Work Stream	XYZ
Version #	1.0
Last Revised Date	
Process Implementation Date	
SOP Owner	
SOP Approver	

Table of Contents

1. Overview

1.1 General Information

Audience	Global Process Users and Service Line Users
Frequency	As and when required

1.2 Related Internal Policies and Processes

Upstream/Downstream processes	**Upstream**: NA **Downstream**:

1.3 Systems/Tools

1.3.1 Global Systems/Tools

System/Tool	System ID/Name	Description
Fiori	P41	Fiori Production
MDG	P45	MDG Production
SAP S/4 HANA	P40	S/4 HANA Production
SAP ECC	P08	SAP Legacy Production

1.3.2 Market-specific/Regional Systems/Tools

System/Tool	System ID	Description
NA	NA	NA

2. Executive Summary

2.1 Synopsis

The ABC Company has transactions with companies from all over the world. These transactions need to be tracked and the Country Code is a field used to identify transactions of ABC with an associate company from another country.

Any request to update a Country Code is raised in the Finance Request Form through Fiori. The request is initiated by the Requestor. The key field for the Country Code form is Title, as the Country Code itself cannot be a mandatory field at the Requestor level due to the business requirements.

The Requestor uses the search functionality to display all the Country Codes created within the Master Data Governance (MDG) framework to check if the Country Code (for which the request is raised) exists in the system. If the Country Code exists, the request to update the Country Code is created. However, if the Country Code does not exist, the Requestor then raises a request to create the Country Code. The ISO Country Code is the key field to be filled in the FRF as the Country Code itself cannot be a mandatory field at the Requestor level due to the business requirements. Once the Requestor enters the title, it cannot be changed.

When a Country Code needs to be updated, a request is created by the Requestor through the FRF in Fiori. The Requestor fills the FRF by answering a series of questions and submits the form to trigger the approval workflow.

The roles involved in updating a country code are:

- Requestor (Generic)
- Business Process Steward
- Business Process Leader (BPL)
- IT Configuration Team

The Business Process Steward receives the request through an e-mail notification in his/her inbox along with a hyperlink. He/she reviews the request and searches for the Country Code (for which the update request has been submitted) in Fiori.

If the queried Country Code is not found, the Business Process Steward adds relevant comments in the FRF and terminates the request by rejecting it. An e-mail notification along with a hyperlink is triggered to the Requestor to notify the action taken on the request.

However, if the queried Country Code is found, the Business Process Steward enriches the FRF and performs one of the following actions:

- **Approve**: The request is approved and routed to the Business Process Lead.

- **Reject**: The request is rejected and is automatically terminated. The Business Process Steward enters the appropriate comments citing the reason for rejection.

- **Return**: The request is sent back to the Requestor to gather additional information. The Business Process Steward adds his/her comments, seeking additional information that needs to be added to the change request.

This triggers an e-mail notification with a hyperlink to the Requestor, who then performs one of the following actions:

- Re-submit the request back to the Business Process Steward

- Withdraw the request

After the Business Process Steward approves the request, an e-mail notification is triggered to the Business Process Lead (BPL) that contains the hyperlink to access it. Based on his/her review, the BPL performs one of the following actions:

- **Approve**: The request is approved, triggering an e-mail notification to the Business Process Steward, Requestor, and IT Configuration Team to confirm that the request has been completed.

- **Return**: The request is sent back to the Requestor, seeking additional information in the change request.

If the change request is not approved, the BPL updates the Notes section, citing the missing requirements and clicks the Send for Revision button. An e-mail notification along with the hyperlink is triggered to the Requestor for review, who may then decide whether to resubmit or withdraw the request after reviewing the comments.

The Requestor reviews the request and validates if he/she wants to continue with the request. If no, the Requestor withdraws the request thus, ending/closing it. However, if the Requestor decides to continue with the request, he/she then enriches the request and resubmits it. This triggers an e-mail notification with the hyperlink of the action taken to the Business Process Lead.

Once the change request is approved by the BPL, the IT Configuration Team configures/updates the required Country Code in the S/4 HANA system by creating an incident through the Change Request Management (ChaRM) approval process in the Solution Manager. The configuration (Country Code update) that is done in the S/4 HANA system is transported to MDG using the SAP Landscape Transformation Replication Server (SLT). The IT Configuration Team performs the dual maintenance in the P08 system.

Note: The Country Code will be available for transaction after quarterly finance maintenance week (fourth week of every quarter on Thursday for quarter months, March, June, September, and December).

2.2 Objective

This process enables you to create and approve a Change Request to update a Country Code.

2.3 Process-specific Service Level Agreements (SLAs)

Note: Governance ppt link will be added here once it is received from the Business.

2.4 Risks and Controls

2.4.1 Global Risks and Controls

Risk	Control

2.4.2 Market-Specific Risks and Controls

Risk	Control
NA	NA

2.5 Roles and Responsibilities

Role	Responsibilities
Requestor	• Searches for the Country Code in Fiori • Populates the FRF in Fiori to Update Country Code
Business Process Steward	• Reviews the request • Enriches the Request • Rejects, returns or approves the request • Submits the request to the Business Process Lead
Business Process Lead	• Reviews the request received by from Business Process Steward • Validates and approves if the request is valid Return the request along with providing reasons for the return

IT Configuration Team	• Updates the Country Code in S/4 HANA system. • Performs Dual Maintenance in P08

3. Inputs

Input	File Type and Location	Frequency	Owner	Purpose/Usage
Email		As per business requirement		Updating a Country Code

4. Process Map

Given below is a high-level process map that describes this process:
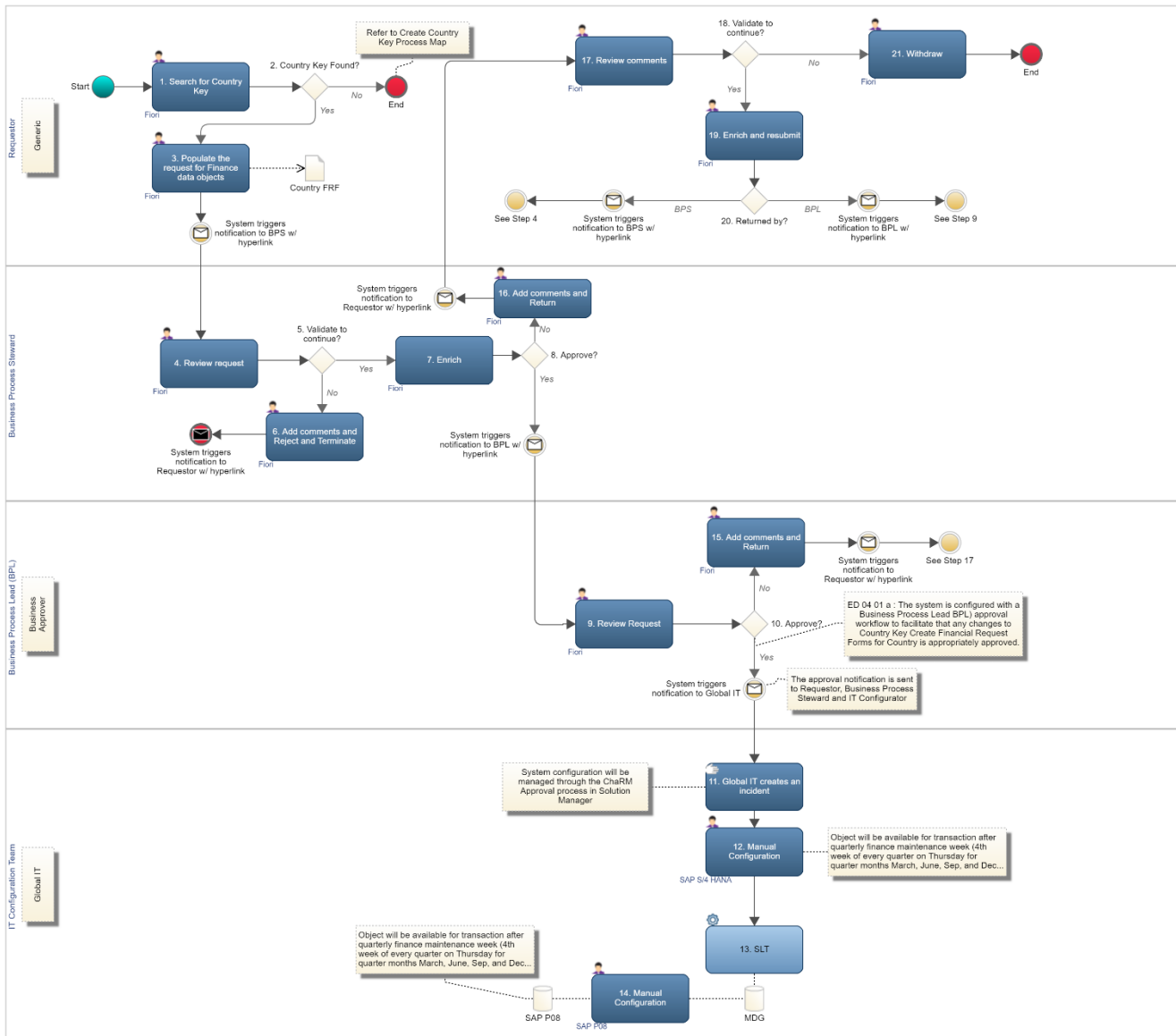
5. Process Description

Disclaimer!

Please note that the screenshots used in this document are purely for illustration purposes. For example, the Change Request numbers between the screenshots of the 'email with the hyperlink' and other steps will not be aligned since the hyperlink feature is new and was not a part of the original release.

