

How-To Guide

SAP Hybris Marketing Cloud Document

Version: 1.0 – 2017-07-08

CUSTOMER

SAP Hybris Marketing Cloud

How to Suppress Address Checks in SAP CRM for Marketing Lead Process



Typographic Conventions

| Type Style | Description |
|------------------------|--|
| <i>Example</i> | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| <code>Example</code> | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER . |

Document History

| Version | Date | Change |
|---------|------------|-----------------|
| 1.0 | 2017-08-07 | Initial Version |

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1 Purpose of this Document

This document is intended as a how-to guide for customers and partners who are facing the requirement to suppress country dependent address checks for business partners which are imported via the SAP Hybris Marketing Cloud lead process to SAP CRM.

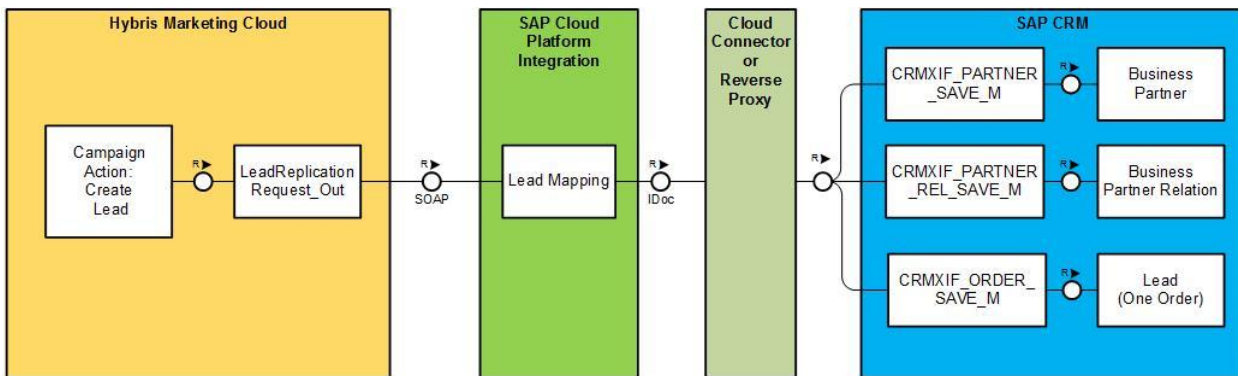
As a sample use case, this guide shows how to suppress address checks for all countries and limited to the SAP CRM communication user which is assigned to the incoming SAP CRM business partner IDOCs being triggered by SAP Hybris Marketing Cloud "Create Lead" campaign action.

All described functionality is available with release 1708 for SAP Hybris Marketing Cloud.

2 SAP Hybris Marketing Cloud Lead Process

In SAP Hybris Marketing Cloud lead process, you can define campaigns with campaign action “Create Lead” to trigger the creation of leads in SAP CRM for contacts which are target group members assigned to the campaign. Some SAP Hybris Marketing Cloud contacts might have a reference to a SAP CRM business partner and some not. For contacts, which do not have a reference to a SAP CRM business partner a SAP CRM business partner is created together with the lead one order business document. In SAP CRM address checks, dependent on the country of the address can be configured (e.g. postal code check in IMG NetWeaver à General settings à Set Countries à Set County-Specific Checks). Dependent on the business requirements it can be desired to suppress these address checks for business partners being created within SAP Hybris Marketing lead process.

See following figure for an overview of the system components and interfaces.



Campaign action “Create Lead” calls SOAP outbound service LeadReplicationRequest_Out which calls “Lead Mapping” iFlow in SAP Cloud Platform Integration. For contacts without reference to a SAP CRM business partner “Lead Mapping” iFlow calls via SAP Cloud Connector or a reverse proxy inbound SAP CRM IDOC interface CRMXIF_PARTNER_SAVE_M with a dedicated SAP CRM communication user. For more details on the SAP CRM communication user see chapter 3.1.

In chapter 3.2 it is described how the SAP CRM address check can be suppressed for this SAP CRM communication user only.

