

EMEA - Workflow Requests In Error Report

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Scope



ERP



References

Attachments

Objective and Scope

The purpose of this document is to explain how to act when encountering situations of Workflow (WF) requests in error in SAP system PF1_050 (PRS). Depending on the type of error, there is a different possible solution to overcome it and resume the normal flow of WF requests.

This operating procedure (OP) applies to all Workflow requests originating from PRS (PF1_050) which are in error or have a status which requires an action to resume its flow towards its (re)solution.

• Definitions

WF – Workflow
VWF – Vendor Workflow
PRS – PF1_050

• Support Team

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Requests in Error

In order to detect possible workflow cases to be handled within the scope of this procedure, it is necessary to run the following transaction:

- **Z1S_VWF_REQS_LIST** (List of vendors workflow requests)

These are to be done using the parameters below:

Creation date: date of the day - 1 month

Status: D E

List requests created by vendors' workflow			
Vendor	<input type="text"/>	to	<input type="text"/>
Request number	<input type="text"/>	to	<input type="text"/>
Creation date	<input type="text" value="18.08.2020"/>	to	<input type="text"/>
Created by	<input type="text"/>	to	<input type="text"/>
Status	<input type="text" value="D"/>	to	<input type="text"/>
Account group	<input type="text"/>	to	<input type="text"/>
Segment code	<input type="text"/>	to	<input type="text"/>

Afterwards, click on Execute (F8):

Once inside, the list of all the WF requests to be handled is presented.

In here, it is possible to gather the following information concerning the Workflow requests with this status:

- **Workflow Request Number;**
- Requester's ID Number;
- Last Modification;
- **Vendor Number;**
- **Vendor Name;**
- City;
- Country;

Take note of the workflow numbers which appear in the list, as these need to be processed via transaction **Z1S_VWF_REQUEST**.

SBS Data - Display the Vendor Request

Changes history Change

Request to Create a new Vendor master record (ORGAAN VOOR KASJROET VOOR EXPORT)

Request Number 466722 Approved and pending action by Procure-to-Pay Last change 24.09.2020

Requester Bas KONINKX 0475-384888 Company Code 0294 SOLVAY CHEMIE (NL) WF-BATCH

E-mail address bas.koninkx@solvay.com Business Unit PE PEROXIDES **Approvers**

General Data General Data 2 Phone/Fax/Mail Distribution Communication Area File Attachments Purchase

Vendor

Title BV Account group ZNLN NL Vendors

Name ORGAAN VOOR KASJROET VOOR EXPORT Vendor

Preview Language NL Dutch Purchasing block

Search Term 1 ORGAAN VOO

Search Term 2

Once the request is open, display the reason of the error by clicking on icon :

Detailed processing status

Detailed processing status

Summary of the levels created via the standard transactions for the request 466722:

The following error(s) occurred during the processing of request 466722:

- E XK01 24.09.2020 20:40:39 Enter the postal code of the PO box ADDR1_DATA-REGION

Return to the request and click on the icon . The mode of processing is asked by the system: the Display Mode to be selected should be 'A' (**Display all screens**):

SBS Data - Display the Vendor Request

Changes history Change

Request to Create a new Vendor master record (ORGAAN VOOR KASJROET VOOR EXPORT)

Request Number 466722 Approved and pending action by Procure-to-Pay

Requester Bas KONINKX 0475-384888

E-mail address bas.koninkx@solvay.com

Call transaction again (after error)

Display mode

- N No display
- A Display all screens**
- E Display errors only
- N No display

Distribution Communication Area File Attachments

Account group EXPORT

Vendor

Language

Search Term 1

Search Term 2

Then, the system performs the standard SAP transactions corresponding to the request:

- **Vendor creation:** XK01
- **Vendor modification:** XK02
- **Vendor unblock:** XK05
- **Vendor undelete:** XK06

Use the button to pass by all the fields:

Create Vendor: Initial Screen

Vendor

Company Code

PurchasingOrganization

Account Group **ZNLN**

Reference

Vendor

Company code

PurchasingOrganization

Use central address management

Create Vendor: Initial Screen

OK-Code

During these transactions, the user is able to change data in order to correct the error. If the screen displayed does not contain invalid data, or error message, click on enter to go to next screen.

