

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration Guide

Create Social Security Certificate using SAP Build Process Automation or SAP Workflow Management

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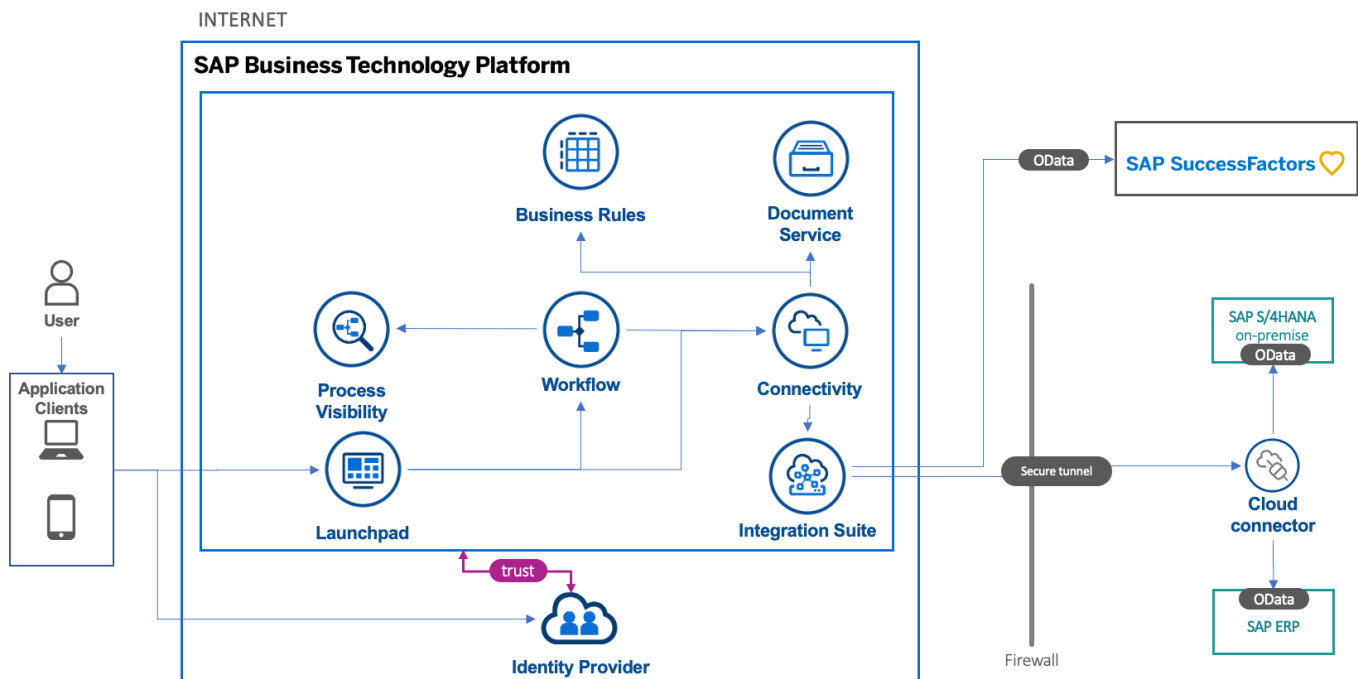
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Overview

This document provides information about configuration steps to consume the package **Create Social Security Certificate**. The main audience of this document are HR experts.

An employee needs to travel and creates a Social Security Certificate Request. As he/she travels to a country where a social security agreement exists (e.g., EU, Switzerland, Liechtenstein, Iceland, UK or Northern Ireland), the respective social security certificate, e.g., A1, D/USA 101, VRC/D 101 etc., has to be obtained. To do so, the HR department needs to send out a form to the respective organization to receive the needed certificate. This workflow increases the transparency between HR and employees.

- By using integration into SAP SuccessFactors, SAP S/4HANA or SAP ERP Central Component (ECC), the overall data quality of the request is increased.
- The attachments are sent out using SAP Document Management System, which reduces the amount of files sent via mail and automatically controls access.



Artifacts

A package consists of process templates, process steps, process variants, decisions, and process visibility models. Please refer [help documentation](#) about these artifacts.