4.1 Submit the Request to Update a Country Code

The Requestor will perform the following actions to request Update the Country Code:

1. Log in to the P41 Fiori system using the Requestor ID and password.
   Note: To navigate directly to Fiori, click the following link:
   https://t41ixa01.na.ko.com:4300/sap/bc/ui2/flp?sap-client=030&sap-language=EN#Shell-

2. The default SAP Fiori home page is displayed. At the top-right side, click the drop-down arrow and select the **FI: MD - Finance Request Form** list option.
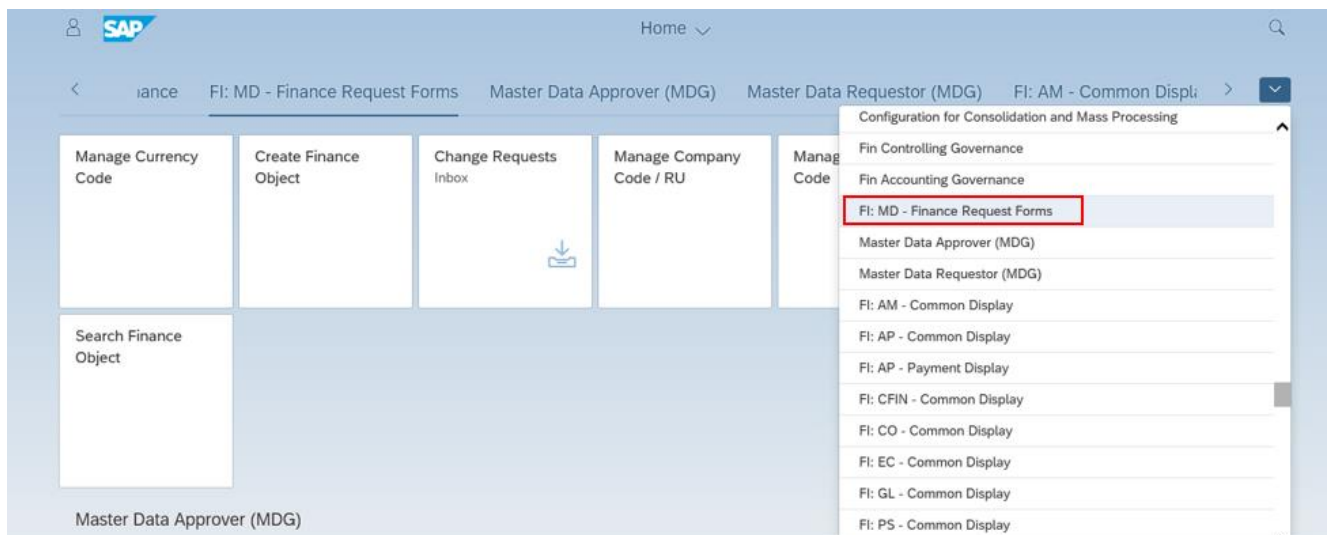
3. From the **FI: MD - Finance Request Forms** tab, select the **Manage Country Code** tile.
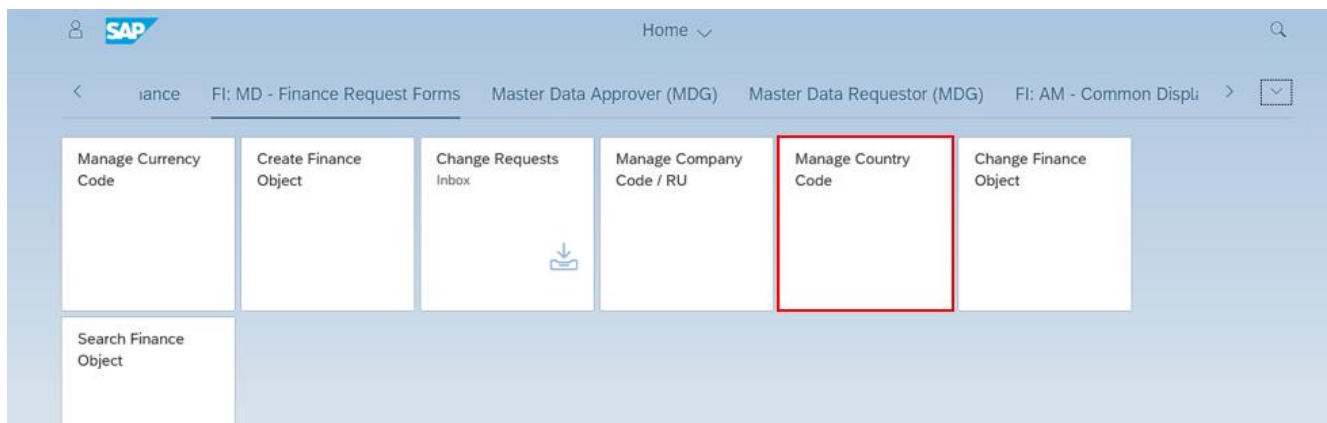
4. The **Search section: ISO Country Code** page is displayed. In the **ISO Country Code** field, click the required Country Code.

5. Once the required Country Code is entered, click the **Search** button to search for the Country Code in Fiori.

6. The **Results** section displays the queried Country Code. If no Country Code is found, then the request is terminated, and the process for a new Country Code needs to be followed.

7. From the **Result List** section, click the queried Country Code hyperlink.

8. **Country Code** page is displayed. Click the **Edit** hyperlink to enrich the Finance Request Form.

9. Enrich the Finance Request Form by updating the Finance Data object fields.

10. Once the Change Request details are entered, click the **Check** hyperlink to detect any errors in the FRF.

11. If no errors are found, a notification appears on the bottom-left corner of the screen, indicating that there are no errors in the request.

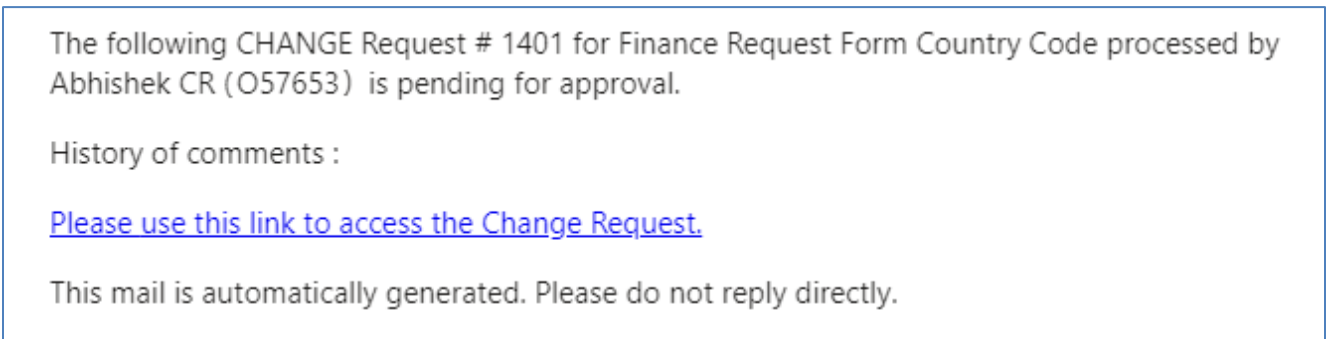12. Click the **Submit** button.

13. Notifications appear at the bottom-left corner of the screen, indicating that the Change Request has been submitted to the Business Process Steward.

4.2 **Review the Submitted Change Request**

Once the request to update Country Code is submitted by a Requestor, a system triggered e-mail notification with a hyperlink to access the change request is sent to the Business Process Steward. The email notification will also contain any notes added in the Finance Request Form while submitting the request by requestor. Business Process Steward needs to check the notes to go through the relevant information.

A sample of the e-mail notification is displayed below:

The following CHANGE Request # 1401 for Finance Request Form Country Code processed by Abhishek CR (O57653) is pending for approval.

History of comments :

Please use this link to access the Change Request.

This mail is automatically generated. Please do not reply directly.

User can access the change request either through the hyperlink from the email notification or going through the Fiori Launch Pad. Enable Now SOP will contain both the process to access the Change Request, for User Training.

The subsequent steps are shown with Fiori steps, however to proceed to the next step using the hyperlink from the email, go to section 4.2.4.
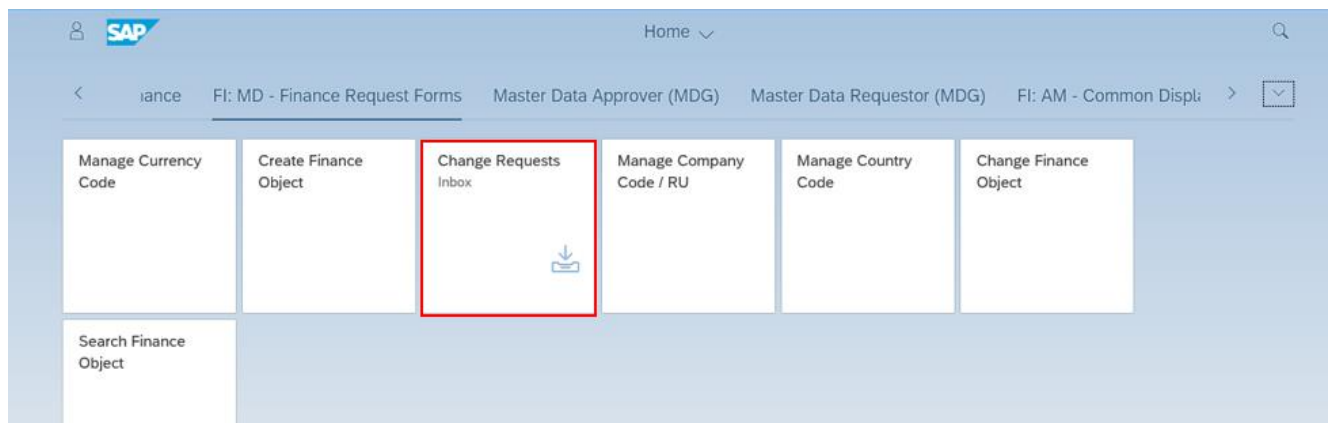
To review the submitted request, as a Business Process Steward, perform the following steps:

1. Log in to the P41 Fiori system using your Business Process Steward ID and password.
   Note: To navigate directly to Fiori, click the following link:
   https://t41ixa01.na.ko.com:4300/sap/bc/ui2/flp?sap-client=030&sap-language=EN#Shell-

2. From the **Finance Request Form** tab, select the **Change Requests** tile.

3. The **MDG: Change Requests** page is displayed and shows all the Change Request items, including the request to update the Country Code. In the **Subject** column, click the **Process Change Request** number hyperlink.

4. The **Country Code** page is displayed and shows the default **General** tab. Review the request in the **General**, **Notes**, and the **Attachments** tab.

   Note: While reviewing the submitted request, the Business Process Steward ensures that the change request is a valid request. The Business Process Steward reviews that the Country Code updated details mentioned in the **General Data**, **Notes**, and **Attachments** are correct. If any of the required parameters are missing or are wrong, the request is terminated or returned along with comments supporting the rejection/return. If the request is valid, the request is submitted for further processing.