3 Suppress Address Checks in SAP CRM

3.1 Get SAP CRM User for Address Check Suppression

The SAP CRM configuration guide describes the general configuration steps needed to manually set up the configuration between SAP Hybris Marketing Cloud, and SAP CRM using SAP Cloud Platform Integration as middleware.

You can find the current version of the configuration guide in SAP Best Practices Explorer via <https://rapid.sap.com/bp/#/browse/scopeitems/1NP>. Choose *Set-up instructions*.

In this how-to guide, we assume that you have successfully set up the integration and that you want to additionally suppress the address checks.

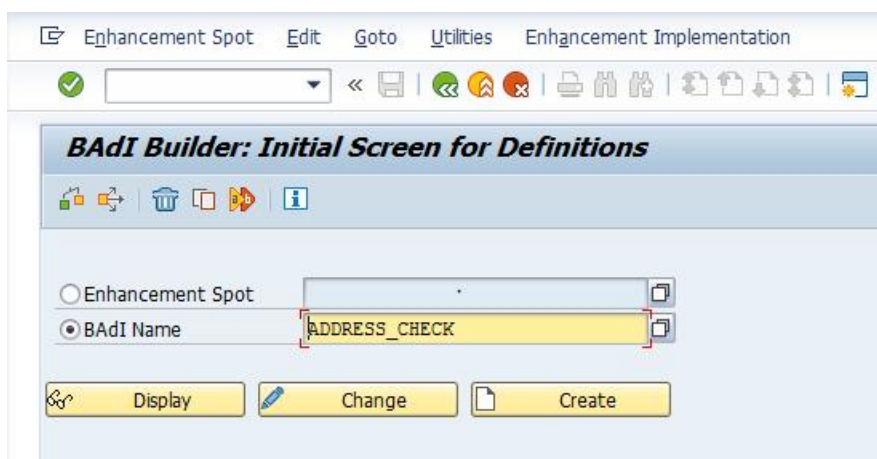
In chapter "Create SAP CRM user" of building block configuration guide it is described how to create the SAP CRM communication user. In chapter "Configuration of the CRM Lead Integration Flow" it is described what must be configured in "Lead Mapping" iFlow that CRMXIF_PARTNER_SAVE_M is called with the CRM communication user.

Note down the name of the SAP CRM communication user you have created. You will need its name later in the address check suppression implementation.

3.2 Business Add-In ADDRESS_CHECK

Business Add-In (BAI) ADDRESS_CHECK does have "Country" as filter value but does not allow multiple use for a filter value. If you already have an active implementation for BAI ADDRESS_CHECK in your system, the proposed implementation does not work exactly as described since it uses the generic filter value "**".

To get an overview of your implementations use transaction SE18 and select "BAI Name" and fill in "ADDRESS_CHECK" as value. Select "Enhancement Implementation" à "Overview" to get a list of all active and inactive implementations.



In case of active implementations, you have the option to define the communication user dependent address check suppression for all those countries separately, for which no active implementations exist. If you need both, existing active functionality and communication user dependent address check suppression for the same country, you must check whether you can merge (parts of the) code snippet provided with the coding of your active implementation.

See next chapter for a sample implementation valid for all countries and limited to the SAP CRM communication user.

3.3 Create Implementation for Business Add-In ADDRESS_CHECK for Address Check Suppression

You need to define an implementation for Business Add-In (BAI) ADDRESS_CHECK to suppress the address check for SAP CRM communication user.

Use transaction SE19 to create your implementation for Business Add-In ADDRESS_CHECK. Fill in "ADDRESS_CHECK" in field "BAI Name" for "Classic BAI" in "Create Implementation" area.

