between the two systems. In principle, as SAP Cloud for Customer, is only catering to Customer Engagement and Commerce, only a subset of the capabilities offered in SAP ERP is required to be mapped to SAP Cloud for Customer. This chapter elaborates such differences and highlights the mapping of key SAP ERP attributes to SAP Cloud for Customer.

Technical Scenario Overview

For integration between SAP ERP and SAP Cloud for Customer, only highlighted business partner types and corresponding partner functions from SAP ECC are supported out of the box.

Business Partners in SAP ERP are divided into the following categories:

- **Customers**: a business partner to whom you are providing goods or services. Customers can be external or internal, and if that customer is also providing you with goods and services, you can link the customer master
record to a vendor master. Individual customer master records can be defined for specific partner functions and can be linked together.

- **Other Partners**: Includes a mix of things such as site data, contact person, sales personnel, individual customers and competitors.

---

**Scenario Assumptions and Prerequisites**

**Assumptions**

The business partner replication is bi-directional from SAP ERP to SAP Cloud for Customer. Vendor master is not in scope of the integration.

**Prerequisites**

- You have the latest support package for the Add-on installed
- Organization structure is replicated from SAP ERP to SAP Cloud for Customer

**Limitation**

You cannot delete a party type during replication.

Some partner types are determined in SAP ERP, but not replicated to SAP Cloud for Customer. In such a case, complete transmission of partners from SAP Cloud for Customer to SAP ERP will lead to deletion of parties which are not replicated to SAP Cloud for Customer.
Any change in partner value will still be replicated to SAP ERP, though.

### 4.4.1 Integration Scope

For integration between SAP ERP and SAP Cloud for Customer, the following business roles are supported out of the box:

- Sold-To-Party
- Prospect
- Contact
- Competitor

#### Customer Master

- **Customer Master**
  - Contains all of the information necessary for processing orders, deliveries, invoices and customer payment
  - Every customer MUST have a master record

- **Created by Sales Area**
  - Sales Organization
  - Distribution Channel
  - Division
The customer master information is divided into 3 areas:
- General Data
- Company Code Data
- Sales Area Data
**General Data:** This section contains common information such as the Address tab, which includes name and contact information details, control data (such as industry, transportation zone and tax information), payment transaction (bank details and payment card details), marketing (Nielsen ID and other classification) and other tabs based on the type of business.

**Sales Data:** This section contains Sales information (such as the Sales Groups and pricing classification), Shipping data (such as delivery priority shipping conditions), Billing (tax classification, incoterms details) and Partner Functions.

### Account Groups

SAP comes with a set of standard account groups that should meet most of your company’s business requirements. Account groups are used to segregate groups of customers based on size, geography or nature of business relationship (for example, one-time, premium). Using account groups lets you customize screen layout, number ranges, sequence, mandatory fields, partner functions, and partner function combinations.
### Account Group

<table>
<thead>
<tr>
<th>Account Group</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Sold-To Party</td>
</tr>
<tr>
<td>0002</td>
<td>Ship-To Party</td>
</tr>
<tr>
<td>0003</td>
<td>Payer</td>
</tr>
<tr>
<td>0004</td>
<td>Bill-To</td>
</tr>
<tr>
<td>CPDA</td>
<td>One-Time Customer</td>
</tr>
<tr>
<td>0012</td>
<td>Hierarchy Nodes</td>
</tr>
</tbody>
</table>

The Account group field in the IDoc segment can be seen in the following example:

![Change Data Record](image)

### Partner Functions

Partner functions are used to define the rights and responsibilities of each business partner in a business transaction. You assign partner functions when you create a master record for a business partner.

The following are examples of partner functions that are defined in the standard R/3 System for Business partner type customer:

- **Sold-to Party**: Contains data on sales, such as the assignment to a sales office or a valid price list
- **Ship-to Party**: Contains data for shipping, such as unloading point and goods receiving hours
- **Bill-to Party**: Contains the address and data on document printing and electronic communication
- **Payer**: Contains data on billing schedules and bank details
See the following example:

In the above example, the customer has the same sold-to, bill-to, payer and ship-to. In other cases, there could be multiple ship-tos associated with the same ship-to. These partner functions are shown in the relationships facet in SAP Cloud for Customer.

In addition to these partner functions, there are also partner functions such as employees, employee responsible, and account team members. The employee relationships are stored in the account team facet.

The value mapping determines where the partner function from SAP ERP is stored in SAP Cloud for Customer.

Partner functions are replicated only for SAP ERP to SAP Cloud for Customer and not vice versa.

Sales-area-dependent partner functions are now replicated from ERP to SAP Cloud for Customer. In the Customer view, you can now add partner functions that are specific to a sales area.

To enable this the following settings in business configuration fine tuning activity must be done:

1. Go to the General Business Partners Relationships fine tuning activity.
2. Select the Sales Area Dependent check box for all the partner functions that you want to allow in SAP Cloud for Customer.

**Partner Determination**

The component Partner Determination in Sales and Distribution enables you to display the partners involved in the business transaction, their functions and their business relationships in the R/3 system. When creating or processing sales documents, the system can determine the partners automatically.

Partners appear in the system at different levels. You can define your own partner determination procedure for customer master.

Access the partner determination procedure assignment for customer master using the below transaction and menu path.
4.4.2 Mapping SAP ERP Data Model Entities to SAP Cloud for Customer

The following table shows the ERP account groups mapped to the Cloud business roles.

<table>
<thead>
<tr>
<th>ERP Account Group</th>
<th>Description</th>
<th>Cloud BP Role</th>
<th>Cloud UI</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Sold-To-Party</td>
<td>CRM000</td>
<td>Account/Individual Thing Inspector</td>
</tr>
<tr>
<td>0002</td>
<td>Ship-To-Party</td>
<td>CRM000</td>
<td>Account/Individual Thing Inspector</td>
</tr>
<tr>
<td>0003</td>
<td>Payer</td>
<td>CRM000</td>
<td>Account/Individual Thing Inspector</td>
</tr>
<tr>
<td>0004</td>
<td>Bill-To-Party</td>
<td>CRM000</td>
<td>Account/Individual Thing Inspector</td>
</tr>
<tr>
<td>0005</td>
<td>Prospect</td>
<td>BUP002</td>
<td>Account/Individual Thing Inspector</td>
</tr>
<tr>
<td>0006</td>
<td>Contact</td>
<td>BUP001</td>
<td></td>
</tr>
<tr>
<td>0007</td>
<td>Competitor</td>
<td>CRM005</td>
<td>Account/Individual Thing Inspector</td>
</tr>
</tbody>
</table>

Since there are no standard fields in SAP Cloud for Customer to capture the Account group, it’s recommended to Use a Field Extension to map Account Groups in SAP Cloud for Customer, if you need that information in SAP Cloud for Customer.

Additionally, it’s possible to create your own custom SAP Cloud for Customer BR Roles, for example, ZCRM000. This is only possible for the basis role CRM000 and BUP002. In this way, you could also reflect your account groups in SAP Cloud for Customer. For example, by creating a role Z0001 for “Sold-To-Party” and mapping it in the code list mapping to the ERP code 0001.

4.4.3 Prospect Management

SAP Cloud for Customer includes accounts and prospects. A prospect turns into an account, when you remove the prospect flag.

When integrating with SAP ERP, it is important to consider the overall prospect to account business process.

Consider the following questions:
• Do you want to create prospect for new accounts?
• How do you convert prospects to accounts, what is the process flow?
• Can sales reps create accounts today? Is this managed by a data governance team?

There are several options on how you can handle this process in SAP Cloud for Customer.

**Prospecting in SAP ERP**

In this scenario, prospects are replicated from Cloud to SAP ERP.

![Diagram](image)

Prospect 123 is created in Cloud. This is replicated to ERP and creates prospective account 7001 in account group 0005. When the prospect flag is removed in Cloud, a manual change is done to the account group in ERP using transaction code XD07. The account group changes from 0005 to 0001.

**Considerations**

The customer master number range depends on the account groups. Even if the prospect is changed to a real customer in ERP by changing the account group, the number remains still the same and corresponds to the original ‘prospect’ account group.

**Technical Info**

You have to map the business partner roles (in standard CRM000 and BUP002) to the corresponding SAP ERP account groups using the code list mapping in SAP Cloud for Customer.

**Prospecting Only in Cloud**

This scenario blocks the replication of prospects from Cloud. The account is only replicated to ERP once the user removes the prospect flag in Cloud.
Prospect 123 is created in Cloud and all prospects are blocked so no data in replicated to ERP. In this case, the transactional data created locally in SAP Cloud for Customer for the prospect, like opportunities, quotes etc. are also blocked from being send to ERP. Later the prospect flag is removed creating account 123. Account 123 is replicated to ERP and creates customer 9001. Customer 9001 is temporarily assigned account group Z001. The customer data management team then completes the update of the new account, adding all data required in Cloud for full customer data. When the account is ready, account group is manually updated to the sold-to account group 0001. The account changes are replicated back to Cloud.

**Considerations**

The users in Cloud for Customer can create and update customer master data in ERP. This is not always wanted. Often customer master data can be maintained in ERP only by a special master data governance team.

**Technical Info**

To block the replication of prospects, use the following scoping:

- Business Configuration  ➤ Edit Project Scope ➤ Scoping ➤ Communication and Information Exchange
- Integration with External Applications and Solutions ➤ Integration with SAP ERP

Answer the question *Do you want to block prospects created in Cloud solution from being replicated to your ERP solution?*

**Prospect in Cloud, create customer in SAP ERP manually and link back convert Cloud prospect to account**

In this scenario the creation of accounts is not allowed in Cloud. Accounts can only be created in SAP ERP by the master data governance team.
A Cloud user creates the prospect 123. When the Cloud team is ready to convert them to an account, an email is sent to the master data governance team. The master data governance team manually creates customer 9001 and references the Cloud prospect 123 in a text field. By entering (and persisting) the customer ID of Cloud in the ERP customer master, it is guaranteed that the IDoc that is send out from ERP identifies the corresponding Cloud instance, does not create a duplicate but updates the existing prospect instance and finally remove the prospect flag.

**Considerations**

Entering the customer ID of SAP Cloud for Customer in the ERP customer master is a mandatory step to avoid duplicates in SAP Cloud for Customer.

The step of the process to send an email to the master data governance team is not provided in the standard. This requires a custom solution.

**Technical Info**

Enhance your customer master by a 10 character field for the customer ID of Cloud for Customer. The proposed data element is `KUNNR`. See note 577502 for details how to enhance the customer master.

Enhance segment E1KNA1M of DEBMAS06 by the same field. Or identify an existing field in segment E1KNA1M that is not used in your processes and that can be used to carry the customer ID of Cloud for Customer.

**Note**

If you re-use an existing field, the mapping adjustments in PI will be easier because you won’t have to upload the IDoc definition and do the field mappings again.

Create a BAdI implementation for BAdI CUSTOMER_ADD_DATA_BI. Implement method FILL_ALE_SEGMENTS_OWN_DATA and fill the customer ID of Cloud for Customer in the field that holds the Cloud ID.

Enhance the message mapping ERP_COD_BusinessPartnerERPBulkReplicateRequest in the following way:

Map the IDoc field that holds the customer ID of Cloud for Customer to the following target field: BusinessPartnerERPBulkReplicateRequest □ BusinessPartnerERPBulkReplicateRequestMessage □ BusinessPartner □ ReceiverInternalID
4.4.4 Business Partner - DUNS Number and Longitude/Latitude Attributes

Two attributes are added to the SAP Cloud for Customer web services used for Business Partner integration with ERP.

- DUNS number is added to the business partner service.
- Longitude/latitude attributes to store GPS coordinates are added to the organization address service.

In both cases, integration is not end-to-end. SAP Cloud for Customer Business Partner supports these attributes but SAP ERP customer master does not. You can extend these fields in SAP ERP to use this integration.

Technical Information

This integration is an update to SAP Cloud for Customer SOA services used for the SAP ERP business partner integration.

- BusinessPartnerERPBulkReplicateRequest
- BusinessPartnerERPAddressBulkReplicateRequest

4.4.5 External Identifier Node Available in Business Partner

An external identifier node is available in the SAP Cloud for Customer business partner interface for SAP ERP integration.

You can use this feature to map an SAP ERP extension field to an external identifier in SAP Cloud for Customer.

If you’re using DUNS number in your business partner and would like to add other external identifiers such as Global Location No., Standard Carrier Alpha Code, you must do the following:

- Map all external identifiers to the node.
- Maintain mapping of the SAP Cloud for Customer identifiers to the SAP ERP extension fields in your middleware.

4.4.6 Configuration to Replicate International Customer Names and Addresses

Corporate accounts can have international versions of an address. These details of business partners can be replicated between an SAP on-premise backend system and the cloud solution. To use this feature, do the following:

- Maintain the backend table in the SAP on-premise backend system
  
  Navigate to Transaction SPRO ➔ SAP NetWeaver ➔ Application Server ➔ Basic Services ➔ Address Management ➔ International Setting ➔ Activate International Address Version
• Scope the option in the cloud solution
Navigate to Built-in Services and Support > Business Environment > Addresses and Languages, and then select the Do you want to specify textual master data using international address versions? question.
• Configure the relevant languages in the cloud solution
Business Configuration activity International Address Versions

After an international address is maintained in the cloud solution, the system does not allow you to disable this feature.