Process

A process template is a set of business activities and tasks that, once completed, fulfills an organization goal. The **Create Social Security certificate** package contains the following process template:

Create Social Security Certificate – Simple workflow with one step to check the data and the second step to submit the certificate.

A business process can be broken down logically into smaller parts or steps. Each process step is a collection of activities to perform a specific task. For example, an approval process step can contain activity to determine the approvers, approval task, notifications, and handle the approval result. **Table 1** represents the list of process steps/sub flows available to be used in **Create Social Security Certificate**.

Table 1. Process Steps

Process Steps	Cardinality	Detailed Description
Prepare Request	1...1	In this step, a check for travel policy existence is performed and prepare for the next steps. This step is implemented as the start step and is always executed.
Check Data	0...1	First, the HR employee can check the data and if there are still open questions, can ask for a rework by the employee. The rework is always associated by a reason. The employee can then update the content and send it back to the HR. Once the content is satisfactory, it will move to the next step.
Submit Certificate	1...1	In this step, the HR can see all relevant information regarding how to submit the certificate at the respective authorities. After having received the documents, up to three files can be uploaded and will be sent to the employee afterwards via mail.

Table 2. Process Attributes.

Process Attributes	Detailed Description
Request ID	The unique identifier for this travel
Travel Start	The start date of the trip
Travel End	The end date of the trip

Origin Country	The country the employee travels from
Destination Country	The country the employee travels to

Sample Conditions to directly start a variant workflow

```
{
  "request": {},
  "fileDetails": {},
  "travelDetails": {
    "startDate": "2022-03-25T00:00:00.000Z",
    "startDateFormatted": "Mar 25, 2022",
    "endDate": "2022-04-01T00:00:00.000Z",
    "endDateFormatted": "Apr 1, 2022",
    "country": "USA"
  },
  "requester": {
    "mail": "david.mustermann@sap.com",
    "id": "david.mustermann@sap.com",
  },
  "history": null,
  "employee": {
    "name": "David Mustermann",
    "email": "david.mustermann@sap.com",
    "country": "DE",
    "city": "Berlin",
    "id": "DMusterm",
    "postalCode": "12345",
    "street": "Grunbergstr 37",
    "targetSystemEmployeeData": null,
    "targetSystemCompanyData": "SAPS4/Hana",
    "employeeCountries": [
      {
        "CountryID": ""
      }
    ]
  }
}
```

```

    "CountryName": ""
  },
  {
    "CountryID": "US",
    "CountryName": "USA"
  },
  {
    "CountryID": "DE",
    "CountryName": "Germany"
  },
  {
    "CountryID": "IN",
    "CountryName": "India"
  }
]
},
"workflowAttributes": {
}
}

```

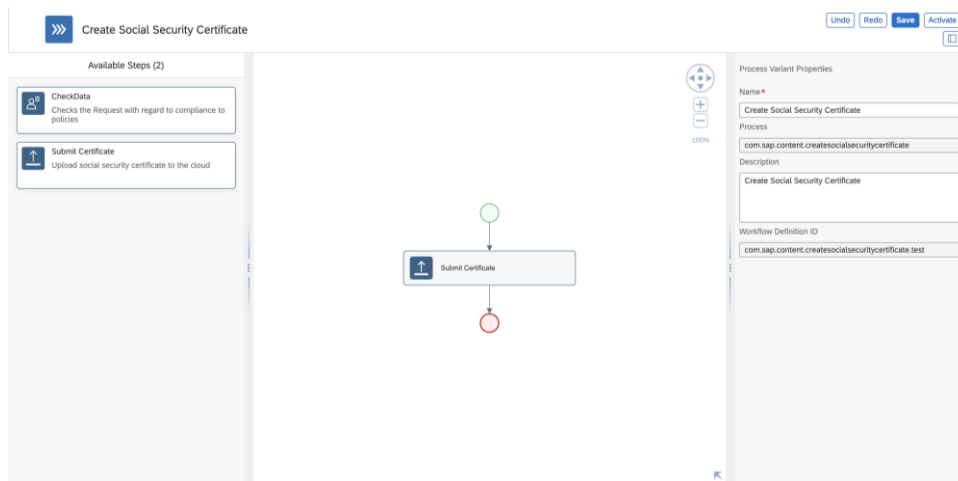
For the targetSystemCompanyData, following values are accepted (case sensitive): "SAPS4/Hana" or "SAPECC" (SAP SAP ERP Central Component). For the targetSystemEmployeeData, only 'SAPSuccessfactor' can be used.