PO Box Address


PO Box

Postal code

Other country

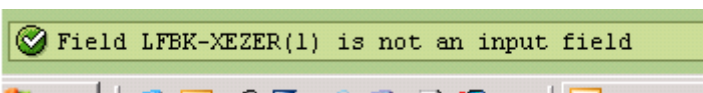
Company Postal Code

Communication

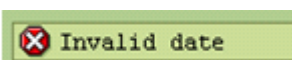
 Enter the postal code of the PO box

Perform the change and continue to click Enter.

The status "error" in the workflow can be caused by a warning:



Or by a blocking error:



In case of warning, click on "enter" until the transaction restarts.

In case of blocking error, the transaction is blocked, and it is not possible to continue without correcting invalid data (according to data maintenance rules).

Normally, at the end, the request is in status 9 (Completely Processed). If it is not the case, you can force the creation/update in the main system by clicking in the button "Force status to completed":

SBS Data - Display the Vendor Request

Changes history

Request to Create a new Vendor master record 502563531 (ORGAAN VOOR KASJROET VOOR EXPORT)

Request Number	466722	Completed	Segment code	F219	GE-SYSTEM CERTIF
Requester	Bas KONINKX	0475-384888	Company Code	0294	SOLVAY CHEMIE (NL)
E-mail address	bas.koninkx@solvay.com		Business Unit	PE PEROXIDES	

General Data | General Data 2 | Phone/Fax/Mail | Distribution | Communication Area | File Attachments | Purchase

In this type of situations you will need to update the data in the local system as the request will only add data to the main system.

Administration Role

Action: Pass the request from the Vendor to D&A Business Workplace, from a Panel Manager to other Panel Manager or from an interspace to D&A Business Workplace

To change the owner of a Vendor Workflow Request it is used the transaction **Z1S_VWF_REQUEST**.

Then, in the top left box it is inserted the words "wi_id". Press enter. This will provide you the id of the request:

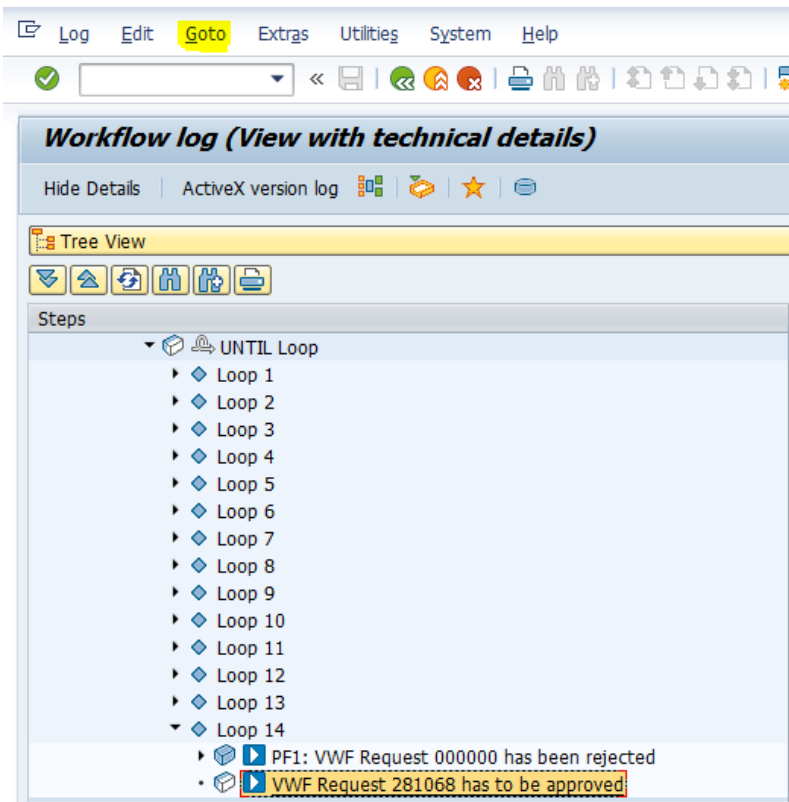
PS: if the system for example gives an error that the DUNS code is missing, go into change and add something in this field so the system does not complain anymore (**do NOT save !**). Then type in the "wi_id" again in the top left corner and press enter.

Leave the transaction with the code.

