



PUBLIC

SAP Best Practices for SAP SuccessFactors Employee Central

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Global Benefits: Configuration Guide - Getting Started

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1 Global Benefits

Purpose

This configuration guide describes all activities you need to carry out before you implement the solution package from system preparation to implementation of the business content and validation.

Further Info

This document is for the following target groups who already have a sound knowledge of the SAP Best Practices solution implementation, including tools and documentation.

- **Business consultants:** Evaluate business content/processes including troubleshooting, FAQ, and further information for extended usage of the package.
- **Implementation consultants (application consultants):** Implementation of business content and processes.

2 Change History

Learn about changes to the documentation for Configuration Guide – Getting Started – Global Benefits in recent releases.

1H 2024

Type of Change	Description	More Info
Added	Added a new section to enhance the Benefits Workflow Group	Enhance Benefits Workflow Group [page 17]

2H 2023

Type of Change	Description	More Info
Added	Added a new topic on Ticket Component.	Ticket Component [page 25]
Deleted	People Profile upgrade no longer valid	

1H 2023

Type of Change	Description	More Info
None	We did not update this document	

3 Solution Overview

The SAP Best Practices content for Benefits:

- Is based on SAP SuccessFactors Employee Central – Global Benefits.
- Provides an accelerated deployment of the required configuration settings.
- Provides preconfigured content for:
 - Best Practices Employee Central Benefits Setup
 - Best Practices Employee Central Benefits (United States)
 - Best Practices Employee Central Benefits (India)
 - Best Practices Employee Central Benefits (Japan)
 - Best Practices Employee Central Benefits (Canada)

4 Preparing Implementation

4.1 SAP SuccessFactors Provisioning Settings

In the SAP SuccessFactors instance, the following provisioning switches must be checked in the Company Settings of your company:

► [Edit Company Settings](#) ► [Company Settings](#) ►:

ⓘ Note

If you're using the search capabilities (control F) in Provisioning, the exact text of the setting is listed.

ⓘ Note

Furthermore, the SAP Best Practices solution content for Benefits requires the latest user interface for the Employee Profile – People Profile.

After the activation, additional configuration steps are required and listed in the **Post-Processing** section of this document.

Base Set Up Switch	Action
Enable SAP Best Practices in Upgrade Center. • This switch is designed for usage by consultants and partners only. • Use this switch only in test and development instances. • Disable this switch post implementation.	Enable
Enable Benefits — requires “Employee Central V2 (i.e., Event Reason Derivation)”, “Enable Generic Objects”, “Effective Dated Data Platform”, “Employee Profile data audit” and “Enable the Attachment Manager”	Enable
Enable Document Generation — requires “Enable Generic Objects” and “Enable the Attachment Manager”	Enable

Choose [Save](#).

4.2 Enable Intelligent Services

To activate Intelligent Services, take the following steps:

1. Log on to **SAP SuccessFactors** instance of your company and go to [Admin Center](#) and type [Upgrade Center](#) in the tool search box and select the feature/tool from the list.
2. Inside the Upgrade Center, go to the [Recommended Upgrades and to Intelligent Services](#) section and choose [Learn more & Upgrade](#).
3. You can see the feature details now. At the bottom, choose [Upgrade Now](#).
4. On the next screen, choose [Yes](#).
5. Go back to [Admin Center](#).

4.3 Add Permissions for Intelligent Services Center (ISC)

User Permissions	Settings	Selection
Administrator Permissions	Intelligent Service Tools	
	Intelligent Services Center (ISC)	X
	Manage Integration Tools	
	Access to OData API Metadata Refresh and Export	X

4.4 Refresh Metadata Cache

After enabling the Intelligent Services, you need to refresh the Odata API Metadata using the following steps:

1. Go to [Admin Center](#).
2. Type [ODATA API Metadata Refresh and Export](#) in the tool search box and select the feature/tool from the list.
3. Choose [Refresh](#) located next to [Refresh Metadata Cache](#).

4.5 Addition of Intelligent Services Flow for Employee Hire

Add the following to your Intelligent Services Flow.

- In *Admin Center* type *Intelligence Service Center (ISC)* in the tool search box and select the feature/tool from the list.
- Choose *Employee Hire*. Under *Activity*, choose *New Hire Event Subscriber for Benefits*.
- The details of the event subscriber are displayed on the screen. Here, under the activity *New Hire Event Subscriber for Benefits*, choose *When event is published* for the *TIMING*.
- Click on the ... button. Choose *Save Flow*.

