Service-Enabled Procurement Scenario

Business Scenario Script
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Pre-requisites

Note: Reference within these notes to “laptop” refers to demonstrating this scenario on a small PC with all data on the external hard drive, or if your particular equipment has slow performance; “server” refers to demonstrating this scenario on a dual CPU machine with data on external drive or copied to an internal drive. Copy as much data as possible to an internal drive and test your performance. Always run the mini-test in step 9 before a public demonstration.

1. Adobe Acrobat Read 7.0.9 is installed on client PC.

2. Listen to recorded Business Scenario demo at least one time.

3. Practice this script at least one time

4. Start SAP Systems 1 hour before demo

5. Verify data is setup correctly:
   1. Login as Proc_Admin/sap123
   2. Change to full screen view (F11)
   3. Go to Procurement > Monitor > BW Data
   4. Verify that 8 products have positive Missing Stock Qty, Backlog Revenue and Gross Margin values, including Cool Tools at 30 missing stock units
   5. If data correction is needed:
      1. Go to Procurement > ERP Transactions > R3 Update Sales Order VA02
         a. Click Orders button
         b. Type Material T20070 (for Col Tools, otherwise use T200XX as necessary), Enter
         c. Type Sales Organization BP01, Enter
         d. Double-click on SD Doc number at top of list
         e. Add or subtract from quantity ordered as necessary
         f. Click Save button
      2. Go to Procurement > Monitor > BW RSMON Extract – edit past here
         a. Right-click on ESA Discovery Server BW Extraction, select Schedule
         b. Click Schedule tab
         c. Click Start button
         d. Wait until Batch job activated message displays
   3. Wait ten minutes
   4. Recheck that BW Biz Data is correct for demo

6. Go to Monitor > Cache Data
   1. Click Instantiate button one time only and wait for report. If report does not display, the Web Dynpro app timed out before execution completed but the transactions are still executing on the backend. (You can always check activity in SAP MMC: Refresh data in WP Table until all instances are in “wait” status.)
7. Go to Monitor > BW Extraction RSMON (Server mode only)
   1. Right-click on ESA Discovery Server BW Extraction, select Schedule
   2. Click Schedule tab
   3. Keep this Window in this position during demo

6. Configure mail server and mail address for manager approval step
   1. Configuration in the visual administrator
      - Logon to the visual administrator
      - Navigate to “Server -> services -> cf/eu/gp/model”
      - Make sure that the entry “smtp.server” is configured to a valid SMTP server
      - Make sure that the entry “smtp.service_user_mail” is configured to a valid mail address
        that will sent the approval request (i.e. workflow@sap.com)
      - If changes are required, apply changes, save and restart the “caf/eu/gp/model” service
   2. Configuration in the portal
      - Logon to the portal with using j2ee_admin
      - Navigate to “Content administration -> Portal content”
      - In the portal catalog, navigate to “Portal content -> SAP Discovery System ->
        Procurement -> Roles -> Proc Agent” and open the role
      - Select the iView: “Start procurement process with approval” and click edit
      - In the property which is called “Application Parameters” add your email address after the
        “EmailAddress=” and save. This email address is the address the approval from will be
        sent to.

7. Setup Sales Person
   1. Login as proc_sales/sap123 (Steve Farmer)
   2. Change to full screen view (F11)
   3. Resize Sales Order Form so Status box is visible (~116%)