5. If the request submitted by the Requestor is not valid, click the **Reject** button.
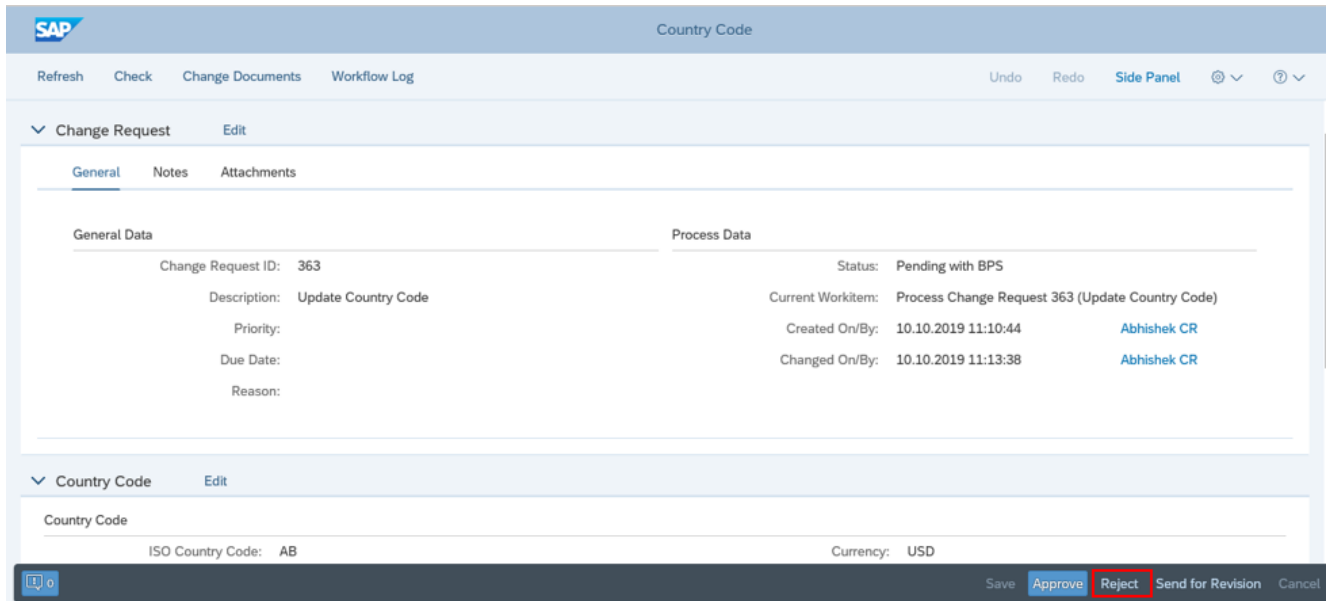
6. A **New Note** pop-up is displayed. It is mandatory to provide supporting comments for the rejection. Add supporting comments for the rejection in the **New Note** box and click the **OK** button.
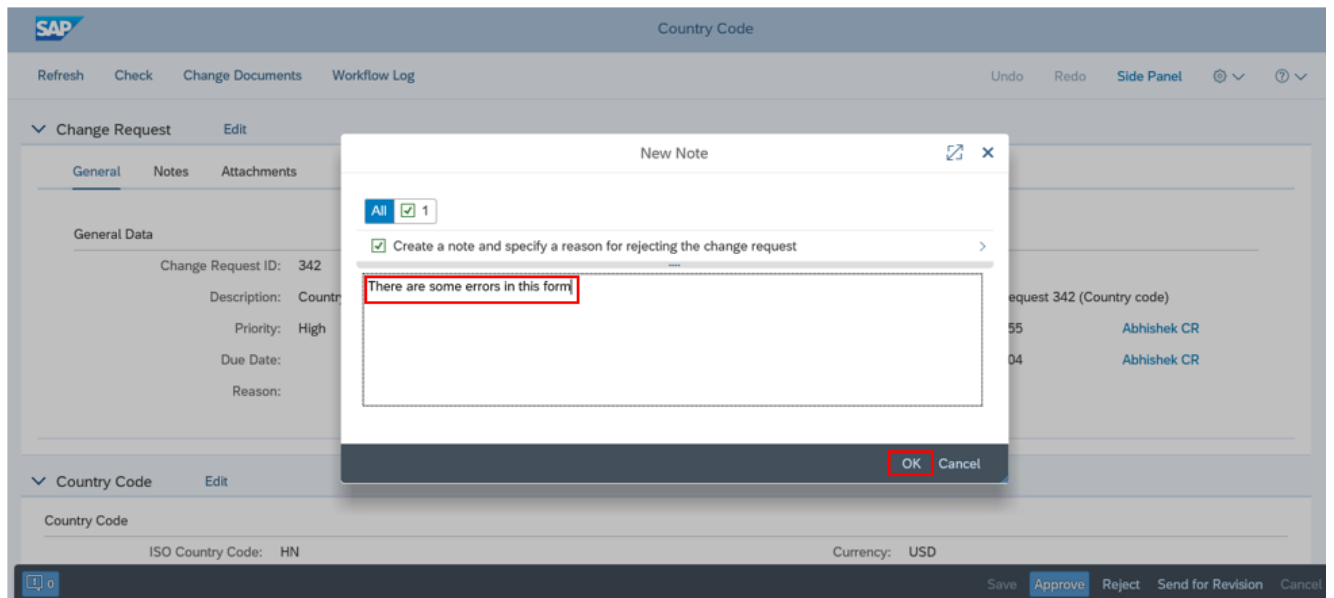
7. Notifications appear at the bottom-left corner of the screen, indicating that the request has been rejected. This request is terminated, and the Requestor must create a new request.
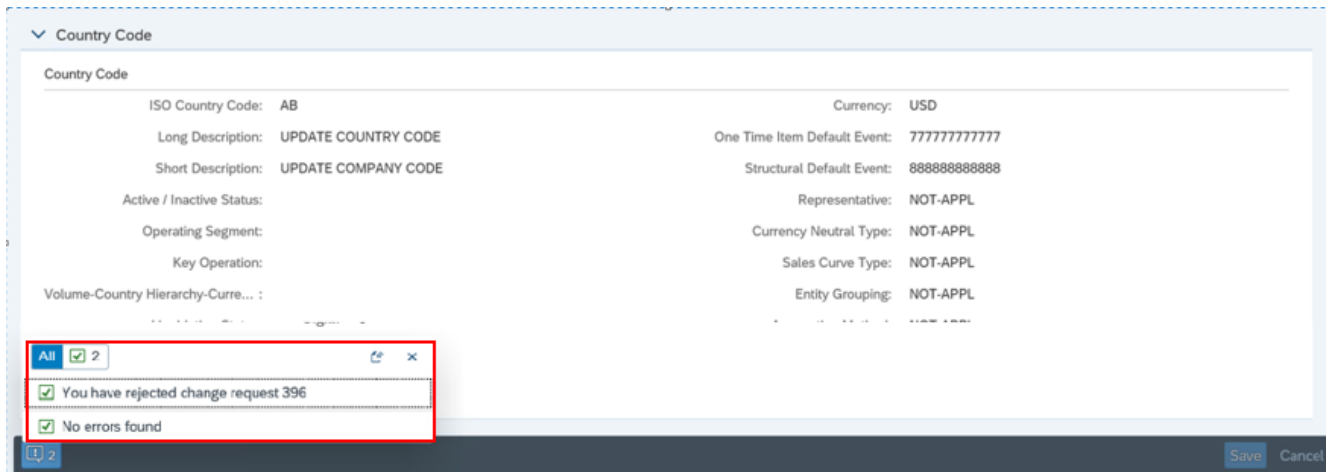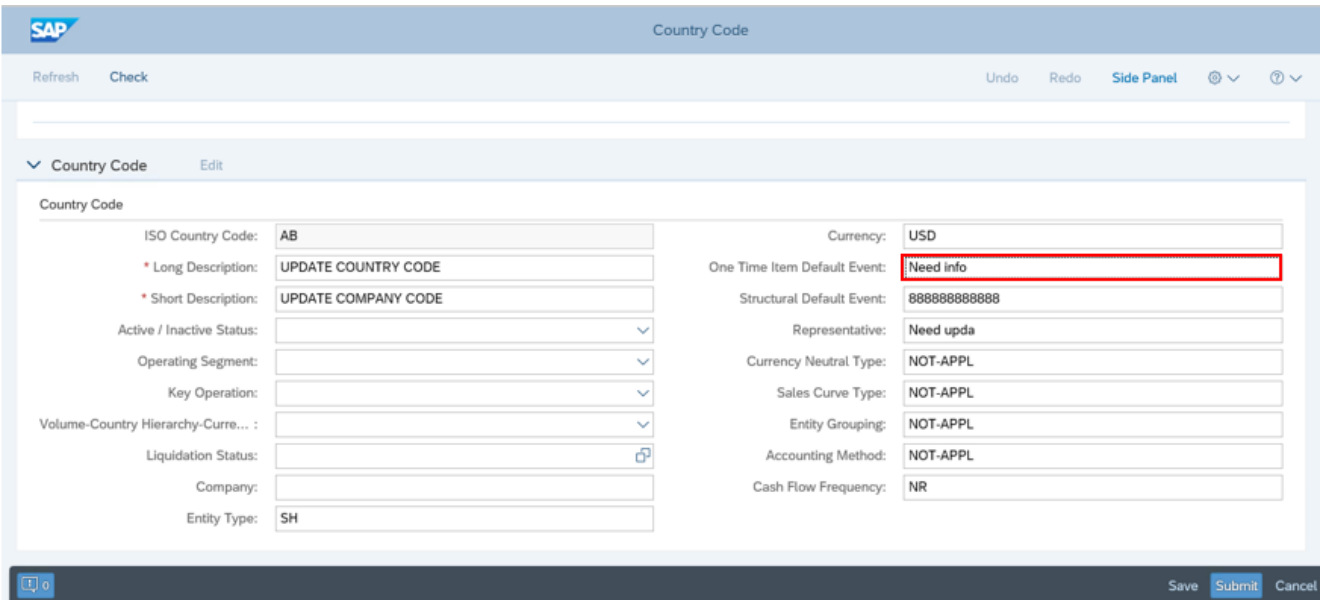

This triggers an automatic e-mail notification to the Requestor informing them about the status of the change request. The e-mail contains the hyperlink to access the change request. A sample of the e-mail notification is displayed below:

The following CHANGE Request # 1425 for Finance Request Form Country Code processed by Abhishek CR (O576   :) has been rejected.

History of comments :

User: O576!   Date: 10/16/2019 Time: 10:04:25 Request: 396

Mention Reason for Rejection

Please use this link to access the Change Request.