In order for these target systems to work, they need to be set up using the destinations mentioned in the integration guide.

Process Variants

A process variant consists of multiple process steps configured by a line of business expert. It is possible to create multiple variants of the same process. For example, one can skip the Check Data step and directly request the creation of the certificate for certain countries.

Please refer [help documentation](#) about how to import content packages and configure a process variant.



Import Create Social Security Certificate and Configure Process Variants with SAP Build Process Automation

1. In the [SAP Build Process Automation Store](#), search for live process package Create Social Security Certificate and import the same. This content package has one process template and process variant(s) for that template.
2. In the Application Development [Lobby](#), click to open the package with name Create Social Security Certificate. This opens the package in a new tab/window.
3. Click the + icon next to the process template to create a new process variant.
4. Enter Name of the new Process Variant (ex, Two Step Approval).
5. Click the newly created Process Variant tile to save and activate the process variant.
6. The process variant has a default implementation with two steps and at least one level of approval.
7. It is possible to remove steps like “Approval for Create Social Security Certificate” from a process variant only if there are multiple approvals. Please note that whether a step is mandatory or optional, and how many a times any step can be used within a variant, are dependent on the constraints defined on the process steps.
8. Save and activate the variant. A successful activation will create a new workflow definition in the account that can be viewed in the [Monitor Processes and Workflows app](#).

Import Create Social Security Certificate and Configure Process Variants with SAP Workflow Management

1. In Process Flexibility Cockpit app, search for content package Create Social Security Certificate and import the same. Please refer the standard help document about [how to import a content package](#). This content package has one process template and process variant(s) for that template.
2. Open content package in Flexibility Cockpit and click Process Variants tile.
3. Click New Process Variant.
4. Enter Name of the new Process Variant (ex, default) and select “Create Social Security Certificate” as Process.
5. Click the newly created Process Variant tile to save and activate the process variant.
6. The process variant has a default implementation with two steps and at least one level of approval.
7. It is possible to remove steps like “Approval for Create Social Security Certificate” from a process variant only if there are multiple approvals. Please note that whether a step is mandatory or optional, and how many a times any step can be used within a variant, are dependent on the constraints defined on the process steps.
8. Save and activate the variant. A successful activation will create a new workflow definition in the account that can be viewed in the Monitor Workflows – Workflow Definition app in SAP Fiori Launchpad.

Decisions & Policies

Decisions allow to encapsulate the business logic from core applications and supports the reuse of business rules across different business processes. Decisions enable customers to adopt changes in processes without changing the underlying workflows or application logic. SAP Build Process Automation or SAP Workflow Management has business rules capabilities that enables customers to centrally manage all decisions. Please go through the [business rules capabilities](#) in SAP Build Process Automation or SAP Workflow Management.

The Create Social Security Certificate package enable customers to flexibly configure decisions to gain flexibility to

1. Determine System Configuration
2. Determine Approver Determination Strategy
3. Determine Employee Country
4. Determine Administrator

Determine System Configuration

This rule shall be used to configure the systems involved in the process.

Rule Service Name: Determine System Configuration

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Destination Country	String	Country where trip is started from

Output System Configuration List (Table)

Returns the configuration of the workflow and the systems used

ATTRIBUTE	TYPE	DESCRIPTION
System	String	The name of the system, e.g. S
Activated	Boolean	Whether or not to use that system in the start ui.

Rule Definition

The rule service above uses the Determine System Configuration Rule, which returns all of the systems entered in it.

Where used

User Interface: Start Social Security Request UI to enable the value helps for employee & company name.

Determine Approver Determination Strategy

This rule service returns whether to use business rules or custom CPI flow to determine approvers.

Rule Service Name: Determine Approver Determination Strategy

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Destination Country	String	Country where trip is started from

Output Approver Determination Strategy (Structure)

Approver Determination strategy can either "Business Rules" or "External Service".