4.4.7 Business Partner: Mark Sales Area for Deletion

A new field Marked for Deletion is introduced in SAP Cloud for Customer for obsolete sales arrangement data of a business partner. This feature is bi-directionally replicated with both SAP ERP and SAP S/4HANA. If this option is selected in either SAP ERP or SAP S/4HANA, the corresponding sales data for the business partner is marked for deletion in SAP Cloud for Customer. If your existing sales arrangement data for a business partner is obsolete, this data now appears as Marked for Deletion.

Integration in SAP ERP

The field Marked for Deletion is mapped to Deletion Flags in SAP ERP. Deletion Flags is marked based on the value of LIFE_CYCLE_STATUS_CODE for sales arrangement in SAP Cloud for Customer. There is no change in PI mappings.

Integration in SAP S/4HANA

The field Marked for Deletion is mapped to Deletion Flag Sales in SAP S/4HANA. A new field DeletedIndicator has been introduced in the SAP Cloud for Customer web service. The older field LifeCycleStatusCode is no longer available for sales arrangement data.

i Note

In SAP CRM, there is no standard implementation available for this scenario. However, if you have a custom implementation available for the same, you must adjust the middleware mapping for sales arrangement data from the field LifeCycleStatusCode to the field DeletedIndicator.

4.4.8 Flexible Replication of Prospects

Updates to prospects can be replicated to select external systems of your choice.

Any changes to customers that are flagged as prospects in SAP Sales Cloud can be replicated to only to those external systems that you choose. For example, you can replicate updates to a prospect to your SAP Marketing system and block the updates to your SAP S/4HANA system.

To enable this feature, follow these instructions:

1. In SAP Sales Cloud, go to Administrator > General Settings > Integration > Communication Arrangement Filters
2. Under *Communication Arrangements*, select a *Communication Partner* and a *Communication Scenario Name*.
3. Under *Filters*, click *Add Row*.
4. Select *Block Prospects from being sent*

### 4.4.9 Support for Multiple Business Roles

Understand how multiple business partner roles affect integration with SAP ERP.

SAP Cloud for Customer supports multiple roles for business partners, while SAP ERP doesn't. Therefore, if a business partner has multiple role assignments, the following is true:

- During the replication of business partners from SAP Cloud for Customer to SAP ERP, only the customer/prospect role is replicated.
- During the replication from SAP ERP to SAP Cloud for Customer, the additional roles aren’t deleted.

To use this feature, update your middleware mapping.

### 4.4.10 Contact integration: International address version

International address versions for contacts are now bi-directionally replicated with SAP ERP.

### 4.4.11 Business Partner Tax Code

Tax codes are transferred as part of business partner replication. For some of these tax codes, special data protection policies could apply. To safeguard these tax codes, you must set up a filter mechanism that’s available in the middleware mapping for business partners. You must ensure the tax codes that need to be protected are filtered out and only the relevant ones are transferred to SAP Cloud for Customer. The tax codes in SAP ERP, however, are untouched.

### Technical Information

#### SAP Cloud Platform Integration

You must add all tax codes and set *IgnoreTaxCode* to *true* for the ones that you don’t want to replicate to SAP Cloud for Customer.
Process Integration

Create Value Mapping for the source agency ERP and scheme TaxCode, and target agency ERP and scheme IgnoreTaxCode.

Enter all tax codes that you want to exclude (such as: CA5, US1, AR2) and set the IgnoreTaxCode to true.
4.5 Print Preview of Price Conditions

SAP Cloud for Customer Contract Preview has access to SAP ERP Price Conditions returned from External Pricing.

The pricing call to SAP ERP and the contract replication from SAP ERP to SAP Cloud for Customer have been extended to include conditions that are relevant for print. These conditions can be used in the SAP Cloud for Customer print form for contracts. The SAP Cloud for Customer standard contract print form does not include specific conditions. Therefore, there is no preview available. The standard contract print form is not updated to be compatible with older releases. You can build your own print forms and use this.

Technical Information

This is an update to the existing contract integration. Only the affected integrations are listed here.

Scoping Entries

Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Integration into Sales, Service, and Marketing Processes ➔ Contract

Do you want to replicate contracts between your cloud solution and external application or solution?

Communication Scenario / Arrangements in Cloud for Customer

Contract Replication from and to SAP Business Suite

• Inbound Communication Services
  • Replicate Contract from SAP Business Suite

Contract with Pricing in SAP Business Suite

• Outbound Communication
  • Request Contract Data from SAP Business Suite

Interfaces / Cloud Integration iFlow / PI operation mapping

<table>
<thead>
<tr>
<th>Source Interface</th>
<th>PI/Cloud Integration Mapping</th>
<th>Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>C4C ContractSalesDocumentData-Query_sync</td>
<td>COD_ERP_SimulateContract_Request</td>
<td>ERP_CodContractSimulate</td>
</tr>
<tr>
<td>ERP CodContractSimulateResponse</td>
<td>COD_ERP_SimulateContract_Response</td>
<td>C4C ContractSalesDocumentDataQuery_Response_sync</td>
</tr>
<tr>
<td>ERP COD_CONTRACT_CREATE-FROM_DAT01</td>
<td>ERP_COD_ContractReplication</td>
<td>C4C ContractReplicationRequestToExternal</td>
</tr>
</tbody>
</table>
4.6 Sales Contract - Supports Item Pricing Date and Eligible Call-Off Parties

Bi-directional contract integration now supports the following attributes:

- Item pricing date
- Eligible call-off parties (additional parties who can place a call-off order for a contract).

Pricing date in SAP Cloud for Customer Contract *Items*.

Pricing date in SAP ERP Contract *Item*.
SAP Cloud for Customer Contract with an eligible call-off party with role Authorized Party.

SAP ERP contract with the corresponding partner function SP Contract rel. ord.
Technical Information

This integration is an update to the existing SAP Cloud for Customer contract integration with SAP ERP.

### 4.7 Contract Call-Off Statistics

Contracts integration is enhanced to transfer call-off statistics from SAP ERP to SAP Cloud for Customer. This information is important for sales. For example, call-off statistics can be used to trigger the negotiation of a successor contract for items where the contract quantity is close to completely consumed.

Any call-off sales order in SAP ERP is considered for the call-off statistics regardless of whether it originates from SAP Cloud for Customer.

You can see here a contract is created in SAP Cloud for Customer. It has one item with a target quantity of five each.
The contract is replicated to SAP ERP.

You can see the call-off statistics in the SAP ERP contract in Environment Status Overview. Quantity available is five. SAP Cloud for Customer contract gets replicated to SAP ERP.
A call-off order is created in SAP ERP that consumes two of five items.

The call-off statistics in SAP ERP are updated.
The change to the call-off statistics is sent to SAP Cloud for Customer and it appears in the contract item as well.
Technical Information

Scoping Entries
This feature is offered as an update to the existing scoping entry for contract integration.

Communication Scenario / Arrangements
Contract Replication from and to SAP Business Suite
- Inbound Communication Services
  - Replicate Contract Call-Off Statistics from SAP Business Suite

Interfaces / Cloud Integration iFlow / PI operation mapping

<table>
<thead>
<tr>
<th>SAP ERP Source Interface</th>
<th>PI/Cloud Integration Mapping</th>
<th>SAP Cloud for Customer Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>ContractCallOffStatisticsReplicationOut</td>
<td>ERP_COD_ContractCallOffStatisticsReplication</td>
<td>ContractCallOffStatisticsReplicationIn</td>
</tr>
</tbody>
</table>

4.8 Contract Replication: Add Notes and Parties at Item Level

You can now add notes and parties at item level in a SAP Cloud for Customer Contract.

You can enable the allowed parties in Business Configuration.

4.9 Sales Order Integration

You can create a new sales order or replicate an existing one in ERP, based on the following in SAP Cloud for Customer:
- Customer quote
- Opportunity
- Sales order

From the cloud solution, you can create a sales order in ERP in one of the following ways:

- **Option 1: Order → Order**
  In ERP, replicate a sales order that is created in the cloud solution. To achieve this, follow these steps:
  1. In the cloud solution, create a sales order with products, and then click *Simulate*. This retrieves the external pricing information and the free goods determination, credit, and ATP check results from ERP.
  2. Click *Transfer* to replicate the sales order in ERP.
**Option 2: Quote → Order**

In ERP, create a sales order from a quote in the cloud solution. To achieve this, follow these steps:

1. In the cloud solution, create a quote with products, and then submit it for approval.
2. After the quote is approved, create a sales order in ERP by clicking *Create External Follow-Up Document*.
   - Based on the configuration, the system creates one of the following:
     - A sales order request in ERP, followed by a sales order in ERP.
     - A direct sales order in ERP.

**Option 3: Opportunity → Order**

In ERP, create a sales order from an opportunity in the cloud solution. To achieve this, follow these steps:

1. In the cloud solution, create an opportunity with products, and then submit it for approval.
2. After the opportunity is approved, create a sales order in ERP by clicking *Create ERP Sales Order*.
   - Based on the configuration, the system creates one of the following:
     - A sales order request in ERP, followed by a sales order in ERP.
     - A direct sales order in ERP.
• Option 4: Opportunity → Quote → Order

In ERP, request a quote from an opportunity in the cloud solution, and then create a sales order. To achieve this, follow these steps:
1. In the cloud solution, create an opportunity with products, and then submit it for approval.
2. After the opportunity is approved, create a quote in EPR by clicking Create ERP Sales Quote.

Based on the configuration, the system creates one of the following:
• A quote request in ERP, followed by a quote, and then a sales order in ERP.
• A quote, followed by a sales order in ERP.

• Option 5: ERP Quote → Quote

In the cloud solution, replicate an ERP quote as a read-only quote.

After the follow-on documents for a quote or opportunity have been created in ERP, you can:
• View these follow-on documents in the Sales Documents facet of the Quote or Opportunity view of the SAP Cloud for Customer. On click, you can also view the PDF version of these documents.
• View and update a sales document in ERP.

You can replicate attachments created for a quote and an order. The attachments created for a quote in the cloud solution can be replicated to ERP, and the ones created for sales order is bidirectional. All the attachments are displayed in the Attachments tab of the Quote and Sales Orders views in SAP Cloud for Customer. An attachment can be created from a local file, a web link, or a file from the cloud solution library. For more information, see the Configuring Sales Orders and Creating and Processing Sales Quotes documents.

### 4.9.1 Configuration in SAP Cloud for Customer

Configuration in SAP Cloud for Customer involves modification in scoping, fine tuning and code list mapping, and communication arrangement and services.

**Scoping**

Go to Business ConfigurationEdit Project ScopeScopingCommunication and Information Exchange, and then scope the following based on your requirements:

• Option 1: Order → Order
  
  Go to Integration with External Applications and SolutionsIntegration into Sales, Service, and Marketing Processing, and then select the following questions:
  
  • Do you want to replicate sales orders from an external application or solution to your cloud solution?
  • Do you want to replicate sales orders from your cloud solution to an external application or solution?
  • Do you use an external application to determine price, free goods, product availability and credit status for sales order in your cloud solution?
Option 2: Quote → Order
Go to Integration with External Applications and Solutions → Integration into Sales, Service, and Marketing Processing, and then select Do you want to create follow-up document for sales quotes from your cloud solution to an external application?

Option 3: Opportunity → Order and Option 4: Opportunity → Quote → Order
Go to Integration with External Applications and Solutions → Integration into Sales, Service, and Marketing Processing, and then select Do you want to create follow-up documents for opportunities you’re your Cloud solution to an external application?

Option 5: ERP Quote → Quote (Read only)
Go to Integration with External Applications and Solutions → Integration into Sales, Service, and Marketing Processing, and then select Do you want to replicate sales quotes from an external application or solution to your cloud solution?

Fine Tuning and Code List Mapping

You must perform code list mapping to the Order → Order scenario. Fine tuning or code list mapping is not applicable to the rest of the four scenarios.
Communication Arrangements and Services

The following table describes the modifications required for communication arrangements and services for various scenarios:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Communication Arrangement</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1: Order → Order</td>
<td>Replicate sales order to SAP Business Suite</td>
<td>Outbound Service - Replicate sales order to SAP Business Suite</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>To replicate attachments, you must enable the service interface.</td>
</tr>
<tr>
<td>Option 2: Quote → Order</td>
<td>• Cloud Solution to ERP: Create the sales quote follow up document in SAP Business Suite</td>
<td>• Cloud Solution to ERP</td>
</tr>
<tr>
<td></td>
<td>• ERP to Cloud Solution: Replicate sales order from SAP Business Suite</td>
<td>• Inbound Service - Notify sales quote about the creation of sales order in SAP Business Suite</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Outbound Service - Create the sales quote follow up document in SAP Business Suite</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ERP to Cloud Solution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Inbound Service - Notify sales quote about the creation of sales order in SAP Business Suite</td>
</tr>
<tr>
<td>Option 3: Opportunity → Order and Option 4: Opportunity → Quote → Order</td>
<td>Create the opportunity follow up document in SAP Business Suite</td>
<td>Inbound Service - Notify opportunity about the follow up document from the SAP Business Suite</td>
</tr>
</tbody>
</table>

4.9.2 Configuration in SAP ERP

Option 1: Order → Order

• Maintain COD4 as output type
• Maintain IDoc partner profile for the message type COD_REPLICATE_SALES_ORDER
• Maintain distribution model for the message type COD_REPLICATE_SALES_ORDER
  If required, you can create a filter group on the following fields to distribute only selected orders to the cloud solution:
  • Sales Organization
  • Division
  • Distribution channel
• Sales Order Type

Note

For order confirmation to be sent to a quote/opportunity, you must set the COD1 output type in the ERP sales order output procedure.