If the request is a valid request, the Business Process Steward proceeds to enrich the request to update the Country Code that already exists in the MDG system.
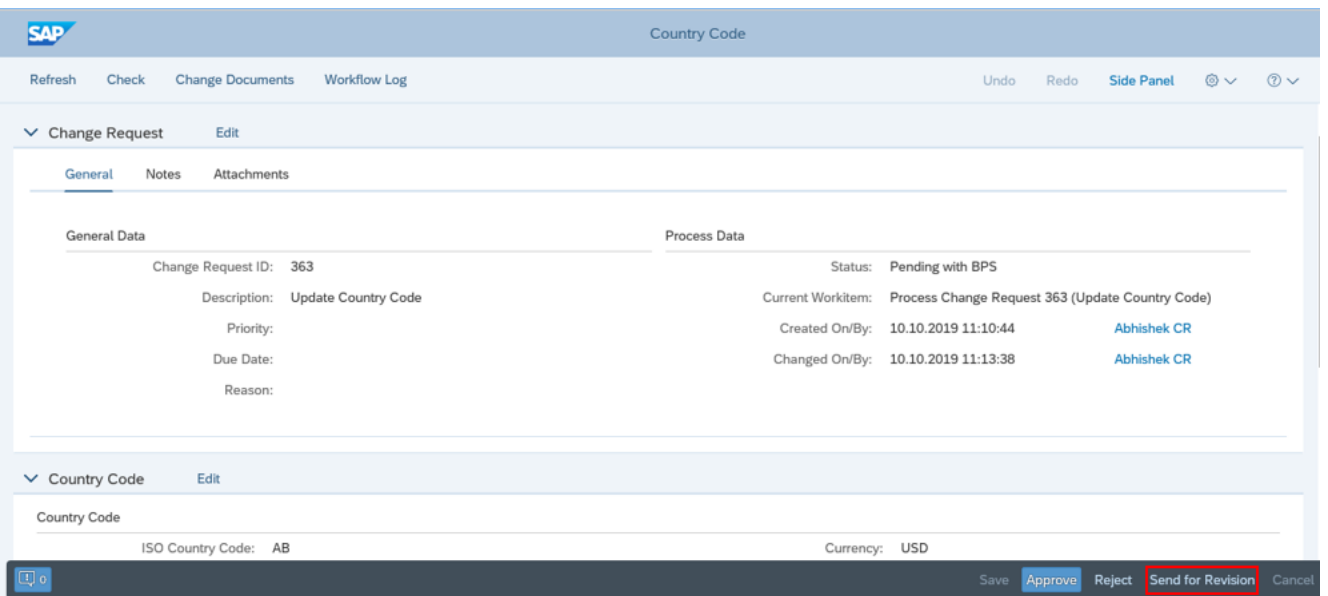
8. The Business Process Steward enriches the request by adding additional information in the Change Request fields.
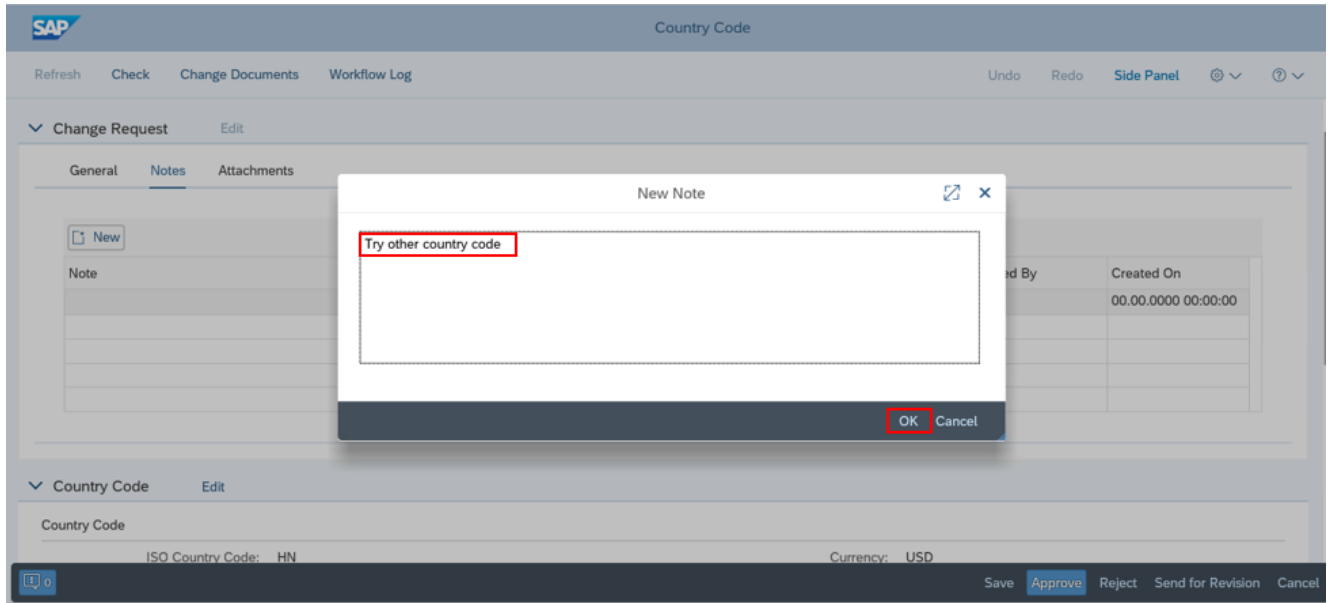

9. If the Change Request still lacks some information that needs to be added, the Business Process Steward clicks the **Send for Revision** button.
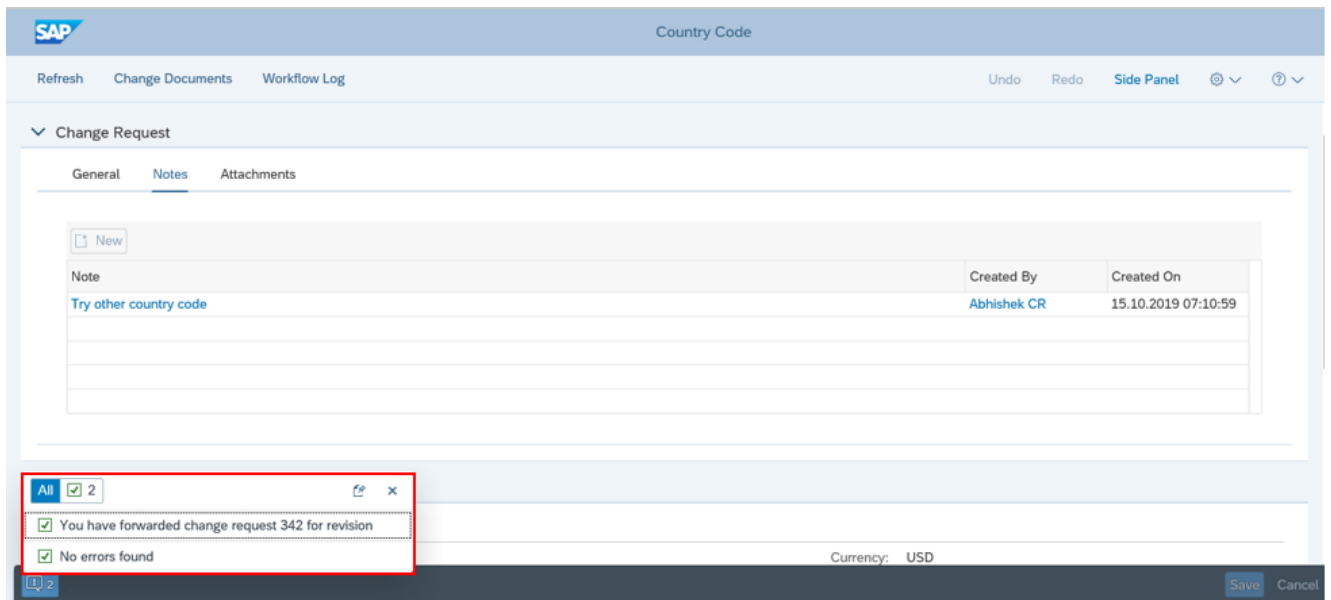
10. A **New Note** pop-up is displayed. It is mandatory to provide supporting comments for the return. Add supporting comments for the return of the request in the **New Note** box and click the **OK** button.

11. Notifications appear at the bottom-left corner of the screen, indicating that the Change Request has been sent back to the Requestor for revision.

After the Business Process Steward sends the request back, the change request is returned to the Requestor. This triggers an automatic e-mail notification containing the hyperlink to access the change request to the Requestor informing him/her about the status of the change request. The Requestor then decides upon withdrawal or resubmitting it for approval.

A sample of the e-mail notification is displayed below:

The following CHANGE Request # 1403 for Finance Request Form Country Code processed by Abhishek CR (O576   ) has been sent for revision.

History of comments :

User: O576   Date: 10/15/2019 Time: 07:39:17 Request: 342

Check the company code again

User: O576   Date: 10/15/2019 Time: 07:10:59 Request: 342

Try other country code

Please use this link to access the Change Request.

Once the request is sent back to the Requestor, the Requestor will decide whether to resubmit the request or not.

12. Requestor can re-submit the request or withdraw the request upon receiving the request sent back to him for revision from BPS.

User can access the change request either through the hyperlink from the email notification or going through the Fiori Launch Pad. Enable Now SOP will contain both the process to access the Change Request, for User Training.