BAdI Builder: Initial Screen for Implementations

Edit Implementation

New BAdI
Enhancement Implementation

Classic BAdI
Implementation

Display Change

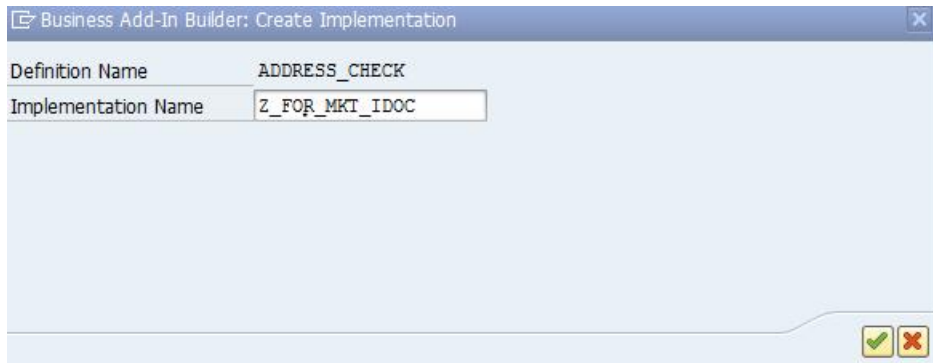
Create Implementation

New BAdI
Enhancement Spot

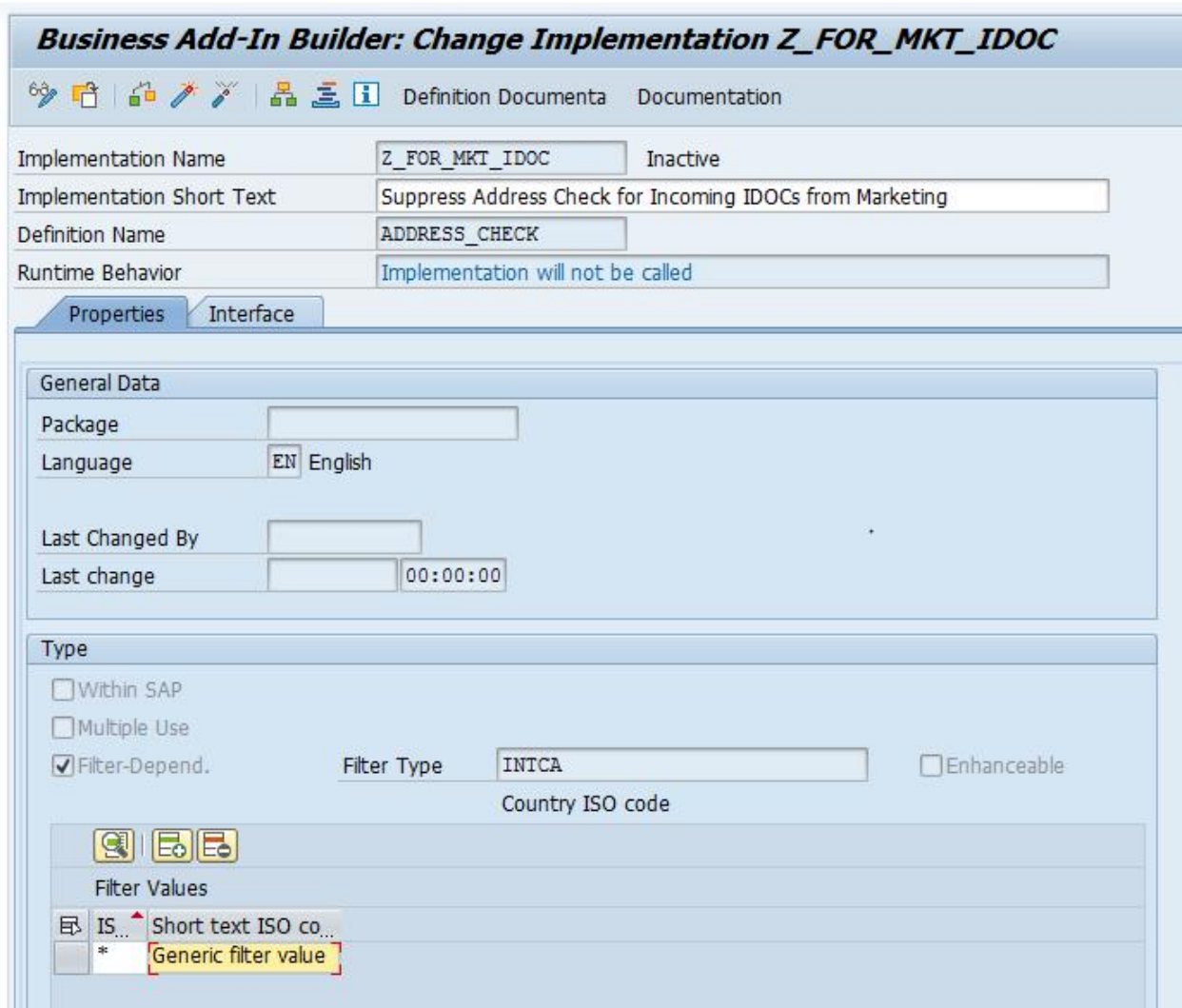
Classic BAdI
BAdI Name: ADDRESS_CHECK

Create Impl.

Press "Create Impl." Button. A pop-up appears. Fill in your implementation name in field "Implementation Name" press Enter.



A new screen appears. Fill in your implementation short text in field "Implementation Short Text". The Business Add-In (BAI) is filter dependent with country as filter value. You can suppress address checks for each country, separately. In this how-to guide, we choose generic filter value "*" to suppress address checks for all countries in one BAI implementation. Press the "Save" button.



A pop-up appears. Fill in an appropriate package in field "Package" and press the "Save" button.

Create Object Directory Entry

Object: R3TR SXCI Z_FOR_MKT_IDOC

Attributes

Package:

Person Responsible: MYUSER

Original System: R3C

Original language: EN English

Created On:

Local Object Lock Overview

Select tab "Interface" and double-click on method "IS_ACTIVE_FOR_COUNTRY".

Business Add-In Builder: Change Implementation Z_FOR_MKT_IDOC

Implementation Name: Z_FOR_MKT_IDOC Inactive

Implementation Short Text: Suppress Address Check for Incoming IDOCs from Marketing

Definition Name: ADDRESS_CHECK

Runtime Behavior: Implementation will not be called

Interface

Interface name: IF_EX_ADDRESS_CHECK