4.6 Addition of Intelligent Services Flow for Employee Rehire

Add the following to your Intelligent Services Flow:

- In *Admin Center* type *Intelligence Service Center (ISC)* in the tool search box and select the feature/tool from the list.
- Choose *Employee Rehire*. Under *Activity*, choose *Rehire Event Subscriber for Benefit*.
- The details of the event subscriber are displayed on the screen. Here, under *Activity Rehire Event Subscriber for Benefit*, choose *When event is published for the TIMING*.
- Click on the ... button. Choose *Save Flow*.

4.7 Addition of Intelligent Services Flow for Employee Termination

Add the following to your Intelligent Services Flow:

- In *Admin Center* type *Intelligence Service Center (ISC)* in the tool search box and select the feature/tool from the list.
- Choose *Employment Termination*. Under *Activity*, choose *Termination Event Subscriber for Benefits*.
- The details of the event subscriber are displayed on the screen. Here, under *Activity Termination Event Subscriber for Benefits*, choose *When event is published* for the *TIMING*.
- Click on the ... button. Choose *Save Flow*.

4.8 Activation of SAP Best Practices Employee Central Benefits

The customer implements the SAP Best Practices Global Benefits module on top of Employee Central Core. If there's an already existing Super Admin User assigned to a role that has the necessary permissions for

activating the solution via the Upgrade Center, then directly carry on with the activation process. If not, enhance the role with these permissions and run the activation of solution via the Upgrade Center.

4.8.1 Prerequisite Upgrade Items

For the Upgrade Item Best Practices Employee Central Global Benefits Core Configuration, the following upgrades are prerequisites:

- People Profile
- Intelligent Services

For the Upgrade Item Best Practices Employee Central Benefits (US), the following upgrades are prerequisites:

- Best Practices Employee Central Benefits Setup
- Best Practices Employee Central Core (United States)
- Best Practices Employee Central Dependents Management (United States)

For the Upgrade Item Best Practices Employee Central Benefits (Canada), the following upgrades are prerequisites:

- Best Practices Employee Central Benefits Setup
- Best Practices Employee Central Core (Canada)
- Best Practices Employee Central Dependents Management (Canada)

For the Upgrade Item Best Practices Employee Central Benefits (India), the following upgrades are prerequisites:

- Best Practices Employee Central Benefits Setup
- Best Practices Employee Central Core (India)

For the Upgrade Item Best Practices Employee Central Benefits (Japan), the following upgrades are prerequisites:

- Best Practices Employee Central Benefits Setup
- Best Practices Employee Central Core (Japan)

Note

Employee Central Core is a prerequisite for the Employee Central Benefits module. Employee Central core is the Employee Central base which helps to perform basic HR Business Processes, like hire to retire.

4.8.2 Manage Permissions for Activation of Solution

For implementing the SAP Best Practices for Global Benefits, some basic permissions are needed to run the activation and to check the result.

User Permissions	Settings	Selection
<i>General User Permission</i>	User Login	X
	Live Profile Access	X
	Company Info Access	X
	User Search	X
Administrator Permissions	Settings	Selection
<i>Manage System Properties</i>	Company Dictionary	X
	Company System and Logo Settings	X
	Manage Home Page	X
	Manage Employee Files	X
	Picklist Management and Picklists Mappings Set Up	X
	Employee Central Feature Settings	X
	Platform Feature Settings	X
	Org Chart Configuration	X
<i>Manage User</i>	Manage Users	X
	Reset User Passwords	X
	Employee Export	X
	Proxy Management	
	Import Employee Data	X
<i>Manage Workflows</i>	Manage Workflow Groups	X
<i>Manage Foundation Objects</i>		Select All
<i>Metadata Framework</i>		Select All
<i>Manage Business Configuration</i>		Select for all elements Vis- ibility: View and Actions: Edit, Import/Export
<i>Admin Center Permissions</i>	Manage Upgrade Center	X

5 Implementation

In this step, the solution is implemented by following the content in the **Upgrade Center** according to the predefined sequence.

The **Upgrade Center** guides you through the content to be implemented.