Options 2 to 5

Not applicable to these scenarios.

Attachments

To replicate attachments in cloud solution and ERP, you must configure the web services in SOA Manager. For more information, see the following chapters in the SAP Cloud for Customer Integration Guide:

• Configuration to send attachments from SAP ERP to SAP Cloud for Customer
• Configuration to send attachments from SAP Cloud for Customer to SAP ERP

To see the attachments icon (services for object) in the Sales Order screen in ERP, navigate to System ➤ Maintain Own Data, and then add the SD_SWU_ACTIVE=X user parameter.

An order can be edited both in the Cloud solution and ERP system. If changes are made to the same order in both these systems at the same time, it can lead to inconsistencies. Hence, a process is implemented to rectify this problem, and the process depends on the UPD_Tmstmp field in ERP. This field is available in the ERP release. If you are on a previous version, check the SAP Notes.

4.9.3 Configuration in Middleware

To configure in middleware, you must adjust the routing conditions, replicate orders, create business documents, and perform value mapping in Integration Builder.

Adjust Routing Conditions

To receive a confirmation from ERP about the created documents, update the COD_OPPT_CONF.ORDER05 routing condition in PI:

• /ORDERS05/IDOC/E1EDK01/ABRVW_BEZ = 'BUS200111'
• /ORDERS05/IDOC/E1EDK01/ABRVW_BEZ = 'BUS2031' and /ORDERS05/IDOC/E1EDK01/ABRVW = 'INQ'
• /ORDERS05/IDOC/E1EDK01/ABRVW_BEZ = 'BUS2031' and /ORDERS05/IDOC/E1EDK01/ABRVW = 'ORD'

Integration Flow

Go to Integration Flows (SAP Help Portal ➤ Cloud for Customer ➤ Integration ➤ Integration Flows), and filter by:
• Business object: Quote, order and opportunity
• Source system: C4C
• Target system: ERP

The ones that are specific to direct document creation are:

• Replicate Order from SAP Business Suite to SAP Cloud for Customer
• Replicate Order from SAP Cloud for Customer to SAP Business Suite
• Create Business Document from Sales Quote
• Create Business Document from Opportunity

Replicate Other Party Information

To replicate other party information in a sales order replication request, you must perform value mapping in the Integration Builder.

In the following example, you will see the value mapping required to add ZZ, WC, Y1 and ZX as Other Party Partner Role codes. Value mapping is done for ERP and COD agencies and OtherPartyPartnerRole scheme.

<table>
<thead>
<tr>
<th>Value For ERP</th>
<th>Value For COD</th>
<th>Group Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZZ</td>
<td>ZZ</td>
<td>OtherParty</td>
</tr>
<tr>
<td>WC</td>
<td>WC</td>
<td>OtherParty</td>
</tr>
<tr>
<td>Y1</td>
<td>Y1</td>
<td>OtherParty</td>
</tr>
<tr>
<td>ZX</td>
<td>ZX</td>
<td>OtherParty</td>
</tr>
</tbody>
</table>

In this example, you must do the mapping for scheme codes for the corresponding OtherPartyPartnerRole codes added. If you have not maintained any value mapping for scheme codes, then by default, the 918 (ERP Customer Number) scheme code is set for the corresponding OtherPartyPartnerRole(s). For example, in the following image you can see that the Y1 OtherPartyPartnerRole code is mapped to the 3 (ERP employee) Scheme code.
4.9.4 Example

This is an example on creating an order from an opportunity.

**SAP Cloud for Customer**

In the SAP Cloud for Customer solution, do the following:

1. Create an opportunity.

2. Add a product.
3. Create a business document based on the requirement. For example, quote or order.

Create ERP Sales Quote

Create ERP Sales Order

Set as Open
Set as In Process
Set as Won
Set as Lost
Set as Stopped
Copy
Refresh Survey
Check Consistency

SAP ERP

On the SAP ERP solution, do the following:

1. Check the IDoc in WE05 using the SORDER_CREATEFROMDAT2 message type and the SALESORDER_CREATEFROMDAT202 basic type.
2. Verify the Opportunity ID with the **REFOBJKEY** IDoc field.
3. Note the number of the Debit Memo Request, for example 70000312.
4. Review the newly-created Sales Order in transaction VA03. Use the sales order ID provided from the status record of the IDoc.
In the SAP Cloud for Customer solution, navigate to **Opportunity** ➤ **Sales Documents**, you will see that the Sales Order document number is updated.

### 4.9.5 Quote and Sales Order - Enhanced Support for *Order Reason* in External Pricing and Replication

*Order Reason* is now considered in all sales document integration. Here are the list of scenarios:

- External Pricing in Order and Quote
- Quote/Sales Order replication SAP Cloud for Customer ➔ SAP ERP
- Quote follow-up scenario SAP Cloud for Customer quote ➔ SAP ERP sales order
- Quote/Sales Order replication SAP ERP ➔ SAP Cloud for Customer

**Technical Information**

This integration is an update to the existing SAP Cloud for Customer quote and sales order integration with SAP ERP.

### 4.9.6 Offline Pricing in SAP Cloud for Customer

You can replicate the pricing conditions from SAP ERP to SAP Cloud for Customer. This enables the pricing to work in offline mode. The replicated pricing for each product is displayed in the Prices work center, available in the offline URL.

**Configuration in ERP**

You must maintain the partner profile settings for outbound parameters for the COND_A message type.

For a detailed information about establishing initial data load and resending of pricing data, see the pricing condition initial load section in the **ERP Initial Load** guide (How to Perform Initial Load of data from SAP ERP to SAP Cloud for Customer). You can also see the Initial Load section in the Integration Guide.
Configuration in SAP Cloud for Customer

Price Condition Replication from the SAP Business Suite must be activated for inbound processing.

4.9.6.1 Offline Pricing - New, flexible iFlow to transfer pricing conditions

A new integration flow is available for Offline Pricing which offers greater flexibility. You can transfer custom pricing conditions to SAP Cloud for Customer without adjusting the iFlow.

Technical Information

This new iFlow reuses the existing interfaces in SAP ERP and SAP Cloud for Customer.

SAP Cloud for Customer Communication Scenario / Arrangements

• Price Condition Replication from SAP Business Suite
  • Replicate Price Condition from SAP Business Suite

Interfaces / Cloud Integration iFlow / PI Message Mapping

<table>
<thead>
<tr>
<th>ERP Source Message</th>
<th>PI/Cloud Integration Mapping</th>
<th>C4C Target Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>COND_A.COND_A04</td>
<td>ERP_COD_SalesPriceSpecifi-</td>
<td>SalesPriceSpeci-</td>
</tr>
<tr>
<td></td>
<td>cationReplicateMassRequest_</td>
<td>cationReplicateMa-</td>
</tr>
<tr>
<td></td>
<td>v1</td>
<td>ssageRequest</td>
</tr>
</tbody>
</table>

4.9.7 Follow-up Sales Order in SAP ERP from SAP Cloud for Customer Sales Quote

For sales quotes that bi-directionally integrated with SAP ERP, you can create a follow-up sales order in SAP ERP from a sales quote in SAP Cloud for Customer.

Technical Information

This feature is an update to the existing sales quote integration with SAP ERP.

A new iFlow is introduced for this feature.
More Information

Create Follow-up Sales Orders From Sales Quotes Directly in ERP System

4.9.8 BAdI for Follow-Up Sales Order from Sales Quote

A Business Add-in (BAdI) that allows custom processing of incoming data from SAP ERP to SAP Cloud for Customer is available for follow-up sales orders created from a sales quote.

BAdI: COD_SLE_SE_QUOTEFOLLOWUP

4.9.9 Variant Configuration in Sales Order and Sales Quote

For sales orders and sales quotes in SAP ERP that contain Variant Configuration, the configuration can be seen in the replicated sales orders and sales quotes in SAP Cloud for Customer, respectively.

SAP Cloud for Customer accesses this information from SAP ERP in real time.

Technical Information

Scoping Entries

Sales Quote

Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Integration into Sales, Service, and Marketing Processes ➔ Sales Quotes

Do you want to display in your cloud solution the product configuration from an external application?

Sales Order

Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Integration into Sales, Service, and Marketing Processes ➔ Sales Orders

Do you want to display in your cloud solution the product configuration from an external application?
Communication Scenario / Arrangements

Outbound Communication: Get Product Configuration Details in SAP Business Suite

Interfaces / Cloud Integration iFlow

<table>
<thead>
<tr>
<th>SAP Cloud for Customer Source Interface</th>
<th>Cloud Integration Mapping</th>
<th>SAP ERP Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>SalesOrderRequestProductConfigurationOut</td>
<td>Get Configuration from SAP Business Suite</td>
<td>COD_CONFIG</td>
</tr>
</tbody>
</table>

4.9.10 Same Sales Order/Sales Quote/Contract IDs

You can configure sales orders/sales quotes/contracts to have the same IDs in SAP Cloud for Customer and SAP ERP, irrespective of which system they’re created in.

By default, these sales documents get different IDs in both systems unless you enable this feature. This feature is available for the following scenarios:

- Bidirectional Sales Order replication
- Bidirectional Sales Quote replication
- Bidirectional Contract replication

See the following blogs for more information:

Create Contracts with Same ID in SAP Cloud for Customer and in SAP ERP
Create Sales Order/Sales Quote with Same ID in SAP Cloud for Customer and in SAP ERP

4.9.11 Replication of Other Party at Item Level

For Sales Order and Sales Quote, replication of Other Party is available at item level.

Technical Information

To use this feature, update your middleware message mapping.

4.10 Sales Quote Integration

You can create or update a sales quote in the SAP Cloud for Customer and replicate it to SAP ERP, and vice-versa.
A Sales Quote in SAP Cloud for Customer is bi-directionally replicated with SAP ERP:

- C4C Sales Quote → ERP Quote

When a follow-up order is created in ERP Quote, this follow-on document will be available in Document Flow in SAP Cloud for Customer.

You can also replicate attachments created for a quote bi-directionally between SAP ERP and SAP Cloud for Customer. All the attachments are displayed in the Attachments tab of Quote in the cloud solution. An attachment can be created from a local file, a web link, or a file from the cloud library. For more information on how to use each of the options in SAP Cloud and for high-level information on the necessary configuration, see the Configuring Sales Quote and Creating and Processing Sales Quotes documents.
4.10.1 Configuration in SAP Cloud for Customer

Scoping

Do the following:

1. Go to Business Configuration ➔ Implementation Projects ➔ First Implementation Project ➔ Edit Project Scope ➔

2. Go to Integration with External Applications and Solutions ➔ Integration into Sales, Service, and Marketing Processes ➔, and then select the following questions:

   - Do you use an external application to determine price, free goods, product availability and credit status for sales order in your cloud solution?
   - Do you want to replicate sales quotes from an external application or solution to your cloud solution?
   - Do you want to replicate sales quotes from your cloud solution to an external application or solution?

Fine Tuning and Code List Mapping

Fine tuning or code list mapping is not applicable to both the C4C Sales Quote - ERP Quote and ERP Quote - C4C Sales Quote scenarios.

Code List Mapping to Support Item Categories in Quote and Order

Item categories are the same for Quote and Order in SAP Cloud for Customer, but the corresponding codes in ERP are different for both. Due to this it becomes impossible to use the same code list content for quote and order scenarios as we cannot link the same SAP Cloud for Customer code to different ERP codes. So the following separate code list mapping groups has to be created / used for each of the following scenarios:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Quote/Order</th>
<th>CL Group</th>
<th>Example Mapping Relevant for the Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-directional Quote replication from ERP to C4C</td>
<td>Quote</td>
<td>Quote Replication and Pricing</td>
<td>AGN ←→ AGN</td>
</tr>
</tbody>
</table>

If you are using any other custom code list mapping for the above scenarios instead of the SAP On-Premise Integration, then use SAP On Premise as the base group.

As the base group is maintained as the default code list mapping group that is already being used, only the mapping for ‘BusinessTransactionDocumentItemProcessingTypeCode’ must be maintained inside the new group. The system determines all the code list mappings that are not available in the group from the base group.
The following image shows how the code lists maintained for replication from ERP to C4C are displayed:

**CODE LIST MAPPING**

You can maintain mappings for comparison values used in data exchanges between your on-demand solution and the external system.