The subsequent steps are shown with Fiori steps, however to proceed to the next step using the hyperlink, go to section 4.2.12.3 below.
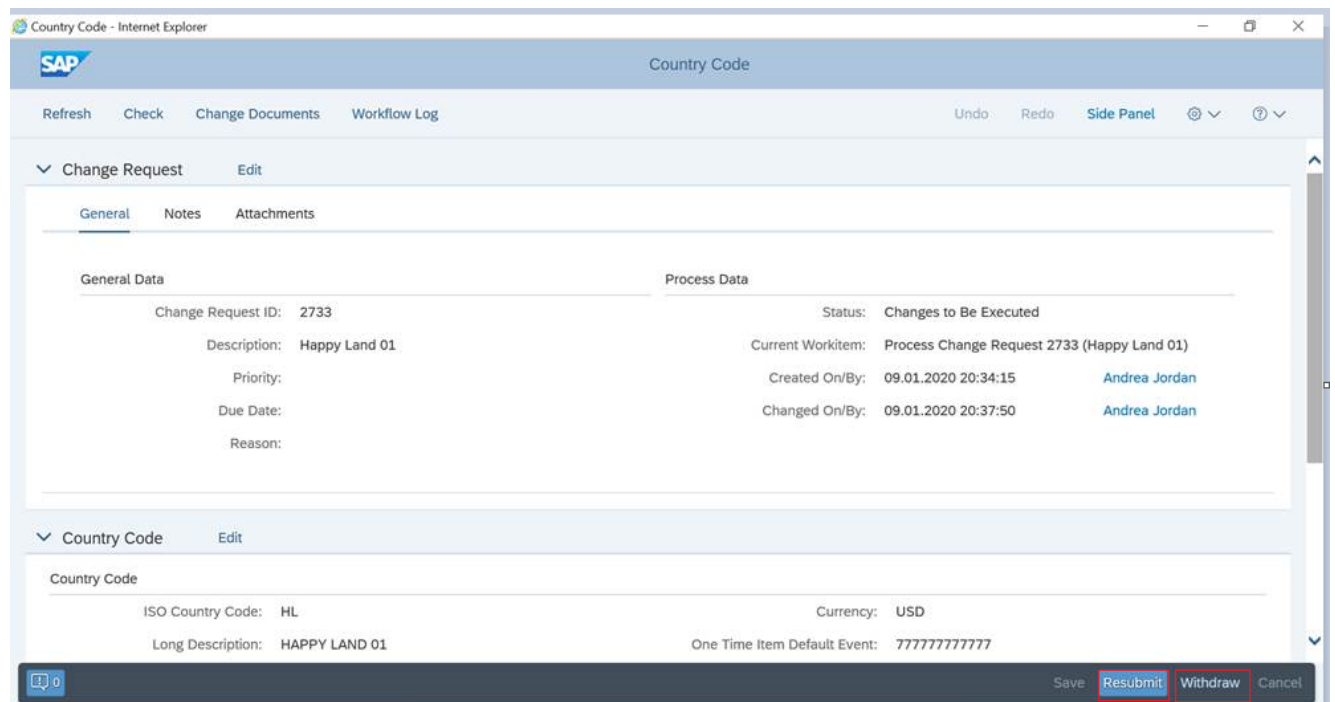
1. To re-submit the request, he/she performs the following steps:
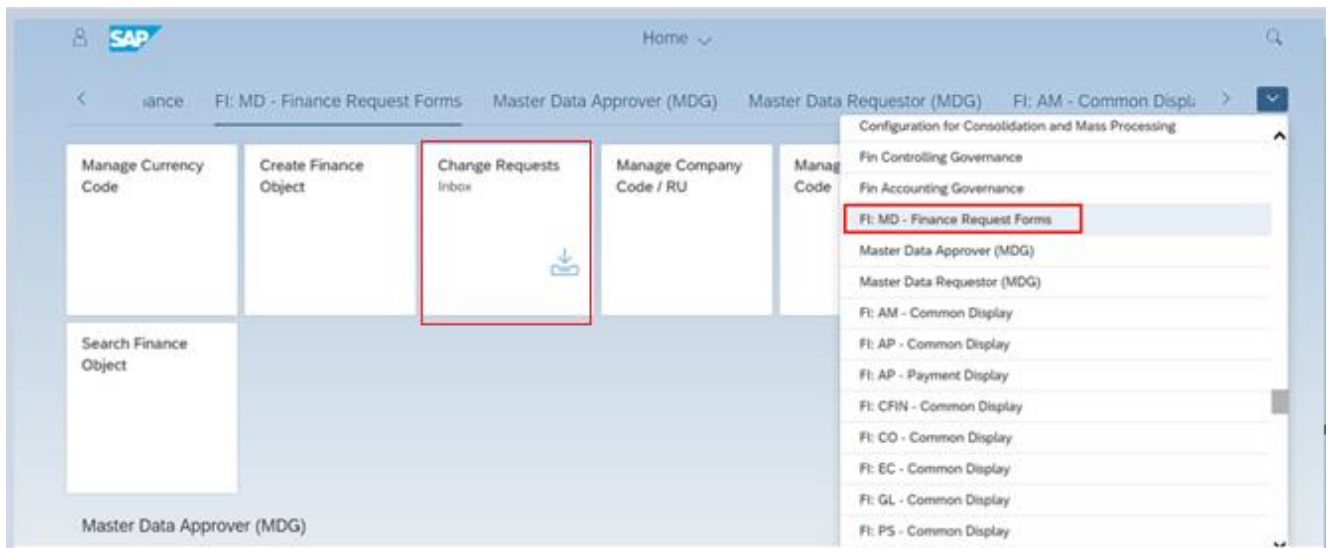
2. From the **MDG: Change Requests** page, click the appropriate **Process Change Request** hyperlink.
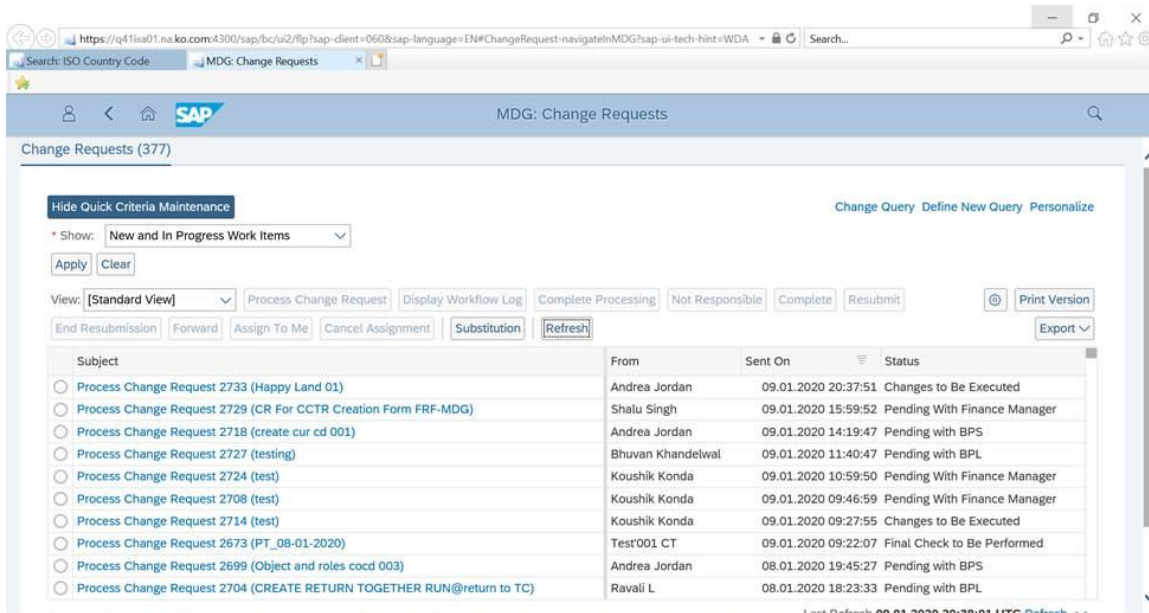
3. Click the **Resubmit** button after making the necessary revisions to the change request.

13. If the request is valid and has no errors, the Business Process Steward approves the request by clicking the **Approve** button.
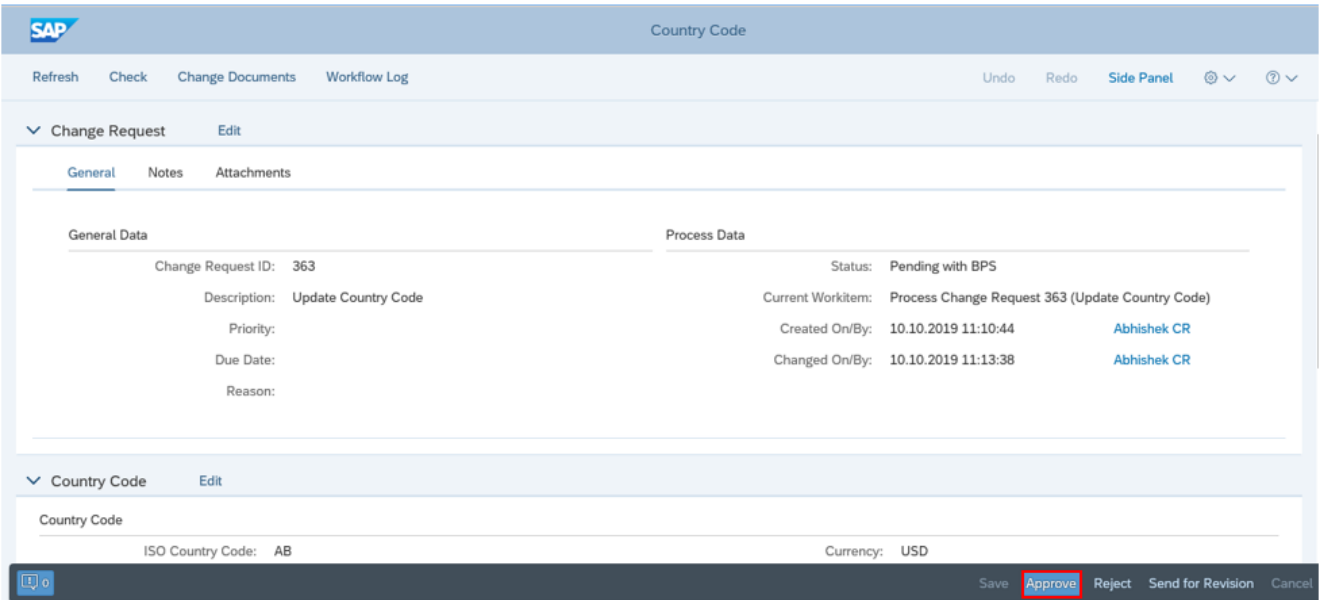
14. Notifications appear at the bottom-left corner of the screen, indicating that the Change Request has been approved.
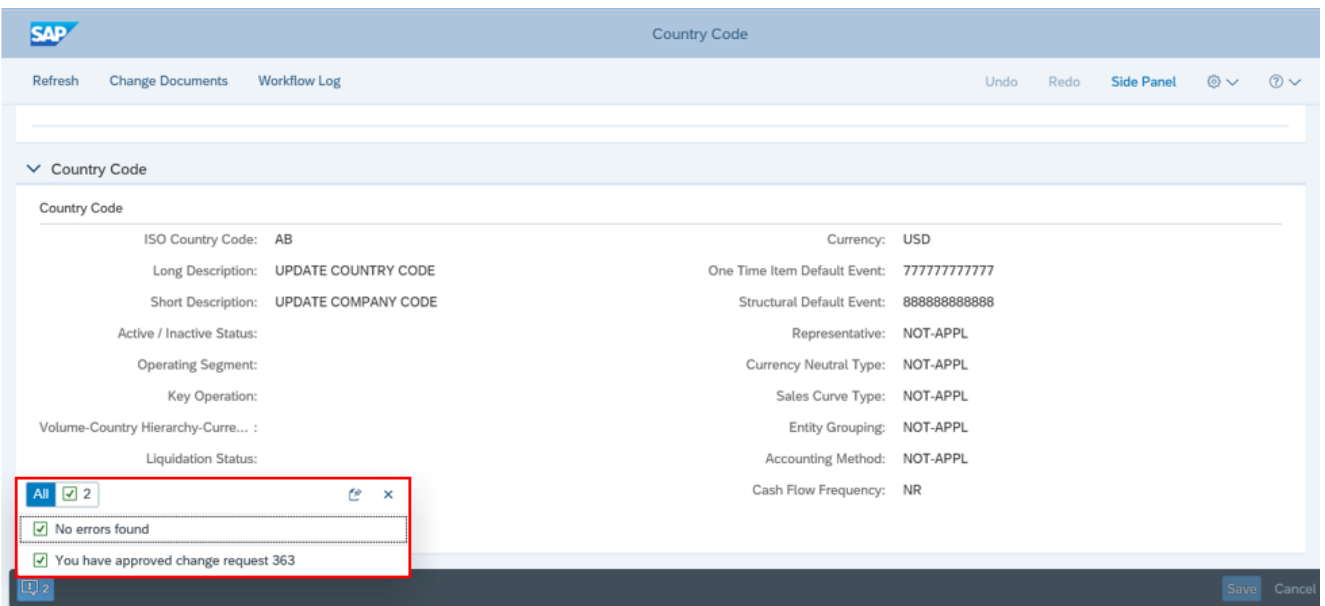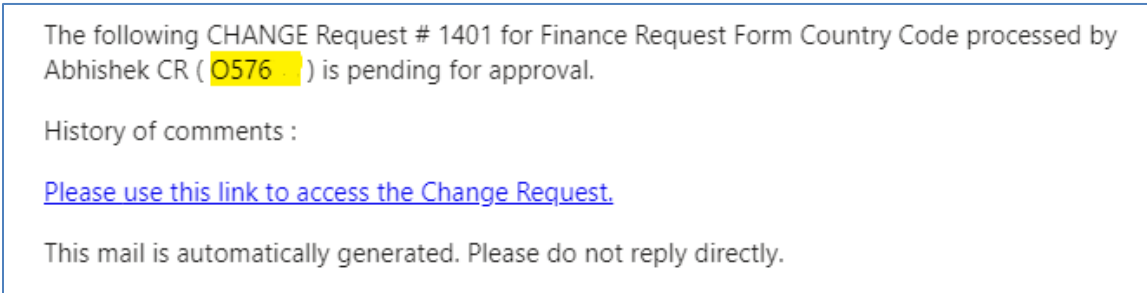