8. Setup Procurement Agent
   1. Login as proc_agent/sap123 (Allen McCormick)
   2. Change to full screen view (F11)

9. Setup Warehouse Manager
   1. Login as proc_ware/sap123 (Julie Jones)
   2. Change to full screen view (F11)
   3. Resize Goods Received Form so Status box is visible (~94%)
10. Min-test run:
   1. Switch to Portal – Sales window (server) or navigate to Sales Order Form (laptop)
      Enter Sales Order
      PO: 12345
      Sold-to-Party: RIWA Seattle
      Product: Appliance
      Price: 55
      Quantity: 1
      Click Submit button
   2. Switch to Portal – Procurement (server) or navigate to Procurement (laptop)
      Select Radio group from upper table
      Select Cool Appliance from lower table
      Change the value of ‘Missing Stock Qty’ in lower-right form to 1
      Click on ‘Start Stock Purchase’
      Select Merry Maids supplier > Get Quotes > Enter Amount to Order, quantity 1 >
      Place Order > Click OK
      Write down Purchase Order number, beginning 4500000___
      Click “Analyze Low Stock” button
      Select Gadgets Group from upper table
   3. Switch to Portal – Warehouse (server) or navigate to Good Received Form (laptop)
      Enter PO information:
      PO number:: 500000___
      Supplier Product: Appliance
      Supplier: Merry Maids Cleaning
      Quantity Ordered: 1
      Click Update Goods Received button

Summary Presentation Script, Slide by Slide
11. Business Scenario
   In our business scenario, we use three roles.
   • Our sales person will enter an order
   • The Procurement Manager analyzes his stock requirements and places an order
   • Then our Warehouse Manager receives goods
12. Scenario Summary:
   In this scenario we will demonstrate several different technical proof points:
   • The use of various SAP front ends such as SAP xApp Analytics, Web Dynpro, Adobe
     Interactive Forms and Guided Procedures.
   • The use of Composite Applications and enterprise services.
   • The use of MDM’s capabilities of mapping and consolidating Master Data.
   • XI and ccBPM for mapping between different formats and decision based routing.
   • SAP and non-SAP integration
   • B2B integration with our Suppliers
   [Proceed to click through demo link if recorded demo is desired and demo file in same folder, or
give live demo]
Business Scenario Presenter Script

13. Sales person enters customer order

- One of our sales people, Steve Farmer, takes a customer’s order. He records the order by first opening the sales order form within the Portal.
- He then enters the customers purchase information.
- He submits the order using a Sales Order Create Service.
- Steve can print this order, which now includes Cool Corp’s Sales Order number.

**Action:**

a. Switch to Portal using proc_sales/sap123 – Sales Order Form (server) or navigate to Sales Order Form (laptop)

b. Enter this data
   - Customer PO – 12345
   - Date – automatic
   - Customer – RIWA Chicago
   - Product – Tool
   - Quantity - 40

c. Click Submit

14. Inventory agent checks inventory stock status

- Allen McCormick logs into Cool Corp’s enterprise portal to check that Cool Corp has enough stock on hand or promised from suppliers to meet month-end orders.
- In this scenario, Allen initiates a Guided Procedure which will launch a Composite Application. This GP could have been launched automatically after a Sales Order Availability to Promise check, or within a Universal Work List.
- In his role as Procurement Agent, Allen explores an SAP xApp Analytics application which shows the status of different inventory groups by clicking into the “Group” field in the top table. With each selection the detailed product table and graph of Backlog Revenue and Gross Margin are displayed.
- In the interactive dashboard, the agent notices an inventory item that has backlogged revenue and backlogged gross margin. To ensure sales targets are met, Allen wants to replenish this item urgently. In the lower right, he adjusts the Missing Stock quantity to include a level of safety stock, and then selects “Get Stock”.

**Action:**

d. Switch to Portal proc_agent/sap123 – Monitoring and Purchasing

e. Click Start procurement process with manager approval

f. Fill in the manager email address – tell audience that in real world this information will be retrieved from HR system

g. Click Initiate – now you will see the data on Material Groups.

h. Tell audience what they see within Inventory groups like Gadgets.

i. Click Radio group row, note changes in display

j. Click Gadget group row, click Tool product (done automatically at top of list)

k. In lower right, over-write 30 units with 90 (target number is the sales order quantity plus missing stock number, rounded up to next ten.)

l. Click Get Quote button
15. Inventory agent starts purchase request.
   - The Procurement Agent's selection has opened a Composite Application which utilizes a Supplier Service to the backend listing all suppliers for his missing product. Because month-end is approaching, Allen selects only those vendors on the East Coast, close to Cool Corp's operations and requests current quotations and stock availability using a Product Quote Service.