**Code List Mapping Definition**

<table>
<thead>
<tr>
<th>Code List Mapping Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Rule</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mapping Rule</th>
<th>Map Individual Code</th>
<th>Local Context</th>
<th>Description</th>
</tr>
</thead>
</table>

The new code list mapping group must be maintained in the communication arrangement for the scenarios as shown here:

**COMMUNICATION ARRANGEMENT OVERVIEW: SALES QUOTE REPLICATION FROM SAP BUSINESS SUITE**

**Communication Arrangements and Services**

**Option 1: C4C Quote → ERP Quote**

- Communication arrangement: Sales Quote Replication to SAP Business Suite
- Outbound service: Replicate Sales Quote to SAP Business Suite

**Option 2: ERP Quote → C4C Quote**

- Communication arrangement: Sales Quote Replication from SAP Business Suite
- Outbound service: Replicate Sales Quote from SAP Business Suite

**Option 3: C4C Quote Pricing → ERP Quote**

- Communication arrangement: Sales Quote Replication with Pricing in SAP Business Suite
- Outbound service: Request Sales Document Data from SAP Business Suite

To replicate attachments, enable the service interface in the communication arrangement.
4.10.2 Configuration in SAP ERP

- **Option 1: C4C Quote → ERP Quote**
  
  No specific configuration is required here.

- **Option 2: ERP Quote → C4C Quote**
  
  To send a sales quote to C4C, maintain the following configuration:
  
  - Maintain COD4 as the output type
  - Maintain IDoc partner profile for the COD_REPLICATE_SALES_ORDER message type
  
  - Maintain distribution model for the COD_REPLICATE_SALES_ORDER message type. If required, you can create a filter group on the following fields to distribute only selected orders to the cloud solution:
    - Sales Organization
    - Division
    - Distribution Channel
    - Sales Order Type

  You must configure the web services in SOA Manager, to replicate attachments between Cloud and ERP. For more information, see the following chapters in the [Integration Guide](#):

  - Configuration to send attachments from SAP ERP to SAP Cloud for Customer
  - Configuration to send attachments from SAP Cloud for Customer to SAP ERP

  To see the attachments icon (services for object) in the Sales Order screen in ERP, do the following:

  - Navigate to System > User profile > Maintain Own Data, and then add the SD_SWU_ACTIVE=X user parameter.
An order can be edited both in the Cloud and ERP systems. If changes are made to the same order in both these systems at the same time, it can lead to inconsistencies. Therefore, a process is implemented to rectify this problem, and the process depends on the UPD_Tmstmp field in ERP. This field is available in the ERP release. If you use a lower release, check SAP Notes.

### 4.10.3 Configuration in Middleware

#### Replicate Other Party Information

To replicate other party information in a replication request, you must perform value mapping in the Integration Builder.

In the following example, you will see the value mapping required to add ZZ, WC, Y1 and ZX as Other Party Partner Role codes. Value mapping is done for ERP and COD agencies and OtherPartyPartnerRole scheme.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Scheme</th>
<th>ERP OtherPartyPartnerRole</th>
<th>COD OtherPartyPartnerRole</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ZZ</td>
<td>ZZ</td>
<td>OtherParty</td>
</tr>
<tr>
<td></td>
<td>WC</td>
<td>WC</td>
<td>OtherParty</td>
</tr>
<tr>
<td></td>
<td>Y1</td>
<td>Y1</td>
<td>OtherParty</td>
</tr>
<tr>
<td></td>
<td>ZX</td>
<td>ZX</td>
<td>OtherParty</td>
</tr>
</tbody>
</table>

In this example, you must do the mapping for scheme codes for the corresponding OtherPartyPartnerRole codes added. If you have not maintained any value mapping for scheme codes, then by default, the 918 (ERP Customer Number) scheme code is set for the corresponding OtherPartyPartnerRole(s). For example, in the following image you can see that the Y1 OtherPartyPartnerRole code is mapped to the 3 (ERP employee) Scheme code.

#### Integration Flow

If you are using SAP Cloud Integration (CI) as the middleware, the following iFlows must be maintained. See Integration Flows (SAP Help Portal > Cloud for Customer > Integration > Integration Flows) and filter by:

- Business object: Quote, order and opportunity
- Source system: C4C
• Target system: ERP

The ones that are specific to direct document creation are as follows:

• Replicate Sales Quote from the SAP Business Suite
• Replicate Sales Quote to the SAP Business Suite
• Request Sales Document Data from the SAP Business Suite

4.10.4 Alternative Items in Quote Integration

SAP Cloud for Customer supports alternative items in the bi-directional quote integration with SAP ERP.

An ERP quote allows you to flag items as Alternative Items. Alternative items are visible to the customer but are not considered in the quote totals. Cloud for Customer now supports alternative items and they are synced bi-directionally with ERP.

Example

See this sample quote for a web server hardware. Under Products, item 100 has been offered to the customer.
Item 200, a low-priced but less powerful server, is flagged as an alternative to item 100. However, under **Product Pricing** → **Status**, in the pricing table this item is ignored.
The quote reflects only the price of item 100.

Clicking on Submit replicates the quote to SAP ERP. Item 200 is flagged as an alternative to item 100 in the replicated ERP quote.
In SAP ERP, under **Header Data > Conditions**, the quote reflects only the price of item 100.

<table>
<thead>
<tr>
<th>Item</th>
<th>Material</th>
<th>Order quantity</th>
<th>SU</th>
<th>All Item Description</th>
<th>Customer Material</th>
<th>Req. High</th>
<th>Net Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>HD-WEB-SERVER-L</td>
<td>1.00 EA</td>
<td></td>
<td>Cloud server large</td>
<td>ARF 0</td>
<td>3.600,00</td>
<td></td>
</tr>
<tr>
<td>200</td>
<td>HD-BEES-01</td>
<td>1.00 EA</td>
<td></td>
<td>100 Cloud server small</td>
<td>ARF 0</td>
<td>2.550,00</td>
<td></td>
</tr>
</tbody>
</table>
Technical Information
This is an update to the existing bi-directional quote integration. Only the affected integrations are listed here.

Scoping Entries

- Communication and Information Exchange > Integration with External Applications and Solutions > Integration into Sales, Service, and Marketing Processes > Sales Quote

Do you use an external application to determine prices, free goods, product availability, and credit status for sales quotes in your cloud solution?

Do you want to replicate sales quotes from an external application or solution to your cloud solution?

Do you want to replicate sales quotes from your cloud solution to an external application or solution?

Communication Scenario / Arrangements in Cloud for Customer

Sales Quote Replication to SAP Business Suite
• Outbound Communication
  • Replicate Sales Quote to SAP Business Suite

Sales Quote Replication from SAP Business Suite

• Inbound Communication Services
  • Replicate Sales Quote from SAP Business Suite

Sales Quote Replication with Pricing in SAP Business Suite

• Outbound Communication
  • Request Sales Document Data from SAP Business Suite

Interfaces / Cloud Integration iFlow / PI operation mapping

<table>
<thead>
<tr>
<th>Source Interface</th>
<th>PI/Cloud Integration Mapping</th>
<th>Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERP COD_REPLICATE_SALES_ORDER01</td>
<td>ERP_COD_CustomerOrderReplication</td>
<td>C4C CustomerOrderRequestMassRequest</td>
</tr>
<tr>
<td>C4C SalesOrderRequestMassRequest</td>
<td>COD_ERP_CustomerQuoteFollowupBusinessTransactionDocumentReq</td>
<td>ERP SALESORDER_CREATEFROMDAT202</td>
</tr>
<tr>
<td>C4C ExternalSalesDocumentDataQuery_sync</td>
<td>COD_ERP_ExternalSalesDocumentDataQuerySync_req</td>
<td>ERP COD_SALESORDER_SIMULATE</td>
</tr>
<tr>
<td>ERP COD_SALESORDER_SIMULATEResponse</td>
<td>COD_ERP_ExternalSalesDocumentDataQuerySync_resp</td>
<td>COD ExternalSalesDocumentDataResponse_sync</td>
</tr>
</tbody>
</table>

4.10.5 Quote and Sales Order - Enhanced Support for Order Reason in External Pricing and Replication

Order Reason is now considered in all sales document integration. Here are the list of scenarios:

• External Pricing in Order and Quote
• Quote/Sales Order replication SAP Cloud for Customer → SAP ERP
• Quote follow-up scenario SAP Cloud for Customer quote → SAP ERP sales order
• Quote/Sales Order replication SAP ERP → SAP Cloud for Customer

Technical Information

This integration is an update to the existing SAP Cloud for Customer quote and sales order integration with SAP ERP.
4.10.6 Variant Configuration in Sales Order and Sales Quote

For sales orders and sales quotes in SAP ERP that contain Variant Configuration, the configuration can be seen in the replicated sales orders and sales quotes in SAP Cloud for Customer, respectively.

SAP Cloud for Customer accesses this information from SAP ERP in real time.

Technical Information

Scoping Entries

Sales Quote

Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Integration into Sales, Service, and Marketing Processes ➔ Sales Quotes

Do you want to display in your cloud solution the product configuration from an external application?

Sales Order

Communication and Information Exchange ➔ Integration with External Applications and Solutions ➔ Integration into Sales, Service, and Marketing Processes ➔ Sales Orders

Do you want to display in your cloud solution the product configuration from an external application?

Communication Scenario / Arrangements

Outbound Communication: Get Product Configuration Details in SAP Business Suite

Interfaces / Cloud Integration iFlow

<table>
<thead>
<tr>
<th>SAP Cloud for Customer Source Interface</th>
<th>Cloud Integration Mapping</th>
<th>SAP ERP Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>SalesOrderRequestProductConfigurationOut</td>
<td>Get Configuration from SAP Business Suite</td>
<td>COD_CONFIG</td>
</tr>
</tbody>
</table>

4.10.7 Same Sales Order/Sales Quote/Contract IDs

You can configure sales orders/sales quotes/contracts to have the same IDs in SAP Cloud for Customer and SAP ERP, irrespective of which system they're created in.

By default, these sales documents get different IDs in both systems unless you enable this feature. This feature is available for the following scenarios:

- Bidirectional Sales Order replication
- Bidirectional Sales Quote replication
- Bidirectional Contract replication
See the following blogs for more information:

Create Contracts with Same ID in SAP Cloud for Customer and in SAP ERP
Create Sales Order/Sales Quote with Same ID in SAP Cloud for Customer and in SAP ERP

4.10.8 Replication of Other Party at Item Level

For Sales Order and Sales Quote, replication of Other Party is available at item level.

Technical Information

To use this feature, update your middleware message mapping.

4.11 Service Contract - Header Billing Plan Fields

In previous releases, billing plan fields on item level were exchanged with SAP ERP. As of the February 2018 release, billing plan fields maintained on the header are also exchanged bi-directionally.

Here is a SAP Cloud for Customer contract header with billing plan fields.
And here is the corresponding SAP ERP contract.

Technical Information

This integration is an update to the existing SAP Cloud for Customer contract integration with SAP ERP.

4.12 Covered Objects on Item Level in Service Contract Integration

The bi-directional service contract integration now supports covered objects on item level

Until recently, SAP Cloud for Customer Contract allowed covered objects only on header level. Covered objects were sent out of SAP Cloud for Customer, but not integrated end-to-end with SAP ERP because ERP has them on item level. Now, the SAP Cloud for Customer service contract allows you to maintain covered objects on item level. The ERP integration transfers these covered objects in both directions.

Example

The screenshot here shows an SAP Cloud for Customer Contract with two items. Item 100 has a product assigned as a covered object.
Item 200 has a registered product assigned as a covered object.

The contract is automatically replicated to SAP ERP.
The terminology in ERP is different from Cloud for Customer. Object Assignments is called Technical Objects. In SAP ERP, click Extras ➤ Technical Objects ➤ Technical Objects.

Material assignment for item 100.

Equipment assignment for the item 200.
Technical Information

This is an update to the existing bi-directional contract integration. Only the affected integrations are listed here.

Scoping Entries

Enabling Application Feature

The administrator can configure this feature by navigating to Business Configuration → Edit Project Scope → Questions → Service Entitlement → Service Contract Management → Group: Covered Objects on Item Level → Select the Do you want to work with covered objects on an item level? question.

Enabling Integration

Communication and Information Exchange → Integration with External Applications and Solutions → Integration into Sales, Service, and Marketing Processes → Contract

Do you want to replicate contracts between your cloud solution and external application or solution?