The Best Practices architecture contains:

- [Best Practices Employee Central Benefits Setup](#) provides the base configuration for the Employee Central Global Benefits.
- [Best Practices Employee Central Benefits \(United States\)](#) provides the configuration for Employee Central US Benefits.
- [Best Practices Employee Central Benefits \(India\)](#) provides the configuration for Employee Central India Benefits.
- [Best Practices Employee Central Benefits \(Japan\)](#) provides the configuration for Employee Central Japan Benefits.
- [Best Practices Employee Central Benefits \(Canada\)](#) provides the configuration for Employee Central Canada Benefits.

After the automated implementation, additional post-processing steps are required. Those steps are described in the **Post-Processing** section.

Based on the provided configuration guides, the SAP Best Practices preconfiguration can be adapted to the customer requirements.

In the content library, you can also find the **Test Scripts**. These documents provide a detailed process step description of the business scenario.

The process diagrams contain a graphical overview of the process flow.

5.1 Running Activation

1. Log on to your **SAP SuccessFactors** instance and go to [Admin Center](#).
2. In [Admin Center](#) type [Upgrade Center](#) in the tool search box and select the feature/tool from the list..
3. On the [Welcome to the SuccessFactors Upgrade Center](#) page, filter by [SAP Best Practices](#). In the [Recommended Upgrades](#) section, you will find the Best Practices Employee Central Global Benefits Setup.
4. Choose [Learn More & Upgrade Now](#).
5. On the [Best Practices Employee Central Benefits Setup](#) page, choose [Upgrade Now](#).
6. In the dialog box, choose [Yes](#) for: [Are you sure you want to upgrade to Best Practices Employee Central Benefits Setup?](#)

Note

You won't be able to undo this feature once it's upgraded.

7. A dialog screen confirms the update and that the activation is executed in the background.
8. Track the status of the upgrade as described in the next section.

5.2 Tracking Process

The activation schedules several background jobs for executing each single configuration step.

After triggering the activation of the content, several emails will be sent out to the user who triggered the activation in upgrade center:

- One with the subject *Upgrade Center Notification: " Best Practices Employee Central Benefits " Upgrade Status*, which provides you the final status of the upgrade.
- One with a detailed log of the different configuration steps and their status.

Once the steps mentioned previously are successful, you can follow the same set of steps to execute the Best Practices Employee Central Benefits Localizations in the Upgrade Center.

6 Post-Processing

6.1 Setup Global Benefits Super Admin

The predelivered Global Benefits admin role **SFCC Super Admin (Global Benefits)**, is created as part of the automation. It covers all required global benefits permissions for doing configuration and running the business processes. In the following steps, this role is assigned to an own permission group. If there's any suitable group already existing in your company, feel free to use that one, and skip the following steps.

6.1.1 Create Global Benefits Admin User

Use

This section describes how to create a super admin user, if not yet done. This user will be used for the business process execution and the further configuration.

Procedure

1. Log on to your **SAP SuccessFactors** instance and go to [Admin Center](#) using the following information:

Link	<a href="https://<server>.successfactors.com/login">https://<server>.successfactors.com/login
------	---

Menu Path	Home > Admin Center
-----------	---

2. In the [Admin Center](#) portlet, select [Update User Information](#) and create a new super admin user, via the [Import Employee Data](#) functionality. To do so, take the following steps:
 - Type [Import Employee Data](#) in the tool search box and select the feature/tool from the list.
 - Choose [Download a blank CSV template](#) > [Basic Import](#) and save the file on a share.
 - Fill the file with the following information:

Field Name	Value
<i>STATUS</i>	active
<i>USERID</i>	<user id>
<i>USERNAME</i>	<user name>
<i>FIRSTNAME</i>	<first name>
<i>LASTNAME</i>	<last name>
<i>GENDER</i>	for example, M
<i>EMAIL</i>	
<i>MANAGER</i>	NO_MANAGER
<i>HR</i>	NO_HR
<i>DEPARTMENT</i>	N/A
<i>JOBCODE</i>	N/A
<i>DIVISION</i>	N/A
<i>LOCATION</i>	
<i>TIMEZONE</i>	for example, US/Eastern
<i>DEFAULT_LOCALE</i>	for example, en_US

- Save the file.
 - In the *Admin Center*, type *Import Employee Data* in the tool search box and select the feature/tool from the list.
 - Choose *Basic Import*, browse for the filled file, keep file encoding Unicode (UTF-8).
 - First, validate the import file before importing it.
3. Reset the password via the *Manage Employees* ➤ *Reset User Passwords* portlet.
 4. On the *Resetting User Passwords* screen, search for the newly created user. Enter **New Password** and **Confirm Password** and choose *Reset User Password*.