Name of implementing class: ZCL_IM_FOR_MKT_IDOC

| Method | Implemen... | Description |
|-----------------------|-------------|-------------------------------------|
| IS_ACTIVE_FOR_COUNTRY | ABAP Co... | Determines whether there is a check |
| ADDRESS_POSTAL_CHECK | ABAP Co... | Postal address check |

Default implementation class:

Example implementation class:

Fill in the ABAP code. You can use the following code snippet as template. As value for SY-UNAME take the SAP CRM communication user you noted down in chapter 3.1.

Class Builder: Class ZCL_IM__FOR_MKT_IDOC_Display

| Ty. | Parameter | Type spec. | Description |
|-----|-----------------------------------|--------------|--------------------------------|
| ▶ | value(FLT_VAL) | TYPE INTCA | Country ISO code |
| ▶ | value(EX_SUPPRESS_CHECK_BEFORE) | TYPE T_BOOLE | Flag: no previous formal check |
| ▶ | value(CH_BOOLE) | TYPE T_BOOLE | Country check made flag |

Method: IF_EX_ADDRESS_CHECK~IS_ACTIVE_FOR_COUNTRY Inactive

```

1  METHOD if_ex_address_check~is_active_for_country.
2
3  IF sy-uname = 'CRM user created according to integration guide'.
4
5      ex_suppress_check_before = 'X'.
6
7      CALL FUNCTION 'ADDR_SUPPRESS_REG_DATA_CHECK'
8          EXPORTING
9              suppress_reg_data_check = 'X'
10         EXCEPTIONS
11             OTHERS                  = 0.
12
13  ENDIF.
14
15  ENDMETHOD.

```

“Save” and “Activate” the implementation. Press the “Back” button. Press the “Activate the business add-in implementation” button.

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