Communication Scenario / Arrangements in Cloud for Customer

Contract Replication from and to SAP Business Suite

- Inbound Communication Services
  - Replicate Contract from SAP Business Suite

- Outbound Communication
  - Replicate Contract to SAP Business Suite

Interfaces / Cloud Integration iFlow / PI operation mapping

<table>
<thead>
<tr>
<th>Source Interface</th>
<th>PI/Cloud Integration Mapping</th>
<th>Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>C4C ContractReplicationRequestToExternal</td>
<td>COD_ERP_ContractReplication</td>
<td>ERP COD_CONTRACT_CREATE-FROM_DAT01</td>
</tr>
<tr>
<td>ERP COD_CONTRACT_CREATE-FROM_DAT01</td>
<td>ERP_COD_ContractReplication</td>
<td>C4C ContractReplicationRequestToExternal</td>
</tr>
</tbody>
</table>

Upgrade customers may need to redo the contract initial load from SAP ERP

In case you are already replicating contracts from SAP Cloud for Customer to SAP ERP there is a potential data loss when enabling the new feature and using the update SAP PI/Cloud Integration mapping content. This may happen if SAP ERP contracts have technical objects assigned. If such a contract is updated in SAP Cloud for Customer, which doesn’t yet have the covered objects assigned, this update would be sent to SAP ERP and delete the technical objects from the SAP ERP contract.

In this case the SAP ERP contracts that have technical objects assigned have to be resent using the initial load report. Before and during the initial load, avoid any changes to these contracts in SAP Cloud for Customer.
4.13 Work Ticket Integration

4.13.1 Work Ticket - Advance Shipment Item Processing

Introduction

There is a minor enhancement in the integration of advance shipment items of a service ticket with SAP ERP. In the consignment pick-up order in SAP ERP, you can see the ERP consignment fill-up order as a direct predecessor document. You can no longer see the SAP Cloud for Customer Work Ticket.

The SAP Cloud for Customer work ticket item Advance Shipment is relevant in the following case:

• Goods are to be shipped to customer before a service technician arrives on-site.
• Quantity of such goods to be consumed by the service technician on-site is unclear. In such a case, the goods are booked into the customer consignment stock.

Advance Shipment in a Work Ticket

In this section, you can see a typical flow of an advance shipment in Work Ticket and also the changes pertaining to this release:

1. Add the advance shipment item to the SAP Cloud for Customer work ticket.
To trigger the shipment to the customer, release it to ERP.

2. A consignment fill-up order is created in SAP ERP.
   This is the consignment fill-up order that is created in SAP ERP. It has a specific order type CF and uses the item type KBN.
The ERP order also occurs in the SAP Cloud for Customer work ticket document flow.

3. **The goods are delivered to the customer.**
   A delivery document is created in SAP ERP, thereafter.
The document flow in the work ticket reflects the update.

Unlike regular delivery, an accounting document is not required since the goods are part of customer consignment stock and there is no change in financial ownership.
4. **Confirm the actual consumption of goods in SAP Cloud for Customer Work Ticket.**
Once the goods have arrived at the customer site, the technician can visit for the repairs. The technician confirms consumption and returns unused goods.

Here, three items are used and one is returned.
Sub-items are created to reflect consumed and returned items. You can release this to SAP ERP.

5. Create a consignment pick-up order in SAP ERP for unused goods.
As of the February 2018 release, the consignment pick-up order appears as the successor of the consignment fill-up order.

The consignment pick-up still has a direct reference to the SAP Cloud for Customer work ticket. To see this, you can launch the *Relationships*. 

See Relationships in the example illustrated here.

The SD follow-up documents in the SAP Cloud for Customer Work Ticket document flow.
6. Create goods issue and a billing request in SAP ERP for the consumed goods.
Here are the follow-up documents for consumed items. Consumed goods are added to the billing request for
the work ticket to invoice it to the customer.
Also, the issued goods move out of stock and accounting documents created for them.
The document flow in the SAP Cloud for Customer work ticket is updated. In this example it is already invoiced to the customer. The ERP debit memo is also created.
The consignment issue step marginally differs from the standard ERP consignment process. The standard ERP consignment process uses a **consignment issue** order. The process in SAP Cloud for Customer service integration offers maintenance of a single ERP billing request for the work ticket.

**Technical Information**

This enhancement is an update to the existing SAP Cloud for Customer Work Ticket integration with SAP ERP.

### 4.13.2 Work Ticket - Supports document address and item notes

Work ticket integration is enhanced to transfer deviating document addresses to SAP ERP. In a work ticket, you initially see the address is maintained in the business partner master data for a certain party. You can change this address to a document-specific address. This address is also transferred as a document-specific address into target sales documents in SAP ERP.

*Internal Note* and *External Note* of SAP Cloud for Customer work ticket items are now transferred to SAP ERP. They are added to the corresponding sales document items in SAP ERP as long texts.

You can see a work ticket here in SAP Cloud for Customer where item notes are maintained for item 80.
Additionally, a document address is maintained for the Ship-To party. This address is referenced from the master data.
Here you can see the updated document address. Street, Phone and E-Mail are updated.
Prepackaged Integration with SAP ERP
Set Up Functional Scenarios for Integration
The item in the SAP Cloud for Customer work ticket is a service item. This results in a billing request in SAP ERP. The customer note is mapped in this example to the item note.

Internal Note is mapped to **Packaging Note**.

Under **Partner**, you can see the updated Street name for the Ship-to party.
All changes reflect in SAP ERP.
Technical Information

This feature is an update to the existing SAP Cloud for Customer Work Ticket integration with SAP ERP.
In SAP Cloud for Customer code list mapping you can set the receiving ERP target text types. The SAP Cloud for Customer data type in code list mapping is `ItemTextCollectionTextTypeCode`. The codes that must be mapped are:

- 1001 - Additional external comment
- 1011 - Internal comment

### 4.13.3 Work Ticket - Create Follow-Up Sales Order

**i Note**

This feature is available for SAP ERP as well as SAP S/4HANA On-Premise. While the example illustrated here is from SAP ERP, the integration works similarly in SAP S/4HANA On-Premise.

The SAP Cloud for Customer work ticket supports a new item type: Sales Order. With this item type, a follow up sales order is created in SAP ERP from the work ticket. This feature can be used for materials which are to be shipped up-front to the customer.

See here a work ticket in SAP Cloud for Customer with the selected processing item type Sales Order.

The follow-on process in SAP ERP is the creation of a sales order of type 'OR'.

---

Prepackaged Integration with SAP ERP
Set Up Functional Scenarios for Integration

PUBLIC 195
You can also see the reference to the work ticket from SAP Cloud for Customer.

In SAP Cloud for Customer you can see the updates to document flow.
Unlike the item type Advance Shipment, no customer consignment stock is used here.

Technical Information

This feature is offered as an update to the existing sales order integration.

Interfaces / Cloud Integration iFlow / PI operation mapping

<table>
<thead>
<tr>
<th>SAP Cloud for Customer Source Interface</th>
<th>PI/Cloud Integration Mapping</th>
<th>SAP ERP Target Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>FollowupDocumentCreationRequest-FromServiceRequestCreationOut</td>
<td>COD_ERP_ServiceRequestConfirmation-ProcessingRequest</td>
<td>COD_SERVICE_CONFIRMATION01</td>
</tr>
</tbody>
</table>

4.13.4 Work Ticket - Improved Error Handling

On occasion, when a work ticket runs into an error in SAP ERP after being released from SAP Cloud for Customer, an improved approach is available to handle the errors. In such instances, the following is applicable:

- All changes in ERP from this release instance of the work ticket are rolled back.
- The ERP inbound IDoc is discarded and is not processed further.
- A confirmation message is sent back to Cloud for Customer.
- The ERP error messages are sent back to Cloud for Customer and are visible in the work ticket Integration Log.
- All items from this release instance of the work ticket items are reopened in Cloud for Customer.
- All items can be corrected and released again.

See here the IDoc monitor (transaction BD87) in ERP.
- IDoc with status *Error - no further processing* is the failed work ticket sent from ERP.
- IDoc with status *Data passed to port OK* is the reply from ERP containing the error messages from the failed update.

Status Monitor for ALE Messages

<table>
<thead>
<tr>
<th>IDocs</th>
<th>IDoc Status</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doc in inbound processing</td>
<td>68</td>
<td>1</td>
</tr>
<tr>
<td>Error - no further processing</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>COD_SERVICE_CONFIRMATION</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>V4(219) Sales document &amp;1 was not changed</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Sales document was not changed</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Docs in outbound processing</td>
<td>03</td>
<td>1</td>
</tr>
<tr>
<td>Data passed to port OK</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>COD_CONFIRM_CREATEFROMDAT</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>[EA(083)] IDoc sent to SAP system or external program</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Status of the failed items is set to *Release Discarded*.

ERP error messages in the *Integration Log* facet.
Technical Information

This feature is an update to the existing work ticket integration with SAP ERP. The configuration changes in SAP ERP are explained in SAP Note 0002556045 under Corrections Manual Activities.

A new iFlow is introduced for the confirmation message from SAP ERP to SAP Cloud for Customer.

<table>
<thead>
<tr>
<th>ERP Source Message</th>
<th>PI/Cloud Integration Mapping</th>
<th>Cloud for Customer Target Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>COD_CONFIRM_CREATEFROM-DAT.COD_CONFIRM_CREATEFROM-DATO1</td>
<td>ERP_COD_ServiceRequestConfirmation-WithIntegrationLogs</td>
<td>ServiceRequestFollowUpDocumentConfirmation</td>
</tr>
</tbody>
</table>

4.13.5 Work Ticket - Credit Check

i Note
This feature is available for SAP ERP as well as SAP S/4HANA On-Premise. While the example illustrated here is from SAP ERP, the integration works similarly in SAP S/4HANA On-Premise.

In a SAP Cloud for Customer work ticket, external pricing integration to SAP ERP on-premise has been extended to include a credit limit check. The result of the credit limit check is visible in the work ticket in SAP Cloud for Customer. The functionality works in the same manner as it does in quote and sales order.
Technical Information

This feature is only available in Fiori client.

This feature is offered as an update to the existing work ticket integration.

Interfaces / Cloud Integration iFlow / PI operation mapping

<table>
<thead>
<tr>
<th>SAP ERP Source Interface</th>
<th>PI/Cloud Integration Mapping</th>
<th>SAP Cloud for CustomerTarget Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>COD_SALESORDER_SIMULATEResponse</td>
<td>COD_ERP_ServiceRequestExternalSalesDocumentDataQuerySync_resp</td>
<td>ExternalSalesDocumentDataResponse_sync</td>
</tr>
</tbody>
</table>

4.13.6 Work Ticket Description

This feature is available for integration with SAP ERP as well as integration with SAP S/4HANA. While the example illustrated here is from SAP S/4HANA, the integration works similarly in SAP ERP.

The default item description in a work ticket (short text) is the same as the description in the product master data. You can, however, update it in a work ticket. The updated description is transferred to SAP S/4HANA into follow-up documents such as sales order and billing requests.

You can see here the default item description of a work ticket from product master data.

The description is updated and released to SAP S/4HANA.
You can see the updated description here in the target document, a billing request in SAP S/4HANA.

Technical Information

This feature is offered as an update to the existing work ticket integration.

4.13.7 Bulk Mapping in Outbound Work Ticket

**Note**

This feature is available for integration with SAP ERP as well as integration with SAP S/4HANA. While the example illustrated here is from SAP S/4HANA, the integration works similarly in SAP ERP.

Work tickets in SAP Cloud for Customer support bulk processing. Previously, work tickets were sent out of SAP Cloud for Customer one at a time. As of May 2018 release, one message contains several work tickets.
Technical Information

This feature is offered as an update to the existing iFlow used to send work tickets to SAP S/4HANA from SAP Cloud for Customer.

4.14 Multi-Resource Scheduling Integration Overview via CI

See information on integration between SAP Cloud for Customer for MRS and SAP ERP- MRS Add on.

The following communication scenarios are pre delivered for the MRS solution:

- DemandReplication (outbound replication from SAP Cloud for Customer to MRS)
- DemandAssignment (inbound replication to SAP Cloud for Customer from MRS)
- AssignmentStatus (outbound replication from SAP Cloud for Customer to MRS)

i Note

- Perform employee replication from MRS to SAP Cloud for Customer using the standard employee replication content which is documented in the Initial Load and Quick Setup topics in the Administrator Guide.
- Set up organization units in SAP Cloud for Customer corresponding to the organizational unit structure available in MRS as follows:
  - As part of the Org Setup, for those of the Org Units created in SAP Cloud for Customer corresponding to the MRS Org Units, the Service Organization and Customer Service attributes have to be selected in Org Setup.
  - As part of the Org Setup, the ID mapping has to be performed manually in SAP Cloud for Customer in the administrator work center. The MRS Org Unit IDs have to be mapped against the corresponding SAP Cloud for Customer Org Unit IDs via CRM Organizations and Units scheme for the MRS communication system.
  - If a Ticket is assigned to a service technician team which does not have an ID mapping, then such ticket is transferred to MRS by Releasing for Scheduling action. Then this outbound message fails and gives a mapping error in SAP Cloud for Customer. This is the desired behavior; and to rectify this issue, the missing ID mapping has to be maintained for the SAP Cloud for Customer Org Unit and the message would be reprocessed in the Web Service Message Monitor tool.
- See 2163862 for the MRS SP installation information.

