

SPP - SF-SAP Interface

Technical document

Stakeholders	Unit	Meeting 03 Aug 2021	Meeting 05 Aug 2021
NOE, Julien	Business	Yes	
MENDES, Dina	SF PM	Yes	Yes
Pedro Infante	SF Functional	Yes	Yes
@Nicolas Balbiani / Baud, Delphine	SAP	-	Yes
HISLER, Olivier	Web method	-	Yes
Gowtham Chalamcharla	SF Dev		Yes

Technical sending data **should be synchronous** (can the middle-ware handle this?). Any error coming from SAP should be consumed in SF immediately

Nicolas Balbiani informed that the response time from SAP may be up to 30 seconds due to geographic distances.

"Send to SAP" button- this action is meant to go to:

- A queue (either Case or Task)? OR
- A specific Primary CSR of the Opp/Account (If CSR - all Accounts need to have a Primary CSR filled in OR any CSR in Account Team (not Primary of the Account)?

Questions to address in SAP interface

1. Data mapping -Fields needed to send to SAP (preferably automatically - not requiring User input) - see table below.
2. What other data points are CSR's checking before pushing data to SAP? Is it just the basic data from the Google Slides? Or does it include the data points from Quotes as well (aka, prices, incoterms, etc).
3. UI for CSRs - use Case object
 - a. what data is needed to display at Case object to be able to send the needed data in SAP
4. Allocation of Cases for SAP data upload - Queue or specific individual
5. What responses can we expect from SAP (error messages/etc)? (Nicolas Balbiani & [HISLER, Olivier](#))
 - a. how to handle the error messages - via a log record under the Opportunity?
 - i. ie, mis-mapping on SF Accounts / SAP entries
6. Loopback between CSR and Account Managers in case there are errors/discrepancies in data at OLI level - **Chatter?**
 - a. error/discrepancies happening before sending the data to SAP
 - b. error happening after sending the data to SAP - CSR to delete manually the entry in SAP - then correct in SF and re-send the data.
 - i. how do CSR's identify an entry wrongfully sent to SAP in SAP (to be able to delete it?)

Basic Flow for CSR handling SAP automation

Data mapping - Fields needed to send to SAP (as per [Google Slide](#)) - complement with Technical document (section 2.3.1)

SAP Field	Salesforce field	Action	Comment
Division	Under investigation 16 Aug 2021 in this Google Sheet	Scenario 1 : Automatically filled if can be retrieve from products. In that case a migration will be needed on products Scenario 2 : To be filled on the quote by the CSR or the KAM	Could we retrieve it from the product or should be different depending of the quote ? If depending of the quote do we need to have potentially different values by products ?
Business region	Under investigation 16 Aug 2021 in this Google Sheet	To be filled on the quote by the KAM	

Sales Organization	Under investigation 16 Aug 2021 in this Google Sheet	To be filled on the quote by the CSR	
Product Hierarchy	Product Hierarchy Code (tbc)	Automatically filled	
Material group (level 4)	Material Group Code	Automatically filled	
Incoterm	Standard incoterm or deviated incoterm	To be filled on the quote by the KAM	Should we give the possibility to quote several incoterms. Impact on webshops ?
Sold to	Account Name	To be filled on the quote by the KAM	


Go-Live - can only happen after 11 Oct 2021 due to SAP cloud migration


Google Slide - Business Preso April

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key summary type created updated due assignee reporter priority status resolution

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