6.1.2 Create Global Benefits Admin Group

1. Log on to the **SAP SuccessFactors** instance of your company and go to *Admin Center*.
2. Type *Manage Permission Groups* in the tool search box and select the feature/tool from the list.
3. Choose *Create New*. The *Permission Group* page opens.

4. On the [Definitions](#) tab, enter **SAP Best Practices Global Benefits Admin** for the group name.
5. In the [Choose Group Members: People Pool](#) section, in [Pick a category](#), choose [User name](#) or any other fitting filter criteria.
6. In the [Search Results](#) window, select the admin user, which was created in the previous step or that already exists in the system. If there are any other filter criteria, select a corresponding value.
7. Choose [Done](#).

6.1.3 Assignment Global Benefits Admin Group and Role

1. Go back to [Admin Center](#). Type **Manage Permission Roles** in the tool search box and select the feature/tool from the list. The [Permission Role List](#) page opens. Select the **Global Benefits** admin role already created.
2. Scroll down to the [3. Grant this role to...](#) section and choose [Add](#). On the [Grant role to:](#) page, select [Permission Group](#) and the Global Benefits admin group. For the target population, choose [Everyone](#).
3. Choose [Done](#).
4. Choose [Save Changes](#).

Note

If you're implementing an EC Benefit Localization for a country, for example, [Best Practices Employee Central Benefits \(United States\)](#), you can choose to add the relevant Permission Role to your Benefits Admin Group (for example, [SFCC Super Admin \(Benefits USA\)](#)).

6.2 Configure Benefits Details in People Profile

To access the People Profile, proceed as follows:

1. Go to [Admin Center](#).
2. Type **Configure People Profile** in the tool search box and select the feature/tool from the list.
3. In the resulting screen, search for [Enrollments](#) within [Available Blocks](#). Drag the block from the right side of the screen and drop [My Active Enrollments](#) in the left side of the screen in the [Employment Information](#) section.
4. Rename the title of the subsection.
5. Choose [Save](#).

6.3 Replace Dummy Links in Benefit Open Enrollment Configuration

In the *Benefit Open Enrollment Configuration*, external links are required for **Instruction** and **Terms and Conditions**. These links direct the employee outside of Employee Central.

To replace the dummy links delivered with the automation content, proceed as follows:

1. Go to *Admin Center*.
2. Type **Benefits Admin Overview** in the tool search box and select the feature/tool from the list.
3. On the *Benefits Admin Overview* page, choose *Benefit Open Enrollment Configuration* in the *Search* field, and in the second search field, select *US Open Enrollment*.
4. Choose ► *Take Action* ► *Make Correction* ►.
5. Replace the links in fields *Link to Instruction* and *Link to Terms and Conditions* with your company-specific links. Ensure that the links provided here are secure and within your security norms.
6. Choose *Save*.

6.4 Assign Pension Funds to Your Pension Benefit

For the **USA** and **Canada** localizations, you can assign pension funds to your pension benefit.

1. Go to *Admin Center*.
2. Type **Benefits Admin Overview** in the tool search box and select the feature/tool from the list.
3. On the *Benefits Admin Overview* page, choose *Benefit* in the *Search* field, and in the **second search field**, select your *Pension benefit*.
4. Choose ► *Take Action* ► *Make Correction* ►.
5. In the *Specify Plan Details* section, go to the *Pension Funds* dropdown. In the dropdown, select the relevant *Pension Fund(s)* for this *Pension benefit*.
6. Choose *Save*.

6.5 Enhance Benefits Workflow Group

You can use the below steps to enhance the benefits workflow group after the Benefits localization upgrade is successful.

1. Go to *Admin Center*.
2. Type *Manage Workflow Groups* in the tool search box and select the feature/tool from the list.
3. In the search box at the top, key in **SFCC_Benefits_Admins**. Click on the search result.
4. In the *Choose Group Members* section, click on *Add another category* button.

5. In the dropdown, you can choose [Country/Region](#) and add the country/region as per your requirement for workflows. You can also add the [Job Code](#) for your benefit administrator in case you want to have a specific Job Code administrator processing the workflows.
6. Choose [Done](#).