For the technical user created in MRS for communication between SAP ERP Process Integration and MRS, the following roles need to be added:

- SAP_BC_LVC_USER
- SAP_BC_WEBSERVICE_CONSUMER
- SAP_BC_WEBSERVICE_PI_CFG_SRV
- SAP_BC_WEBSERVICE_SERVICE_USER
- SAP_QAP_BC_SHOW
- SAP_QAP_XI_APPL_RWB
- SAP_SLD_GUEST
• SAP_XI_APPL_SERV_USER
• In addition, the following authority object with the mentioned activities must also be configured for the same user:
• Authority Object - PLOG

Known Issues

After the replication of Demand from SAP Cloud for Customer to MRS, if there is a change on only the ticket subject and no other field, then, this update does not flow to MRS.

When a user is on the ticket details screen, and there are assignment update messages for the same ticket from MRS that gets processed in SAP Cloud for Customer, and if the user tries to delete a ticket item, then this error message displays:

Data has been changed in parallel session

In this scenario, the user has to Refresh the ticket details screen before proceeding with any further action.

4.14.1 View Prepackaged iFlows using SAP CI Web UI (MRS)

Procedure

1. Access the web UI URL from the provisioning e-mail. It should be in the format: https://cpitenant%20.hana.ondemand.com/itspaces
2. View all pre-packaged iFlows in the Catalog tab.
3. Choose the SAP Cloud for Customer Integration with MRS package.
4. For each iFlow, select the Download option, and Save to view all iFlow relevant metadata.

4.14.2 Demand Replication (Outbound)

This outbound interface replicates service tickets and ticket items, such as: Demands; which are created and marked as Relevant for Scheduling from SAP Cloud for Customer to MRS.

iFlow name: Replicate Demand to MRS


Receiver Interface: PushDemand Namespace: http://sap.com/xi/MRSS_NW

Operation Mapping: COD_MRS_DemandPush

SOAP receiver Communication Channel Path: https://host:port/ sap/bc/srt/xip/mrss/pushdemand/<client>/mrss_pushdemand/mrss_pushdemand?MessageId

Maintain integration scenario in Communication Arrangement for SAP Cloud for Customer: Demand replication to External System
4.14.3 Demand Assignment (Inbound)

In MRS, employees are assigned to each ticket item or demand. These assignments created in MRS would be replicated to SAP Cloud for Customer using this interface.

**iFlow name:** Replicate Demand Assignment from MRS

**Sender Interface:** AssignmentsPublish Namespace: http://sap.com/xi/MRSS_NW

**Receiver Interface:** DemandAssignmentIn Namespace: http://sap.com/xi/A1S/Global

**Operation Mapping:** MRS_COD_Demand_Assignment

**SOAP receiver Communication Channel Path:** https://host:port/ /sap/bc/srt/scs/sap/demandassignmentreplicationin?MessageId

**Integration Scenario to be maintained on SAP Cloud for Customer Communication Arrangement:** Demand replication to External System

4.14.4 Assignment Status (Outbound)

This pertains to the visits created in Cloud for Customer corresponding to the MRS assignments. Any assignment or visit status changed in SAP Cloud for Customer is sent back to MRS using this interface.

**iFlow name:** Replicate Assignment Status to MRS

**Sender Interface:** DemandAssignmentStatusOut Namespace: http://sap.com/xi/A1S/Global

**Receiver Interface:** PushAssignmentStatus Namespace: http://sap.com/xi/MRSS_NW

**Operation Mapping:** COD_MRS_AssignmentStatus

**SOAP receiver Communication Channel Path:** https://host:port/ /sap/bc/srt/xip/mrss/pushassignmentstatus/ <client>/pushassignmentstatusfromc4c/pushassignmentstatusfromc4c?MessageId

**Integration Scenario to be maintained on SAP Cloud for Customer Communication Arrangement:** Demand replication to External System.
5 Perform Data Load

The Data Load Phase defines how to extract data from the SAP ERP system and loads it into the Cloud solution. As a prerequisite for the initial load, you must specify the entire configuration settings for SAP ERP, SAP middleware such as SAP Process Integration or Cloud Platform Integration, and Cloud systems.

The Initial Load section describes the configuration settings necessary to send master data from the SAP ERP system to the cloud solution and to process data in the SAP ERP system that was sent from the cloud solution. When you send and receive IDocs, SAP ERP and the cloud solution expect different sequences for customers and addresses. In order to send and process IDocs in the right sequence, you need to adhere to the sequence of steps as mentioned in the guide while defining background jobs.

For information on how you can plan for optimal performance during high volume data loads into your SAP Cloud for Customer solution from an SAP on-premise system, see Best Practices for Optimal Performance of Data Loads into SAP Cloud for Customer.

**Initial Load [page 205]**
For most existing customers already using SAP On-premise systems, implementing a cloud solution means leveraging their existing data (both master data and transaction data). To speed up the process of replicating such data from customers’ on-premise SAP ERP system to customer’s SAP Cloud for Customer tenant, SAP has provisioned standard ABAP reports. The reports are designed to drastically reduce initial load times of your data into SAP Cloud for Customer.

**Delta Load [page 230]**
The Delta Load Phase defines the steps required for the delta load of customer hierarchies.

5.1 Initial Load

For most existing customers already using SAP On-premise systems, implementing a cloud solution means leveraging their existing data (both master data and transaction data). To speed up the process of replicating such data from customers’ on-premise SAP ERP system to customer’s SAP Cloud for Customer tenant, SAP has provisioned standard ABAP reports. The reports are designed to drastically reduce initial load times of your data into SAP Cloud for Customer.

**Background Information**
This section describes how to perform the initial load from SAP ERP to SAP Cloud for Customer. This guide focuses on the order and how to use the reports. For performance considerations, see the document Best Practices for Optimal Performance of Data Loads into SAP Cloud for Customer on Service Community Network.

This guide focuses on loading the master data from SAP ERP. It centers on options available from the area menu COD_INT_MENU. This menu also includes the option to load sales orders: Load or Resend Sales Orders. Right-click and select Display Documentation to view complete documentation on loading sales orders.

**Prerequisites**
Technical connectivity exists between SAP ERP and SAP Cloud for Customer. Integration Configuration settings specified in the configuration guide for the SAP ERP, SAP middleware such as NetWeaver Process Integration or Cloud Platform Integration, and SAP Cloud for Customer tenant.

**Recommended Sequence of Initial Load for Master Data [page 206]**

For integrating your SAP ERP system to your SAP Cloud for Customer solution, one of the critical aspects is loading of your master data. The following diagram shows the supported master data objects. First you need to evaluate which objects you need in your SAP Cloud for Customer implementation.

**Instructions for Loading Data [page 209]**

This Chapter provides step-by-step instruction to load the Sales Organization Data, Employees, Product Hierarchy, Product Materials, Accounts/Contacts (Customer Master), Accounts Address and Contact Address, Customer Hierarchy, Currency Conversion Rates, Functional Location, Equipment, Measuring Points and Measuring Documents.

### 5.1.1 Recommended Sequence of Initial Load for Master Data

For integrating your SAP ERP system to your SAP Cloud for Customer solution, one of the critical aspects is loading of your master data. The following diagram shows the supported master data objects. First you need to evaluate which objects you need in your SAP Cloud for Customer implementation.
The diagram below captures the sequence in which you should perform the initial load.

![Diagram showing the sequence of initial load steps]

**No dependencies on other objects: Conversion Rates**

The following table gives the list of reports needed to set up the master data objects. Most objects are loaded using the area menu `COD_INT_MENU`. The area menu includes documentation on how to execute the initial load report.

<table>
<thead>
<tr>
<th>Master Data object</th>
<th>Report / Transaction code</th>
<th>Prerequisite Business Object(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Organization</td>
<td>COD_INT_MENU</td>
<td>None</td>
</tr>
<tr>
<td>Employee</td>
<td>COD_INT_MENU</td>
<td>Sales Organization</td>
</tr>
<tr>
<td>Account &amp; Contacts</td>
<td>COD_INT_MENU</td>
<td>Sales Organization</td>
</tr>
<tr>
<td>Account Address (generated based on account)</td>
<td>(generated based on account)</td>
<td>Sales Organization</td>
</tr>
<tr>
<td>Contact Address</td>
<td>(generated based on account)</td>
<td>Sales Organization</td>
</tr>
<tr>
<td>Product Hierarchy</td>
<td>NA (Data Migration Workbench)</td>
<td>None</td>
</tr>
<tr>
<td>Product Materials</td>
<td>COD_INT_MENU</td>
<td>Product Hierarchy</td>
</tr>
<tr>
<td>Account Hierarchy</td>
<td>COD_INT_MENU</td>
<td>Sales Organization, Account</td>
</tr>
<tr>
<td>Currency Conversion</td>
<td>NA (Synchronous WS from SAP Cloud for Customer; path: [Administrator work center] &gt; Exchange Rate Request &gt; Schedule)</td>
<td>None</td>
</tr>
<tr>
<td>Functional Location</td>
<td>COD_INT_MENU</td>
<td>Sales Organization</td>
</tr>
<tr>
<td>Master Data object</td>
<td>Report / Transaction code</td>
<td>Prerequisite Business Object(s)</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Equipment (Registered products in SAP Cloud for Customer)</td>
<td>COD_INT_MENU</td>
<td>Functional Locations, Products, Sales Orgs</td>
</tr>
<tr>
<td>Measuring Point</td>
<td>COD_INT_MENU</td>
<td>Functional Location, Equipment</td>
</tr>
<tr>
<td>Measuring Documents</td>
<td>COD_INT_MENU</td>
<td>Measuring Point</td>
</tr>
</tbody>
</table>

Area menu COD_INT_MENU is a central location for monitoring and performing initial loads. All load reports are centralized to the area menu. Documentation is provided for all SAP Cloud for Customer specific loading reports.

When you expand the menu Initial Loading or Resending Objects from SAP ERP to SAP Cloud for Customer, you will see the supported objects. You will not see product hierarchy or currency conversion rates. This is because these objects must be loaded using the migration workbench.

Where possible, the standard ERP reports are used. For example, BD10 is used to send materials and BD12 to send customers. However, some use programs specific to SAP Cloud for Customer.
You display the documentation for each report. The documentation will include any prerequisites for the initial load. The following example shows the documentation for the functional locations initial load report.

Parent topic: Initial Load [page 205]

Related Information

Instructions for Loading Data [page 209]

This Chapter provides step-by-step instruction to load the Sales Organization Data, Employees, Product Hierarchy, Product Materials, Accounts/Contacts (Customer Master), Accounts Address and Contact Address, Customer Hierarchy, Currency Conversion Rates, Functional Location, Equipment, Measuring Points and Measuring Documents.

5.1.2 Instructions for Loading Data

This Chapter provides step-by-step instruction to load the Sales Organization Data, Employees, Product Hierarchy, Product Materials, Accounts/Contacts (Customer Master), Accounts Address and Contact Address, Customer Hierarchy, Currency Conversion Rates, Functional Location, Equipment, Measuring Points and Measuring Documents.

Sales Organization Data [page 210]
Material Group or Product Hierarchy [page 212]
   Procedure for the initial load of material group or product hierarchy from SAP ERP to SAP Cloud for Customer.

Product Materials [page 213]
Employees [page 214]
Accounts/Contacts (Customer Master) [page 217]
Accounts Address and Contact Address [page 219]
Customer Material Number [page 220]
   Procedure for loading customer material numbers.

Customer Hierarchy [page 221]
Functional Location [page 223]
Equipment [page 224]
   Equipment in SAP ERP is replicated as registered products in SAP Cloud for Customer.
Measuring Points [page 225]
Measurement Documents [page 226]
Currency Conversion Rates [page 227]
Characteristics [page 228]
   Procedure for exporting Characteristics from SAP ERP and loading into SAP Cloud for Customer.
Pricing Conditions [page 228]
Stock Location [page 229]
   Procedure for loading stock location from SAP ERP to SAP Cloud for Customer.

Parent topic: Initial Load [page 205]

Related Information

Recommended Sequence of Initial Load for Master Data [page 206]
   For integrating your SAP ERP system to your SAP Cloud for Customer solution, one of the critical aspects is loading of your master data. The following diagram shows the supported master data objects. First you need to evaluate which objects you need in your SAP Cloud for Customer implementation.

5.1.2.1   Sales Organization Data

1. Select the sales organizational structure you want to replicate from SAP ERP
2. Go to transaction code COD_INT_MENU. Execute the report Load or Resend Organizational Hierarchy.
3. Enter the following details in the report and click **Execute**

![Extract Organizational Units to Customer OnDemand](image)

- Sales Organization unit
- Distribution Channel
- Division
- Description Language
- Partner Number of Receiver
- Disable Test run

4. After successfully executing the report go to transaction **WE05** to view the status of the IDocs in the monitor. Alternatively you can use **BD87** to monitor and process IDocs.