The Change Request is then forwarded to the Business Process Lead for further review.

4.3 Obtain Requisite Approval

After the Business Process Steward approves the change request, an e-mail notification with a hyperlink to access the change request is triggered to the BPL. The email notification will also contain any notes added in the Finance Request Form while submitting the request by requestor.

 A sample of the e-mail notification is displayed below:

> The following CHANGE Request # 1401 for Finance Request Form Country Code processed by Abhishek CR (O576   ) is pending for approval.
>
> History of comments :
>
> Please use this link to access the Change Request.
>
> This mail is automatically generated. Please do not reply directly.

User can access the change request either through the hyperlink from the email notification or going through the Fiori Launch Pad. Enable Now SOP will contain both the process to access the Change Request for User Training.

The subsequent steps are shown with Fiori steps, however to proceed to the next step using the hyperlink, go to section 4.3.5.

He/she reviews the request and decides upon approving or sending the same for revision.

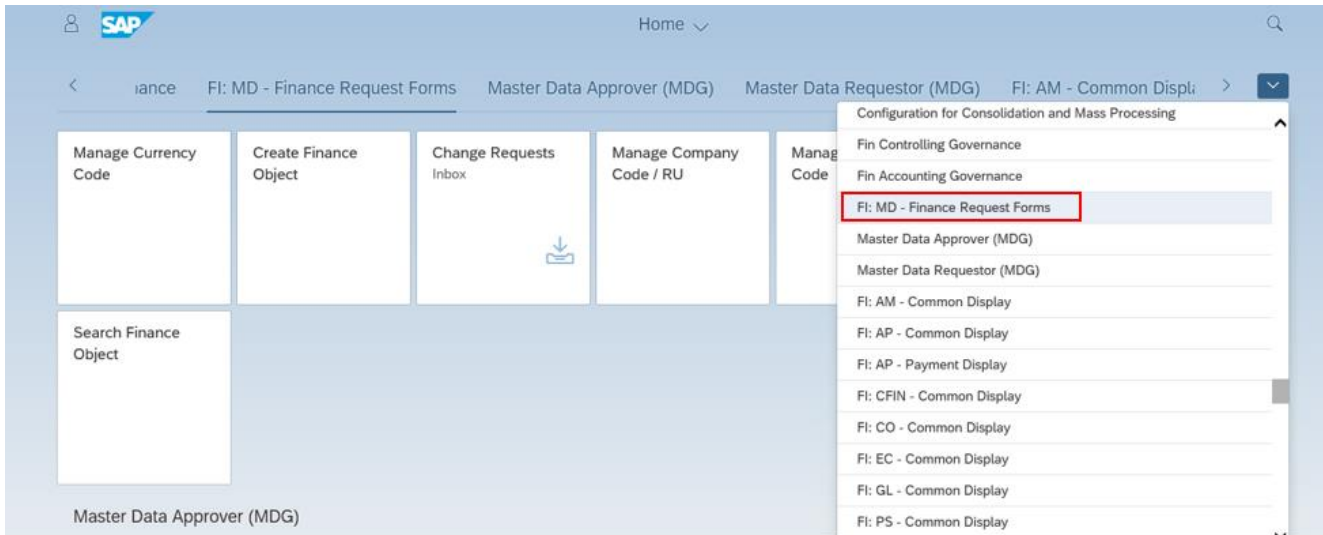To review the submitted request, as a BPL, perform the following steps:

To review and approve the request to update the Country Code, the Business Process Lead needs to perform the following steps:

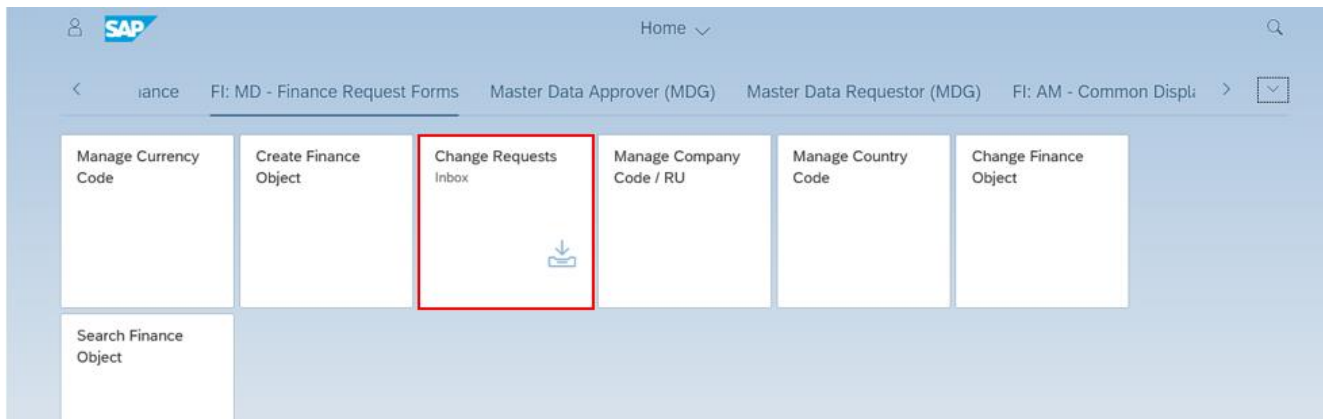1. Log in to the P41 Fiori system with the Business Process Lead ID and password.
   Note: To navigate directly to Fiori, click the following link:
   https://t41ixa01.na.ko.com:4300/sap/bc/ui2/flp?sap-client=030&sap-language=EN#Shell-

2. The default SAP Fiori Home page is displayed. At the top-right side, click the drop-down arrow and select the **FI: MD - Finance Request Form** list option.

3. From the **FI: MD - Finance Request Form** tab, select the **Change Request** tile.

4. The **MDG: Change Requests** page is displayed and shows all the Change Request items, including the request to update the Country Code. In the **Subject** column, click the **Process Change Request** number hyperlink.

5. The **Country Code** page is displayed and shows the default **General** tab. Review the request in the **General**, **Notes**, and the **Attachments** tab.