6.6 Enable Mobile Features of SAP SuccessFactors App

To make use of the SAP SuccessFactors App make sure to enable the necessary Mobile Features.

To do this, take the following steps:

1. Go to ► [Admin Center](#) ► and type [Enable Mobile Features](#) in the tool search box and select the feature/tool from the list. Go to the [Modules](#) section.
2. Based on the implementation scope enable the checkbox [Benefitis](#).

More information about the supported processes can be found in the corresponding test scripts.

7 Schedule Jobs for Benefits India

7.1 Service Anniversary Benefit

To automatically trigger claim for all eligible employees, you must configure a job-based schedule for the system.

To configure a job scheduler, perform the following steps:

1. Log on to [Provisioning](#) and select the relevant company.
2. Go to [Managing Job Scheduler](#) and select [Manage Scheduled Jobs](#).
3. On the [Create New Job](#) page, under the [Job Definition](#) section, enter the following details:
 1. Job Name
 2. Job Owner
 3. Job Type

Choose the [Benefits Service Anniversary](#) Job. To execute the job, specify the time frame. The system uses the trigger range and the time frame to determine all the eligible employees, and to create service reward claims for those employees.

1. Under the [Job Occurrence and Notification](#) section choose one of the following radio buttons:
 1. Once: Single run of the job for the timeframe specified.
 2. Recurring: Choose the frequency for the job to recur such as daily, weekly, and so on. A job runs daily / weekly / monthly to detect the eligibility changes and trigger claim.
2. To specify the time range for the job, choose the start date and end date along with the time.
3. Enter the email address of all users whom you want to send notifications about the job execution. Choose [Save](#).

7.2 Birthday Voucher Benefit

Configure a job-based schedule for the system, to automatically trigger claims for all eligible employees.

To configure a job scheduler, take the following steps:

1. Log on to [Provisioning](#) and select the relevant company.
2. Go to [Managing Job Scheduler](#) and choose [Manage Scheduled Jobs](#).
3. On the [Create New Job](#) page, under the [Job Definition](#) section, enter the following details:
 - Job Name
 - Job Owner
 - Job Type

Choose the [Benefits Birthday](#) job. To execute the job, specify the time frame. The system uses the trigger range and the time frame to determine all the eligible employees and to create service reward claims for those employees.

1. Under the [Job Occurrence and Notification](#) section, choose one of the following radio buttons:
 - Once: Single run of the job for the timeframe specified.
 - Recurring: Choose the frequency for the job to recur such as daily, weekly, and so on. A job runs daily / weekly / monthly to detect the eligibility changes and trigger claim.
2. To specify the time range for the job, choose the start date and end date along with the time.
3. Enter the email address of all the users whom you want to send notifications about the job execution. Choose [Save](#).

8 **Aged-Out Child Dependents for Benefits USA**

For Benefits USA, there's a check that doesn't allow an employee to enroll a child dependent who is more than 26 years old. However, there's a scenario where the child dependent becomes 26 years in the middle of the year. To handle such a scenario, you can create a report to track all the child dependents that would be attaining 26 years of age in a period (for example, a month). A Benefits Admin can create an exception and unenroll that child dependent from the employee benefit.

9 Permission Roles

This section provides an overview of the roles delivered/created as part of this solution package.

Each upgrade provides separate roles to easily identify the delta permissions needed for running a process. For testing purposes they can be easily assigned to existing permission groups. For productive usage we recommend to merge the permissions with existing permission group based on the requirements.

For more information regarding the Implementation design principles for role based permission, check <https://launchpad.support.sap.com/#/notes/2911393>.