   **Action:**
   m. Click Select All button, then Control+click on Konner to deselect from list
   n. Click Get Quotes button

16. Inventory agent selects preferred suppliers to get “Availability to Promise” and price quote:
   - To select the best suppliers, the agent reviews the supplier quotes by cost and availability for the missing inventory item, then selects the amounts necessary to meet his needs, and begins the order.
   - Because the product is special, it requires Procurement Manager approval and provides the message that Mike Stevens has the next step in the Guided Procedure.

   **Action:**
   o. Write 35 in quantity box for AT&G supplier (lowest price), click Enter
   p. Click Next button
   q. A notice states that Procurement Manager needs to process this request and an email will be sent to the Manager with approval form
   r. Logoff from the portal

17. Manager approves Purchase order
   - Mike Stevens receives an email to his inbox
   - Open the attached PDF form
   - And approves the PO creation using a Manager Approval Service.

   **Action:**
   s. Open the email from his mail inbox
   t. Open the attached PDF Form
   u. Type approval notice “Okay by me.” And then click the Submit button.

18. Agent review the Purchase Order Confirmation
   - The Agent review the PO confirmation screen that shows data from the manager approval form, from the input he selected (like product name) and additional data of the PO from the “Read Purchase Order” enterprise service

   **Action:**
   v. Login to the portal using proc_agent/sap123 - UWL
   w. Click refresh
   x. Click on the single link in the UWL table called “PO Details”
y. If information is not displayed yet, click refresh
z. Write last digits of PO number/confirm this information needed by the Warehouse Manager: **CHANGE TABLE ORDER**

<table>
<thead>
<tr>
<th>Purchase Order</th>
<th>Supplier Product</th>
<th>Supplier</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>4500000___</td>
<td>Tool</td>
<td>AT&amp;G</td>
<td>35</td>
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</tbody>
</table>

Confirming that the goods have been ordered.

19. Goods have now arrived!
- Julie Jones, Warehouse Manager for Cool Corp logs into the Portal.
- She processes goods receipt using an intuitive screen. For convenience purposes, we have placed this screen inside the Portal.
- She opens the Adobe interactive form, and enters the information for the first goods received
- Selecting the Update button, she initiates a conversation with the backend system using a Goods Received Service …
- and then she enters the information for the other Purchase Order.

**Action:**
- aa. login to the portal using proc_ware/sap123
- bb. Enter purchase order info from above table
- cc. Click Update Good Received button

20. BW Extraction
- In the "real World" BW extractions would be occurring periodically. In our case, with our fully loaded laptops, we can now manually start one extraction pass. I will do that now.

**Action:**
- dd. Switch to Portal – BW Extraction RSMOM (server only; laptops skip this step)
- ee. Click Start button

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**Technical Scenario Presenter Script, Slide by Slide**

**NOTE:** After posting the Goods Receipt, explain the below technical points. …spend a little "creative talking time” about what just happened to give system time to refresh the BW infoCubes. Demonstration concludes on step 29 below (server configuration).

21. Technical Scenario: Sales Person
- Sales person enters an order using an Adobe offline form. When the user clicks on the submit button, the form will initiate a call to a sales order service on the composite application that will forward the request to ECC via SAP XI.

22. Technical Scenario: Procurement Agent (1)
- Sales Orders and Inventory data is extracted from ECC into a cube in BW
• Procurement manager logs into portal and launches their SAP xApp Analytics app, pulling data from an SAP BW cube.

23. Technical Scenario: Procurement Agent (2)
• When the manager clicks on Start Stock Purchase, the selected product ID, quantity required, and average price are transmitted to Web Dynpro.

24. Technical Scenario: Procurement Agent (3)
• In our customer landscape the supplier data is dispersed in two ERP Systems: one is SAP ECC 6.0 and the other is a non-SAP (Database). Using SAP XI we are able to extract, consolidate and de-duplicate this data into MDM.
• The procurement agent launches a Web Dynpro application which interacts with a Composite Application via Enterprise Services to pull a supplier list from MDM for the backlogged product. The supplier list is displayed to the user in the same screen.