6. If the Change Request lacks some information that needs to be added, the Business Process Lead clicks the **Send for Revision** button.
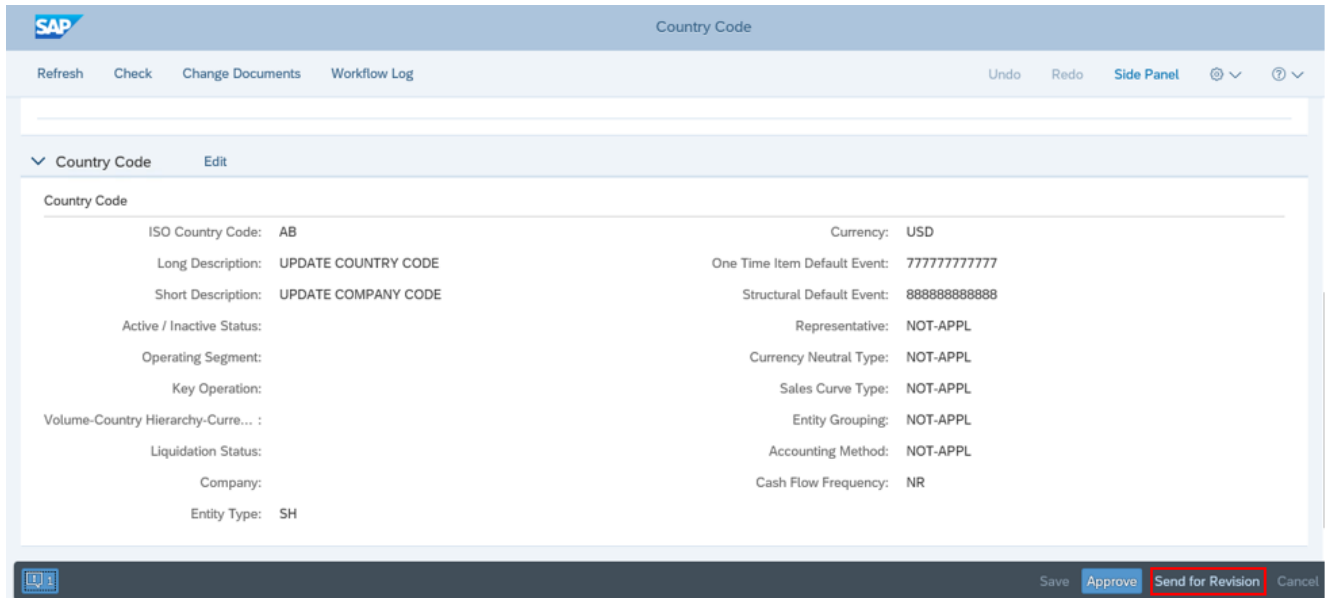
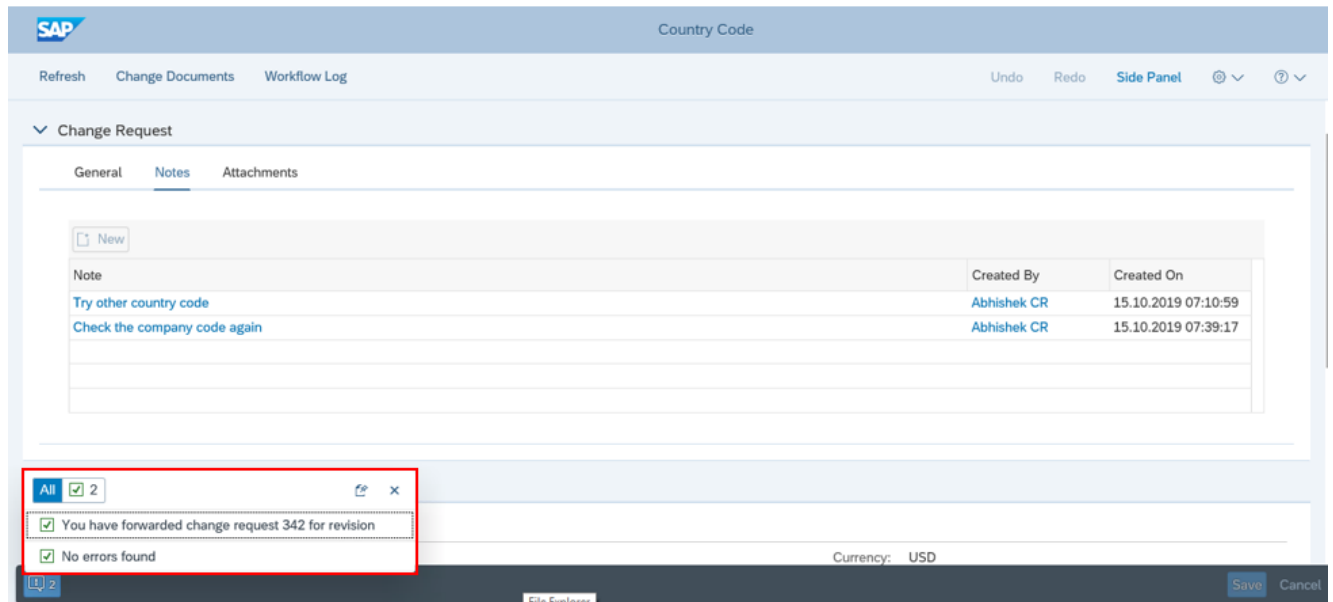7. A **New Note** pop-up is displayed. It is mandatory to provide supporting comments for the return. Add supporting comments for the return of the request in the **New Note** box and click the **OK** button.
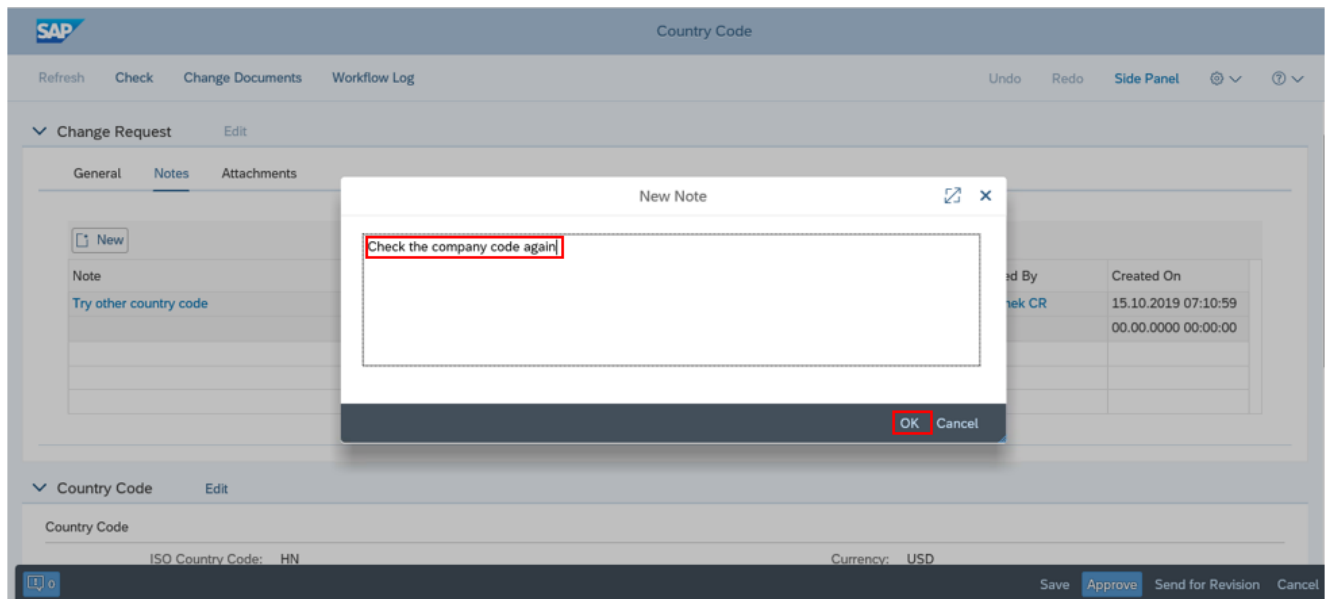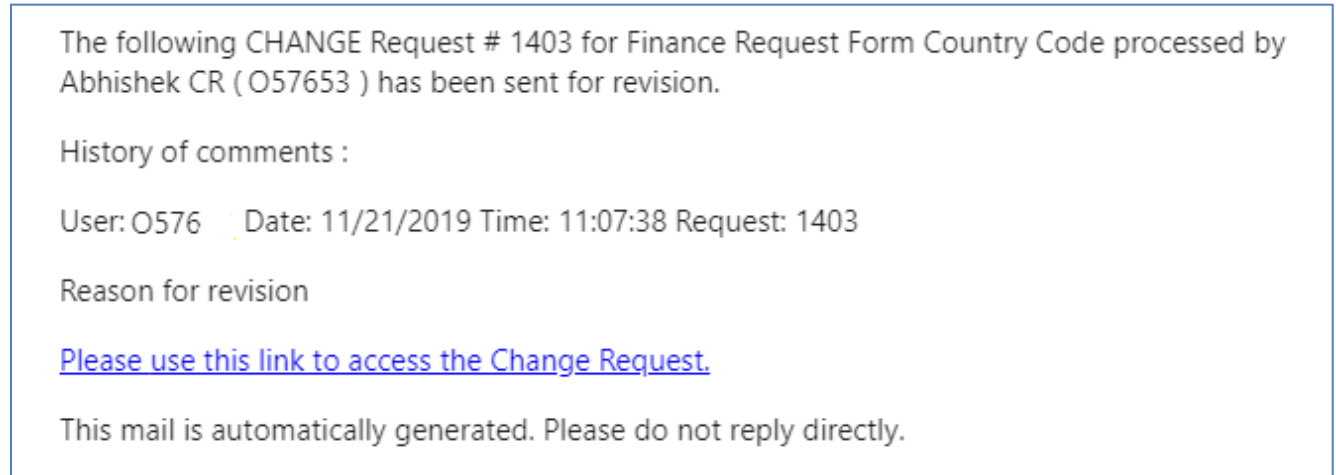
8. Notifications appear at the bottom-left corner of the screen, indicating that the request has been sent back to the Requestor for revision.


The change request is returned to the Requestor. This triggers an automatic e-mail notification containing the hyperlink to access the change request to the Requestor informing him/her about its status.The Requestor then decides upon withdrawal or resubmitting it for approval.

A sample of the e-mail notification is displayed below:

Requestor can resubmit the request or withdraw the request upon receiving the request sent back to him for revision from BPL. Please follow the steps for submitting/withdrawing the request as from section 4.2.12.

9. If the request is valid and has no errors, the Business Process Steward approves the request by clicking the **Approve** button.
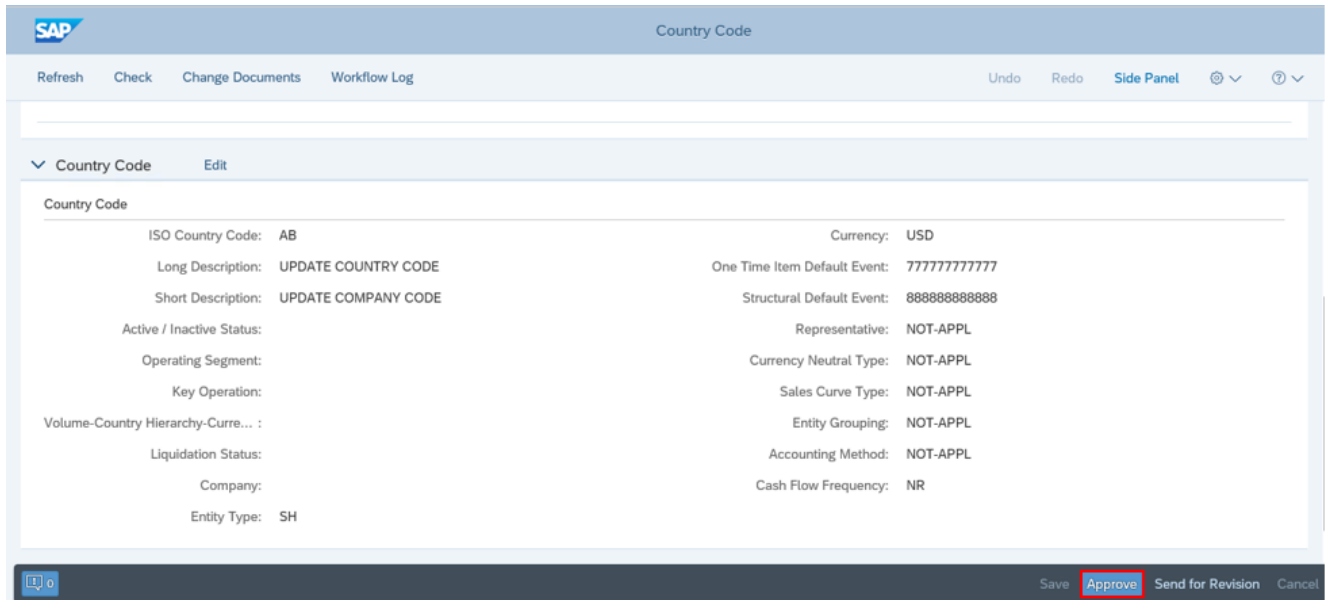
10. Notifications appear at the bottom-left corner of the screen, indicating that the request has been approved.
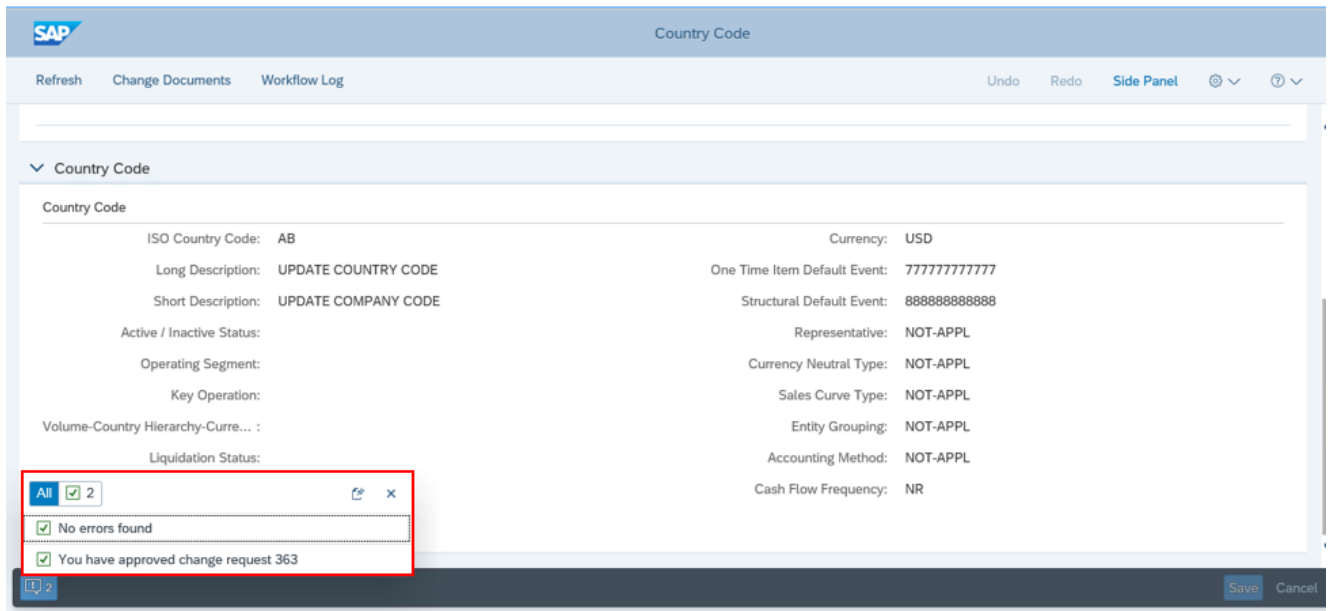
Once the request is approved. An automatic email notification is triggered to the Business Process Steward and Requestor to confirm that the request has been approved.