Role	Description	Building Block Config. Guide	Permission
SAP BestPractices Upgrade Center Admin	Upgrade Center Admin Role	Creation described in Configuration Guide – Getting Started.	All system permissions for implementing SAP Best Practices content via Upgrade Center.
SFCC Super Admin (Global Benefits)	SFCC Super Admin (Global Benefits)	Delta permissions delivered via Upgrade Center.	Only Global Benefits related permissions.
SFCC Super Admin (Benefits USA)	SFCC Super Admin (Benefits USA)	Delta permissions for USA Benefits delivered via Upgrade Center.	Only permissions needed for the USA Benefits Admin.
SFCC Employee on Self (Benefits USA)	SFCC Employee on Self (Benefits USA)	Delta permissions for US Benefits delivered via Upgrade Center.	For all the employees based out of the USA.
SFCC HRBP (Benefits USA)	SFCC HRBP (Benefits US)	Delta permissions for the USA Benefits delivered via Upgrade Center.	Only Permissions needed for the USA HR Business Partner.
SFCC Super Admin (Benefits IND)	SFCC Super Admin (Benefits IND)	Delta permissions for India Benefits delivered via Upgrade Center.	Only Permissions needed for India Benefits Admin.
SFCC Employee on Self (Benefits IND)	SFCC Employee on Self (Benefits IND)	Delta permissions for India Benefits delivered via Upgrade Center.	For all the employees based out of India.
SFCC HRBP (Benefits IND)	SFCC HRBP (Benefits IND)	Delta permissions for India Benefits delivered via Upgrade Center.	Only Permissions needed for India HR Business Partner.
SFCC Manager (Benefits IND)	SFCC Manager (Benefits IND)	Delta permissions for India Benefits delivered via Upgrade Center.	Only Permissions needed for India Benefits Manager.

Role	Description	Building Block Config. Guide	Permission
SFCC Super Admin (Benefits JPN)	SFCC Super Admin (Benefits JPN)	Delta permissions for Japan Benefits delivered via Upgrade Center.	Only Permissions needed for Japan Benefits Admin.
SFCC Employee on Self (Benefits JPN)	SFCC Employee on Self (Benefits JPN)	Delta permissions for Japan Benefits delivered via Upgrade Center.	For all the employees based out of Japan.
SFCC HRBP (Benefits JPN)	SFCC HRBP (Benefits JPN)	Delta permissions for Japan Benefits delivered via Upgrade Center.	Only Permissions needed for Japan HR Business Partner.
SFCC Manager on Direct Reports (Benefits JPN)	SFCC Manager on Direct Reports (Benefits JPN)	Delta permissions for Japan Benefits delivered via Upgrade Center.	Only Permissions needed for Japan Benefits Manager.
SFCC Super Admin (Benefits CAN)	SFCC Super Admin (Benefits CAN)	Delta permissions for Canada Benefits delivered via Upgrade Center.	Only Permissions needed for Canada Benefits Admin.
SFCC Employee on Self (Benefits CAN)	SFCC Employee on Self (Benefits CAN)	Delta permissions for Canada Benefits delivered via Upgrade Center.	For all the employees based out of Canada.
SFCC HRBP (Benefits CAN)	SFCC HRBP (Benefits CAN)	Delta permissions for Canada Benefits delivered via Upgrade Center.	Only Permissions needed for Canada HR Business Partner.
SFCC Manager (Benefits CAN)	SFCC Manager (Benefits CAN)	Delta permissions for Canada Benefits delivered via Upgrade Center.	Only Permissions needed for Canada Benefits Manager.
SFCC HRBP (Benefits USA)	SFCC HRBP (Benefits USA)	Delta permissions for the USA Benefits delivered via Upgrade Center.	Only Permissions needed for the USA HR Business Partner.
SFCC HRBP (Benefits IND)	SFCC HRBP (Benefits IND)	Delta permissions for India Benefits delivered via Upgrade Center.	Only Permissions needed for India HR Business Partner.
SFCC Manager (Benefits IND)	SFCC Manager (Benefits IND)	Delta permissions for India Benefits delivered via Upgrade Center.	Only Permissions needed for India Benefits Manager.
SFCC HRBP (Benefits JPN)	SFCC HRBP (Benefits JPN)	Delta permissions for Japan Benefits delivered via Upgrade Center.	Only Permissions needed for Japan HR Business Partner.
SFCC Manager on Direct Reports (Benefits JPN)	SFCC Manager on Direct Reports (Benefits JPN)	Delta permissions for Japan Benefits delivered via Upgrade Center.	Only Permissions needed for Japan Benefits Manager.
SFCC HRBP (Benefits CAN)	SFCC HRBP (Benefits CAN)	Delta permissions for Canada Benefits delivered via Upgrade Center.	Only Permissions needed for Canada HR Business Partner.

Role	Description	Building Block Config. Guide	Permission
SFCC Manager (Benefits CAN)	SFCC Manager (Benefits CAN)	Delta permissions for Can- ada Benefits delivered via Upgrade Center.	Only Permissions needed for Canada Benefits Manager.

10 Ticket Component

In case any issue occurs, report an incident using component LOD-SF-SBP.

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