25. Technical Scenario: Procurement Agent (4)
• The Web Dynpro interacts with the Product Quote enterprise service on the composite app to get from MDM the suppliers’ external product ID’s.
• These ID’s are used by the composite application to send a request to XI to retrieve the Suppliers quotes.
• ccBPM will take the selected suppliers from the request and route the request to each of the designated destinations of the suppliers using decision based routing.
• Each of the suppliers is implemented as an external web service that has predetermined data.

26. Technical Scenario: Procurement Agent (5)
• XI retrieves the data returned from the suppliers and returns the consolidated result to the Web Dynpro via the composite application.

27. Technical Scenario: Procurement Agent (6)
• The agent enters the amount to be ordered in the input field, the total order value and total quantity ordered are calculated and can be modified.
• When the agent chooses the “Place Order” key, the data is transferred via the Purchase Order enterprise service on the composite application, to XI and subsequently to ECC.
• The composite application will issue a PO request to ECC via XI.
• ECC will notify the suppliers regarding the PO.

28. Technical Scenario: Procurement Agent (7)
• The agent initiates an email request to his manager.
• Guided procedures email integration sends an email to the manager with Adobe form attached.

29. Technical Scenario: Procurement Manager (7)
• The manager receives an email, review the data and approves or rejects the order.
• The Adobe form will issue a request to the ECC via XI to create the purchase order.
30. Technical Scenario: Procurement Agent (7)
   - The composite application consolidates the reference numbers returned from ECC for each PO, and a confirmation screen is displayed with the relative reference numbers.
   - The confirmation screen consolidates data from 3 different sources: the agent input like the product name (cool tool), the manager comment and additional data of the PO retrieved by the “Read purchase order” enterprise service which is called in the background (like PO data and transfer location).

31. Technical Scenario: Warehouse Manager
   - When the Warehouse manager logs into the portal, they select a “Goods Receipt” link that launches an online Adobe Interactive Web form where they can enter the Supplier, Supplier's product ID, and the quantity, arrival date.
   - Warehouse manager submits the Goods Receipt Form which is transmitted to ECC via composite application exposed as an enterprise service routed through XI.

32. Technical Scenario: Procurement Agent
   - The Procurement agent logs into the portal, and launches their SAP xApp Analytics app to see that the stock shortage has been relieved.

**Inventory Manager Scenario Presenter Script**

33. Inventory manager checks inventory stock status
   - The Procurement Agent returns to his Portal, and notes the old quantity of missing stock in the Analysis of Low Stock, refreshes the Portal page. Exploring the Gadgets group, he sees his needs for Tools are now fulfilled and have been removed from this report. He now puts his attention on the next inventory item.

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<tr>
<th>Action:</th>
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<tbody>
<tr>
<td>ff. Switch to Portal - Procurement (server only; laptops skip this step)</td>
</tr>
<tr>
<td>gg. Click Analyze Low Stock button</td>
</tr>
<tr>
<td>hh. Tell audience they are seeing previous low stock condition</td>
</tr>
<tr>
<td>ii. Refresh Procurement page (if display does not change, then BW extractions are not complete. Wait a couple of minutes and try again)</td>
</tr>
<tr>
<td>jj. Tell audience that Gadgets is no longer the biggest low stock problem so Television group has moved to top</td>
</tr>
<tr>
<td>kk. Click through Gadgets group and note that Cool Tools is no longer short of stock so is not on this list</td>
</tr>
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**End of Scenario – Reset After Demo**

34. Reset the values in Missing Stock for Tools product in preparation for next running of scenario.

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<tbody>
<tr>
<td>ll. Switch to Portal – BW Extraction RSMON (both server and laptop)</td>
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<tr>
<td>mm. Go to step 5 and run as necessary until data is successfully reset and Cool Tools Missing Stock Qty is 2974.</td>
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