![IDoc List](image)

5. Logon to SAP Cloud for Customer system. Go to work center **Data Integration > Organizational Structure replication requests**

**iNote**

As the organization entities are first replicated into the Staging Business Object (under **Data Integration work center > Organization Replication view**), the organization entities need to be activated in the Staging Area for successful replication into SAP Cloud for Customer. Successful organizational mode replication should automatically maintain the ID mapping (under **Application and User Management > Edit mapping for Integration**).
6. Select “Failed/Not started” from the drop-down and select the entry that was replicated from SAP ERP.

7. Click Schedule All to trigger the replication.

8. Go to [Work center Administrator] > [Organizational Structure]. Select effective date as current date to view if the Sales Organization structure was successfully replicated from SAP ERP.

### 5.1.2.2 Material Group or Product Hierarchy

Procedure for the initial load of material group or product hierarchy from SAP ERP to SAP Cloud for Customer.

1. Select Load or Resend Material groups or Product Hierarchies from area menu COD_INT_MENU.

2. Enter the below details to execute the report.
   - You can run the report to replicate either Material Group or Product Hierarchy during a single run of the report. This is decided by selecting the desired radio button ‘Material group’ or ‘Product Hierarchy’.
   - None of the input fields are mandatory except Logical system which should be filled with the logical system of the SAP Cloud for Customer system to which data should be replicated.
   - For IDocs to be triggered and actual replication to happen, the check box ‘Test Mode’ has to be unchecked.
   - The Maximum objects per IDoc is defaulted as 1000 and can be changed to any non-zero value according to your system capacity.

3. After successfully executing the report, go to transaction code WE05 to view the status of the IDocs.

4. Login to the SAP Cloud for Customer system to make sure that all data is successfully replicated from SAP ERP.
5.1.2.3 Product Materials

Prerequisites

- Maintain code values for Products
- Setting up Product Hierarchy and Product Category Data

Procedure

1. For Product Material replication, first select the products you wish to replicate from SAP ERP to SAP Cloud for Customer.
2. Select Load or Resend Materials from COD_INT_MENU.
3. Enter the below details to execute the report
   - Material Numbers
   - Message Type as MATMAS_CFS
   - Logical System
   - Number of Materials per process
4. After successfully executing the report, go to transaction code \textit{WE05} to view the status of the IDocs.

![IDoc List](image1)

5. Logon to SAP Cloud for Customer system. Go to \textit{work center Products} to view if all the products were successfully replicated from SAP ERP.

![Products](image2)

\section*{5.1.2.4 Employees}

\textbf{Prerequisites}

- Maintain code values for Employee
- Maintain Sales Organization data

\textbf{Procedure}

1. Maintain code values for Employee.

\textbf{Note}

To maintain code lists in SAP Cloud for Customer, see the \url{SAP Cloud for Customer Help Portal} \textit{Integration Code Lists Supported} Code List Supported on the.

2. Enter \textit{Load} or \textit{Resend Employees} from \textit{COD_INT_MENU}.
3. Enter the below details to execute the report.

- Plan Version
- Object Type
- Transfer Mode as Insert
- Receiving system details (Receiver partner number and Message Type as HRMD_A_CFS)
4. After successfully executing the report, go to transaction code \text{WE05} to view the status of the IDocs.

5. Logon to SAP Cloud for Customer system. Go to work center \text{Data Integration Complete employee Master Data Replication and select “Failed/Not Started” in the dropdown box Show.}

6. Click \text{Replicate All}.

7. Navigate to the work center People to confirm if all Employees have been successfully replicated from SAP ERP.

8. Once you have confirmed, the IDoc Status is successful. You can also check the status, in the \text{work center Web Service Message Monitoring view}.

As the Employees are first replicated into the Staging Business Object (under \text{Data Integration work center Complete Employee Master Data Replication} view the Employee records need to be activated in the Staging
Area for successful replication into SAP Cloud for Customer.

**EMPLOYEE IN REPLICAATION REQUEST: 50011550**

- Replication Status: Not Started
- Remote Employee ID: 50011550
- Remote Business Partner ID: 00005
- File Name: CRM20131029214956.0832880

**GENERAL**

**PERSONAL DATA**

- Remote Employee ID: 50011550
- Remote System Instance ID: O9CCLNT400
- Remote Business Partner ID: 0000508880

  - Name at Birth:
  - Date of Birth: 30.11.0002
  - Place of Birth:

**REPLICATION REQUEST**

- File Name: CRM20131029214956.0832880
- Creation Date: 29.10.2013 21:49 UTC
- Complete Transmission Start Date: 29.10.2013

Successful Organizational mode replication should automatically maintain the ID mapping (under Application and User Management Edit ID mapping for Integration)

### 5.1.2.5 Accounts/Contacts (Customer Master)

**Prerequisites**

- Set up Sales Organization Data
• Maintain Code Values for Business Partner

Procedure

1. For Account Replication, first select the accounts you wish to replicate from SAP ERP to SAP Cloud for Customer.
2. Select Load or Resend Materials from COD_INT_MENU.
3. Enter the below details to execute the report
   • Customer Numbers
   • Message Type as DEBMAS_CFS
   • Logical System
   • Number of Materials per process

4. After successfully executing the report, go to transaction code WE05 to view the status of the IDocs
5. Logon to SAP Cloud for Customer system. Go to work center Products to view if all the customer accounts were successfully replicated from SAP ERP.

Note

If you want to replicate sales area data you need to first go to transaction code BD64 and maintain a sales organization which does not exist in your system, e.g. 9999, in the filter group for DEBMAS_CFS. By doing this, you avoid dependency issues during inbound processing in SAP Cloud for Customer. Example: If customer A references customer B via partner functions, customer B has to be replicated successfully before customer A can be replicated.

Once you send all accounts without sales area information, then add your desired sales organizations in the filter and send all accounts again

5.1.2.6 Accounts Address and Contact Address

Prerequisites

- Set up Sales Organization Data
- Maintain Code Values for Business Partner

Procedure

1. Account Addresses are automatically triggered during replication of Account.
2. Select Load or Resend Materials from COD_INT_MENU.
3. Enter the below details to execute the report
   - Customer Numbers
   - Message Type as DEBMAS_CFS
   - Logical System
   - Number of Materials per process
4. After successfully executing the report, go to transaction code **WE05** to view the status of the IDocs.

5. Logon to SAP Cloud for Customer system. Go to *work center Products* to view if all the customer accounts were successfully replicated from SAP ERP.

**5.1.2.7 Customer Material Number**

Procedure for loading customer material numbers.

**Prerequisites**

- Set up products in SAP Cloud for Customer
- Maintain Code Values for Products

**Procedure**

1. Select *Load or Resend Customer Material Number* from area menu **COD_INT_MENU**.
2. Enter the details below in the report selection screen.

The Materials for which you need to send the Customer Material Number to SAP Cloud for Customer. If left blank, then all available materials will be considered. The Logical system field is mandatory. The Test Mode checkbox must be unchecked in order for IDocs to generate and actual replication to happen.

3. Log in to your SAP Cloud for Customer system and check that the customer material number has updated correctly for the corresponding product material.

### 5.1.2.8 Customer Hierarchy

**Prerequisites**

- Maintain Code Values for Customers
- Execute the consistency check report from COD_INT_MENU

**Procedure**

1. Select the Customer Hierarchy you wish to replicate from the SAP ERP system by going to transaction VDH1N. Enter Customer hierarchy type and Customer details (e.g. see below).
2. Select the customer hierarchy from the displayed results.

3. Once you have identified the customer hierarchy you wish to replicate, select **Load** or **Resend Account Hierarchy** from **COD_INT_MENU**.

4. Maintain all relevant data to execute the initial load report.

- **Customer Hierarchy**
- **Sales Organization**
- **Distribution Channel**
- **Division**
- **Customer**
5. Now execute the report.
6. After successfully executing the report, go to transaction code WE05 to view the status of the IDocs (1 IDOC should be created with two entries of E1COD_KNVHM segment. Please check in transaction WE05 for message type COD_CUSTHERMAS)
7. Logon to SAP Cloud for Customer system. Go to work center Customers ➔ View Accounts ➔ Search for Account by name to view if all the customer accounts were successfully replicated from SAP ERP.

5.1.2.9 Functional Location

- Load the sales organization, accounts.
- Configure WE20 settings for the IDOC COD_FUNCTIONALLOCATION_SAVE01.
1. Select Load or Resend Functional Locations from COD_INT_MENU. Provide the functional location number and the tenant ID and execute.

2. In SAP Cloud for Customer navigate to work center Installed Base Installation Points to search for the functional location.

3. The documentation on the report in COD_INT_MENU describes where to find errors in case of issues in the initial load.

### 5.1.2.10 Equipment

Equipment in SAP ERP is replicated as registered products in SAP Cloud for Customer.

- Load the sales organization, accounts, and functional locations.
- Configure WE20 for the IDOC COD_EQUIPMENT_SAVE01.
1. Select **Load** or **Resend Functional Locations** from **COD_INT_MENU**. Provide the equipment details and the tenant ID and execute.

![Extract Equipments to Cloud for Customer](image)

2. In SAP Cloud for Customer navigate to work center **Installed Base > Registered Products** to search for the functional location.

3. The documentation on the report in **COD_INT_MENU** describes where to find errors in case of issues in the initial load.

### 5.1.2.11 Measuring Points

- Load functional location and equipment.
- Execute Load or Resend Characteristics from **COD_INT_MENU**. Only characteristics for type NUM are allowed for measuring points. The characteristics to load include:
  - CT04: Creating characteristics
  - CT05: Changing characteristic
  - CT06: Displaying characteristics

**Procedure**

1. Select **Load or Resend Measuring Points** from **COD_INT_MENU**.
2. Give measuring point number, or equipment number.

3. In SAP Cloud for Customer navigate to work center **Installed Base > Registered Products** to search for the equipment.

4. Select the link the column **Serial ID**. Open the **Measurements** tab to see if the values are the same as in SAP ERP.

### 5.1.2.12 Measurement Documents

- Load Measuring Points

**Procedure**

1. Select **Load or Resend Measuring Documents** from **COD_INT_MENU**. Provide the measuring point number or equipment details. Enter the tenant ID and execute
2. In SAP Cloud for Customer navigate to work center \( \text{Installed Base} \rightarrow \text{Registered Products} \) to search for the equipment.

3. Select the link the column \textit{Serial ID}. Open the \textit{Measurements} tab and select \textit{Measuring Logs} in the corresponding Measurement Point.

### 5.1.2.13 Currency Conversion Rates

**Prerequisites**

- Excel Add-on installed for Microsoft Excel upload.

**Procedure**

Import of currency conversion rates can be done either manually or via excel import into SAP Cloud for Customer.

1. **Add Exchange Rate Manually:** Navigate to the \textit{Administrator work center} and select view \textit{Exchange Rate for Foreign Currencies}. Click \textit{Add row} and enter data manually. Click \textit{Schedule}.

![Exchange Rates Table](image)

2. **Import via Excel:** Navigate to the \textit{Administrator work center} and select view \textit{Exchange Rate for Foreign Currencies}. Click \textit{Import} and \textit{Microsoft Excel}. Click \textit{Schedule}.

![Excel Import Screen](image)
5.1.2.14 Characteristics

Procedure for exporting Characteristics from SAP ERP and loading into SAP Cloud for Customer.

Procedure

1. Select Load or Resend Characteristics from COD_INT_MENU.
2. In the report selection screen, enter the characteristics you want to replicate, and the SAP Cloud for Customer logical system to which you want to replicate, and execute the report. For higher data volume please enable parallel processing by selecting the Server group and specifying the number of characteristics to be selected per process.
3. Log on to SAP Cloud for Customer and check if all the selected Characteristics are replicated correctly.

5.1.2.15 Pricing Conditions

Prerequisites

- The sales area, materials and customers for which the conditions are to be replicated should be available in SAP Cloud for Customer.
- As SAP Cloud for Customer currently only supports pricing for materials and customer specific material pricing, you should filter the IDoc accordingly in the ALE distribution model.

Procedure

1. Select Load or Resend Pricing Conditions from area menu COD_INT_MENU.
2. Enter the details below in the report selection screen.
   
   • **Table:** Specify the number of the condition table for which the data is to be extracted, for instance A304 or A305.
   
   • **Logical system:** Maintain the system to which IDoc should be sent.

In addition, you can filter the data based on other selection criteria like Sales Org, Distribution Channel etc.

The Maximum Objects per IDoc is defaulted to 500, which can be changed if desired based on system capacity.

If IDocs have to be generated and actual replication has to happen, then deselect the checkbox Test Mode.

---

**5.1.2.16 Stock Location**

Procedure for loading stock location from SAP ERP to SAP Cloud for Customer.

**Prerequisites**

- Service organization, team and employee for which stock location is to be replicated are already available in SAP Cloud for Customer and ID mapping for employee is maintained.
- The products are already replicated to SAP Cloud for Customer and the ID mapping maintained.