The following Request # 36 for Country Code has been approved and it is ready to be configured in the system.

This mail is automatically generated. Please do not reply directly.

4.4 Replicate in S/4 HANA and P08 Systems

After the BPL provides the approval, the IT Configuration Team will update the required Country Code in the S/4 HANA (P40) and P08 systems by creating an incident through the ChaRM approval process in the Solution Manager. The configuration (update Country Code) will be transported to the MDG using the SAP Landscape Transformation Replication Server (SLT). The IT Configuration Team will perform the Dual maintenance in the P08 system. The new Country Code field will be available in the system for transaction after the quarterly maintenance Finance week i.e. the 4th Week of every quarter on a Thursday for the quarter months March, June, Sep and Dec.

4.4.1 Validate in the P40 system

To validate the replication of the update of the Country Code in the SAP S/4 HANA or P40 system, the Global IT Configuration Team or Requestor performs the following steps.

1. The **SAP Easy Access** screen is displayed. In the **Command Box**, enter the Transaction code and press the Enter key.
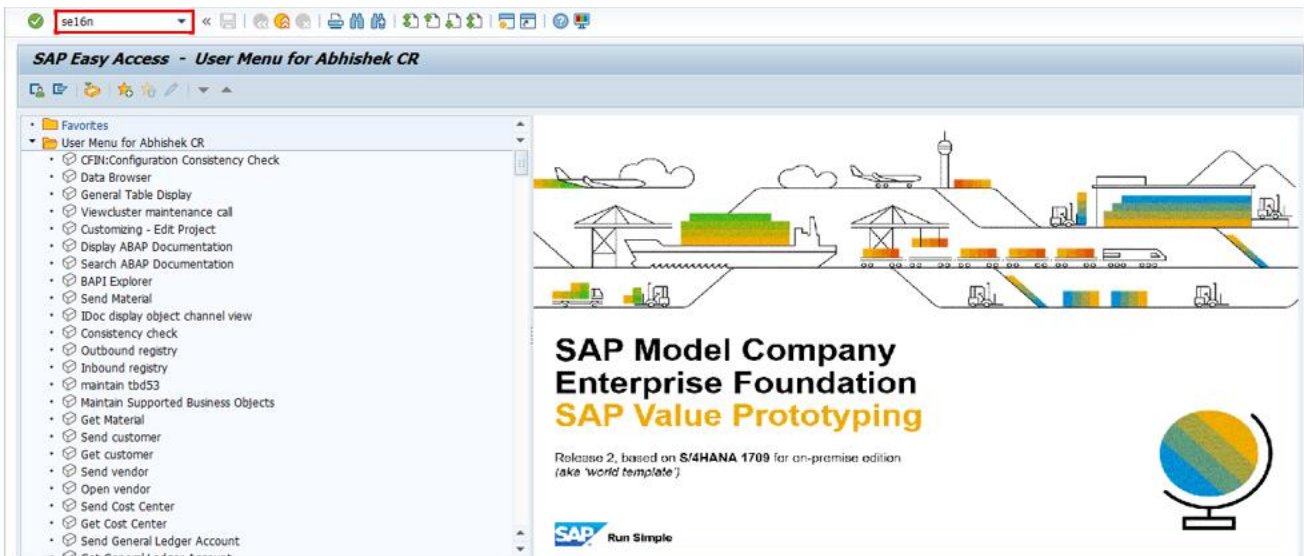
2. The **General Table Display** screen is displayed. In the **Table** field, enter the updated Country Code recorded in P40 system.

3. Once the Country Code is entered, click the **Execute** button shown as an icon in the top-left corner of the screen.

4. The updated Country Code is replicated in SAP S/4 HANA (P40) system.

The updated Country Code will be available in the system for transaction after the quarterly maintenance Finance week i.e. the 4th Week of every quarter on a Thursday for the quarter months March, June, September and December.

4.4.2 Validate in the P08 system

To validate the replication of the update of the Country Code in the P08 system, the Global IT Configuration Team performs the following steps.

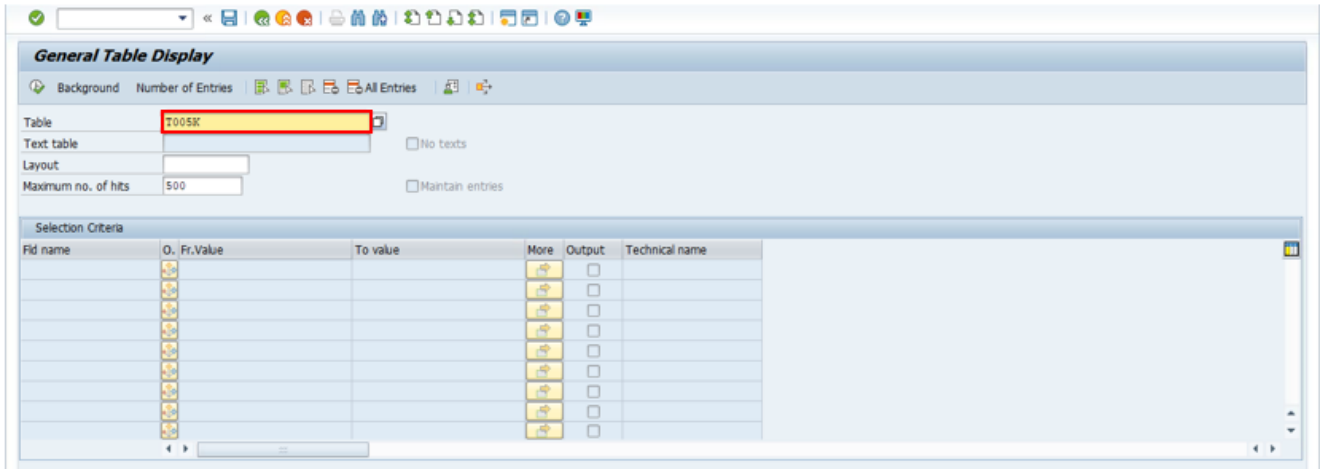1. The **SAP Easy Access** screen is displayed. In the **Command Box**, enter the Transaction code and press the Enter key.
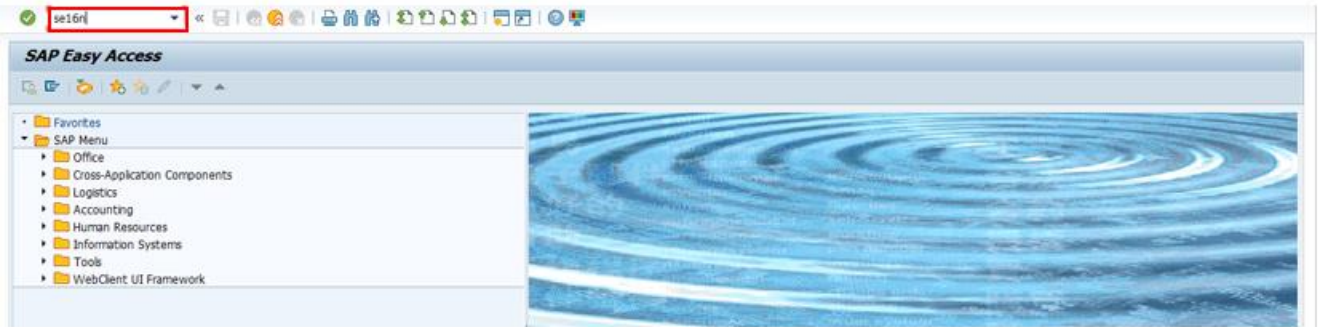
2. The **General Table Display** screen is displayed. In the **Table** field, enter the updated Country Code recorded in P08 system.

3. Once the Country Code is entered, click the **Execute** button shown as an icon in the top-left corner of the screen.

4. The updated Country Code is replicated in the P08 system.

6. Abbreviations/Acronyms

Short Form	Full Form
BPL	Business Process Lead
FRF	Finance Request Form
SLT	SAP Landscape Transformation Replication Server

7. Outputs

Output Name	Output Type	Output Location
		SAP S/4 HANA
		SAP P08

Version History

Version	Date	Change Owner	Change Request No.	Change Details
1.0	Month in words/Date/Year	Name of the change owner	Change request ID	Change description