Then, in the transaction **SWIA** or **SWI1** it is entered the code:

Execute and then double click in the code. This action will provide the Workflow log.

The last node shows an item with the description that it needs to be approved. Click one time to select and then go to the menu "Goto -> Work Item":



In the next screen, click in "Extras -> Activate Administration". Several options will appear. Choose according to the action needed:

<p>The screenshot shows the "Display work item" interface. On the left, under "Service Name", there is a list of actions: "Complete wait" (highlighted in yellow), "Change Container", "Lock for Execution", "Change Work Item Text", "Change Work Item Language", "Change Priority", "Logically Delete", "Complete Manually", "Set Enqueue Lock", and "Change deadlines". Each action has an "Execute" button next to it. The main area displays "Work item information" for ID 000011263614, Type "Background Step", Title "Check Request 309247 Form submission", Status "Waiting", and Priority "5 Medium". It also shows "Deadline Data" with a table:</p> <table border="1"> <thead> <tr> <th></th> <th>Creation</th> <th>Start</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>26.09.2016</td> <td>12:05:48</td> <td></td> </tr> <tr> <td>Requested</td> <td></td> <td>05.10.2016</td> <td>23:00:01</td> </tr> <tr> <td>Latest</td> <td></td> <td></td> <td>01.10.2016 22:59:59</td> </tr> </tbody> </table> <p>The description field is empty, showing "No description".</p>		Creation	Start	End Date	Current	26.09.2016	12:05:48		Requested		05.10.2016	23:00:01	Latest			01.10.2016 22:59:59	<p>Will pass the request to the next stage.</p>
	Creation	Start	End Date														
Current	26.09.2016	12:05:48															
Requested		05.10.2016	23:00:01														
Latest			01.10.2016 22:59:59														
<p>The screenshot shows the "Display work item" interface for ID 000010437761, Title "VWF Request 281068 has to be approved", Status "Ready", and Priority "5 Medium". The "Deadline Data" table is:</p> <table border="1"> <thead> <tr> <th></th> <th>Creation</th> <th>Start</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>21.10.2015</td> <td>12:39:21</td> <td></td> </tr> <tr> <td>Requested</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>A "Choose Agent" dialog box is open over the "Forward" button (highlighted in yellow). The dialog has "Execute" and "Deadline Data" buttons. Below the dialog, a text box contains the message: "Could you please either approve or return or reject following request within http://sola.solvay.com/irj/portal/Services/uwl? If you want to return or reject the request, do not forget to justify it."</p>		Creation	Start	End Date	Current	21.10.2015	12:39:21		Requested				<p>Will allow the change of the Panel Manager.</p>				
	Creation	Start	End Date														
Current	21.10.2015	12:39:21															
Requested																	

After executed the operator can get out of the transaction.

Abort a workflow

A request can be aborted by the creator of the request when it has not yet been submitted, but there are cases whereby the request is asked to be deleted on other times during the lifecycle of the VWF. For example a request is at the vendor with status V (Waiting for vendor to fill in the webform). In this status normally we would have to wait 10 days before any action can be taken (by PTP).

The transaction used is **Z1S_ABORTRQ** - Abort Customer Workflow Request (PF1_050):

Abort Customer Workflow Request

Customer Workflow
 Vendor Workflow

Request number to
 Status to
 Last change to
 Creation date to






Test Run

VWF rules

- **Segment code:** cannot be changed during a VWF for modification (the request needs to be erased, the PUR team needs to correct the segment, then a new VWF needs to be created);
- **Segment code:** can be changed during a VWF for creation;
- **Abort** (trash): available only by the requester;
- **Rejected** (cross): can be used by the PM or by the approver.

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

Dec 09, 2020	Actor	Type	Activity	Version
Published	 João Silva	State	gave <i>Approvers</i> approval at 7:44 am	
		State	changed state to Published at 7:44 am	v7
To be approved	 João Silva	State	gave <i>Approvers</i> approval at 7:44 am	
		Dec 08, 2020		
For Review	 Marta Almeida	State	assigned approval <i>Approvers</i> to  João Silva at 4:42 pm	
		State	changed state to To be approved at 4:42 pm	v7
Sept 25, 2020	 Cátia Amaro	Edit	updated the page at 10:55 am	
		State	changed state to For Review at 9:04 am	v7