**Procedure**

1. Select **Load or Resend Stock Location** from **COD_INT_MENU**.
2. Enter the details below in the report selection screen, and execute the report. Only logical system to which the replication is to happen is mandatory. The Maximum objects per IDoc is currently set to 10 and can be adjusted based on system capacity if desired. Use the selection fields for **Cloud for Customer Service Organization**, **Cloud for Customer Service Team** and **Service Employee** to restrict the data to be replicated. If these fields are left blank all available data will be replicated. The check box ‘Test Mode’ has to be deselected, if IDocs are to be generated and actual replication has to happen.

5.2 **Delta Load**

The Delta Load Phase defines the steps required for the delta load of customer hierarchies. During the initial load, the change pointers created for customer hierarchy takes only the current state into account. Hence, there is a mechanism necessary to also identify the time slice changes. As this is not triggered by any user interaction, there are no change pointers created. For example, an end date for a specific entry is reached, and the customer hierarchy turns invalid. If the change pointers are not created, the hierarchy deletion information is not reflected in the Cloud solution.

To overcome this issue, the report **RCOD_CUSTHIER_TIME_SLICES** must be scheduled as daily background job in transaction SM36 in your ERP system. It discovers time slice changes and creates change pointers for the same.
6 Extend Prepackaged Integration

If you want additional fields from your on-premise system to be displayed in the Cloud solution, you can extend pre-packaged content delivered by SAP (iFlows). SAP recommends you to use SAP Key User Tool (KUT) for simple extensions, and the SAP Cloud Studio for complex extensions. Once you have extended the source and target interfaces, you should map the extended field(s) in the SAP middleware system.

For more information, see the following:

- How to Extend SAP Cloud for Customer - SAP On-Premise Pre-Packaged Integration Content
7 Deprecated Scenarios

Learn about deprecated functional scenarios. We do not recommend using deprecated scenarios since they are no longer supported.

(Deprecated) Account 360 Integration [page 232]

(Deprecated) SAP Cloud for Customer for Retail: Integration Overview (CI) [page 236]

This section, in the integration guide, contains integration information specific to the industries solutions in SAP Cloud for Customer. We recommend you reading through the information in the section relevant for each industry solution before setting-up your landscape.

7.1 (Deprecated) Account 360 Integration

Business Scenario Overview

This scenario is used when your company has SAP on-premise systems such as SAP ERP or SAP Business Warehouse (BW), and these systems have additional information about say, accounts or sales orders. You can bring this information into your SAP Cloud for Customer (cloud solution). To set up the 360 overview, administrators must set up a bridge so that the SAP on-premise systems can communicate with the cloud solution. When both halves of the bridge are in place, information from your SAP on-premise system appears in your SAP cloud solution, providing a broader perspective for your users.

Process Flow

Account 360 information in the Accounts view, comes from both SAP ERP and SAP BW systems. Once you complete the required configuration, you can view the information that you have retrieved from your on-premise systems in SAP Cloud for Customer accounts:

- Accounts > [Overview]
  The data under Revenue and Items Summary sections is from SAP BW.

- Accounts > [Recent Orders]
  The data in this tab is from SAP ERP.

  **Note**

  If these tabs are not visible, you can add them either from Adaptation or Personalization.

Technical Scenario Overview

The report in the SAP on-premise systems (ERP and/or BW) collects data and sends it to SAP Cloud for Customer. These reports can be scheduled as batch jobs.

- BW Report: SAP provides an example report via SAP Note 1724752 as a basis to implement an own report in the customer namespace.
- ERP Report: With the ERP add-On CODERINT 600 SP14, SAP ships the standard report RCOD_SEND_RECENT_ORDERS. Until SP14 is available, the program is provided as advance development in
the SAP Note 2108612. This report calls the Cloud system twice, and hence two communication arrangements need to be set up.

- First the report queries ID Mapping for all accounts from Cloud. With this list, it can be assured that only recent orders for accounts which exist in Cloud are transferred.
- Then the report collects orders according to the selection parameters of the report. The second call to Cloud is to transfer the recent orders.

**Prerequisites**

Support package 14 of the CODERINT add-on has been applied.

**Configuration in SAP Cloud for Customer**

**Scoping**

* Business Configuration > Edit Project Scope > Scoping > Communication and Information Exchange > Integration with External Applications and Solutions > 360 Overview - Account

**Fine-Tuning/Code List Mapping**

Not applicable to this scenario.

**Communication System**

In the communication system that you use for ERP integration, uncheck the flag SAP Business Suite.

**Communication Arrangements and Services**

Configure and activate the following communication arrangements:

- Analytics Integration
- 360 Overview - Account

Use the communication system that you updated as the communication partner.

If you want to send KPI data from your BW system, you also need to download the following WSDLs. On the basis of these WSDLs, you will create consumer proxies in your BW system.

To retrieve ID mapping from Cloud, download the following WSDL:

- Communication Arrangement: Analytics Integration
- Inbound Service: Analytics Integration

To retrieve information from SAP Business Warehouse for 360 degree overview of accounts, download the following WSDL:

- Communication Arrangement: 360 Overview – Account
- Inbound Service: Manage Revenue Data

**Expose the Data Source for ID Mapping**

The communication arrangement for the Analytics Subsidiaries Integration communication scenario that you just created is a data source. Exposing this data source allows the SAP on-premise system to get the ID mapping from SAP Cloud for Customer.

To expose the data source for ID mapping, do the following:
1. Go to **Administrator** > **Business Analytics** > **Data Sources**, and search for **Object ID Mapping**.
2. Choose the **Object ID Mapping** data source and expose it.

   **Note**
   If the **Expose** button is not visible, please check whether **Integration with Central Analytics** is scoped.

---

### Configuration in SAP ERP

**Create Logical Ports with SOAMANAGER in SAP systems**

You need to create logical ports in SOAMANAGER in order to send web service calls to your middleware system.

1. Open transaction SOAMANAGER in your ERP system.
2. Choose **Service Administration** > **Web Service Configuration**.
3. Search for consumer proxy **CO_CODERINT_OPERATIONAL_DATA_P**. Click to view the details.
4. Choose **Create Manual configuration**.
5. Enter information based on your middleware configuration. Here are some example values which need to be adjusted according to your configuration. Example URL Path:
   - `/XISOAPAdapter/MessageServlet?channel=:ABC_004:ERP_SOAP_QueryIdMapping_Send&sap-client=238`
   - `/cxf/COD/ERP/queryidmapping_qxl238`
6. To confirm that the logical port was created and configured correctly, ping the Web service. If the ping was successful, a confirmation message appears.
7. Repeat these tasks for consumer proxy **CO_CODERINT_MANAGE_EXTERNAL_AG**. Example URL path:
   - `/XISOAPAdapter/MessageServlet?channel=:ABC_004:ERP_SOAP_RecentOrders_Send&sap-client=238`
   - `/cxf/ERP/COD/ManageRecentOrderData_QXL238`

### Test the report and schedule a batch job

You can first test the report **RCOD_SEND_RECENT_ORDERS** by transferring data for one specific account. Once the report was executed successfully you can schedule the report as daily batch job.

**Note**
If you want to transfer huge number of accounts or orders, then we recommend the transfer into multiple jobs, by using a selection criterion.

---

### Configuration in BW

For BW there is no standard report. You find an example report which you can use as a template in SAP Note 1724752.

**Create consumer proxies**

Create consumer proxies on the basis of the WSDL files you have downloaded before.
Create a consumer proxy for Manage Revenue Data using transaction SE80.

1. Select a package where you want to create the consumer proxy.
2. Right-click on level Enterprise Services and choose Create.
   A wizard helps you to create the consumer proxy. Choose the following values:
   • Object Type: Service Consumer
   • Generation Source: External WSDL
   • WSDL source: Local File Select the WSDL file you have downloaded before transport.
   • Package: <your package>
   • Request/Task: Select workbench request.
3. Complete the process and activate the consumer proxy.
4. Repeat these steps with the WSDL for Analytics Integration.

Create Logical Ports with SOAMANAGER in SAP systems

You need to create logical ports in SOAMANAGER in order to send web service calls to your middleware system or directly to your Cloud system.

**i Note**
SAP doesn’t provide middleware content for this interface. You would need to create this content. The following steps describe how to create logical ports for a point-to-point connection.

1. Open transaction SOAMANAGER in your ERP system.
2. Choose Service Administration ➤ Web Service Configuration ➤ OperationalDataProvisioning and click to view details.
3. Search for object OperationalDataProvisioning and click to view details.
4. Choose Create ➤ WSDL based configuration ➤ Logical Port Name: ID_MAP
   WSDL Base: WSDL File from Upload. Choose the WSDL you have downloaded before. To confirm that
   the logical port was created and configured correctly, ping the Web service. If the ping was successful, a
   confirmation message appears.
5. Repeat this task for the other interface. Search for object ManageExternalCustomerKPIViewIn and use the
   logical port name KPI.

Create a Z-Report to send KPI data to Cloud

1. Open transaction SE38 in your BW system.
2. Create a report by copying and pasting the contents of the sample report template located in SAP Note 1724752.
3. When you perform a syntax check, the system will show some missing objects. These objects are available in
   your generated consumer proxies. Adjust the report accordingly and use the generated objects.

**Configuration in Middleware**

**Value Mapping**
Not applicable to this scenario.

**Integration Flow**
Go to the Integration Flows excel (SAP Help Portal > Cloud for Customer > Integration > Integration Flows), and filter by:

- Business object: Account
- Source system: C4C
- Target system: ERP

The ones that are specific to Account 360 are: Analytics Integration and Manage Recent Order Data.

**Integration Builder**

SAP provides PI content for sending recent orders from ERP in the following object:

- Process Integration Scenario: COD_ERP_BusinessDataSync
- Namespace: http://sap.com/xi/CODERINT/IC
- Software Component Version: COD ERP INT IC 6.00

### 7.2 (Deprecated) SAP Cloud for Customer for Retail: Integration Overview (CI)

This section, in the integration guide, contains integration information specific to the industries solutions in SAP Cloud for Customer. We recommend you reading through the information in the section relevant for each industry solution before setting-up your landscape.

This chapter and the following related topics contain information specific to integration of SAP Cloud for Customer for Retail with the SAP IS-Retail system.

The following communication scenarios are pre delivered for the retail solution:

- Characteristics Replication (inbound to Cloud for Customer)
- Merchandising Category Replication (inbound to Cloud for Customer)
- Article Replication (inbound to Cloud for Customer)

Perform the replication of characteristics, merchandising category, and articles in the following order:

- Characteristics > Merchandising Category > Article

It is important to follow the order because these master data objects are dependent on each other.

**Note**

This standard ERP report RCOD_CREATE_CONNECTIVITY_SIMPL for creating connectivity objects for interfaces is not used for the IS Retail solution. Therefore, the connectivity objects for interfaces for IS Retail objects must be manually defined.
Example

Article replication depends on merchandising category that is already being replicated to Cloud for Customer. Merchandising category replication depends on the associated characteristics which is already being replicated to Cloud for Customer.

7.2.1 View Prepackaged iFlows using SAP CI Web UI

Procedure

1. Access the web UI URL from the provisioning e-mail. It should be in the format: https://%20%3Chcitenant%3E.hana.ondemand.com/itspaces
2. View all pre-packaged iFlows in the Catalog tab.
3. Choose the SAP Cloud for Customer Integration with IS Retail package.
4. For each iFlow, select the Download option, and Save to view all iFlow relevant metadata.

7.2.2 Characteristics Replication (Inbound)

iFlow name: Replicate Characteristics from SAP IS Retail.
Sender Interface: CHRMA.SCHRMA04.
Receiver Interface: IS_Retail_BusinessAttributeReplication_In.
Mapping: ERP_COD_IS_Retail_BusinessAttributeReplicateBulk.
SOAP receiver Communication Channel Path: https://host:port/sap/bc/srt/scs/sap/businessattributereplicationre?MessageId

Recommendation
Use transaction BD91 to trigger the outbound characteristics IDocs from the SAP IS-Retail system.

7.2.3 Merchandising Category Replication (Inbound)

iFlow name: Replicate Merchandising Category from SAP IS-Retail.
Sender Interface: WMERCAT:WMERCAT01.
Receiver Interface: IS_Retail_Business_AttributeSetReplication_In.


Mapping: ERP_COD_IS_Retail_MerchandisingCategory.

SOAP receiver Communication Channel Path: https://host:port/sap/bc/srt/scs/sap/businessattributesetreplicatio?MessageId

→ Recommendation

Use transaction WAFS to trigger the outbound Merchandising Category IDocs from the SAP IS-Retail system.

7.2.4 Article Replication (Inbound)

iFlow name: Replicate Articles from SAP IS Retail.

Sender Interface: ARTMAS.ARTMAS05.


Receiver Interface: IS_Retail_MaterialReplicationBulkIn.

Namespace: http://sap.com/xi/AIS/Global

Mapping: ERP_COD_IS_Retail_ARTMAS.

SOAP receiver Communication Channel Path: https://host:port/sap/bc/srt/scs/sap/retailmaterialreplicatein?MessageId

Integration Scenario to be maintained on C4C Communication Arrangement: Replicate SAP IS-Retail products from external system.

→ Recommendation

Use transaction BD10 to trigger the outbound Article IDocs from the SAP IS-Retail system.
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