ATTRIBUTE	TYPE	DESCRIPTION
Determination Strategy	String	Determines what strategy is used for approver (Business Rules or External Service)

Rule Definition

The rule service above uses the Approver Determination Strategy to determine the system to use to determine the rule.

Where used

Step: Check Data & Submit Social Security Certificate Step

Determine Employee Country

This rule service returns a list of possible countries for the UI if SAP S/4HANA is not configured to be used.

Rule Service Name: Determine Employee Country

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Destination Country	String	Country where trip is started from

Output Country of Employee List(Table)

List of countries.

ATTRIBUTE	TYPE	DESCRIPTION
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Country Name	String	Human-readable name of country
Country ID	String	ISO-Code (DEU) to use in workflow

Rule Definition

The rule service above uses the Approver Determination Strategy and to determine the system to use to determine the rule.

Where used

User Interface: Start UI

Determine Administrator

This rule service returns a list of administrators in case the approver list is empty.

Rule Service Name: Determine Employee Country

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Destination Country	String	Country where trip is started from

Output Administrator (Structure)

Users who update the approvers if they are missing in the configuration.

ATTRIBUTE	TYPE	DESCRIPTION
E-Mail IDs	String	E-Mails of the administrators
Group IDs	String	Group ID of the administrators
User IDs	String	User ids of the administrators

Rule Definition

The rule service above uses the Determine Administrator Rule to determine Administrator to fix issues with approvers for task

Where used

Step: Check Data & Submit Social Security Certificate Step

Determine Policy

This rule service returns a list of administrators in case the approver list is empty.

Rule Service Name: Determine Policy

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Origin Country	String	Country where trip is started from

Output Policy Details Item(Structure)

Contains all relevant attributes related to the required information regarding the certificate.

ATTRIBUTE	TYPE	DESCRIPTION
Policy Text	String	Describes the policy and what to do.
Policy Name	String	Contains the title of the policy

Rule Definition

Returns the policy to use depending on the trip details using the Determine Policy Rule.

Where used

Step: During Initialization to check if policy exists. If yes, the workflow is carried out normally, else the policy details are stored in the context.

Determine Process Definition

This rule service returns the process definition id configured in the process flexibility cockpit for the process variant workflow definition id.

Rule Service Name: Determine Policy

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Origin Country	String	Country where trip is started from

Output Process Definition (Structure)

Contains the process definition id

ATTRIBUTE	TYPE	DESCRIPTION
Process Definition	String	Contains the id of the workflow definition id of the process variant. It only contains the part after com.sap.content.createsocialsecuritycertificate.test

Rule Definition

Returns the policy to use depending on the trip details using the Determine Policy Rule.

Where used

Step: During Initialization to check if policy exists. If yes, the workflow is carried out normally, else the policy details are stored in the context.

Determine Approvers

This rule service returns a list of administrators in case the approver list is empty.

Rule Service Name: Determine Approvers

Input: Trip Details Item (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Destination Country	String	Country of the destination of the trip
Origin Country	String	Country where trip is started from

Output Approver List (Table)

Contains all relevant attributes related to the required information regarding the certificate.

ATTRIBUTE	TYPE	DESCRIPTION
Email	String	Describes the policy and what to do.
User ID	String	Contains the title of the policy
Group ID	String	Group id of the approver group
Due Duration	Number	The task due duration target by which the user task needs to be completed
Unit Of Time	String	Unit of time of due duration

Due Duration Reference	String	Reference to an event in the workflow to determine the target of the user task
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Rule Definition

Combines the DetermineTaskDueDates Rules with the DetermineApprover Rule.

Where used

Step: Check Data & Submit Social Security Certificate Step

Determine Approvers from External Service

If you want to use external services to get the approvers, please configure a cloud integration flow to the following endpoint that accepts and returns the following payloads.

API Attributes	Values
Path	/http/CreateSocialSecurityCertificateApprovers
HTTP Method	POST
Payload sent by workflow (sample data)	<pre>{ "TripDetailsItem": { "DestinationCountry": "DEU", "OriginCountry": "USA" } }</pre>
Response Payload from integration flow	<p>Response Status: 200</p> <pre>"getApproverResult": { "Result": [{ "Approver": { "DueDurationReference": "UserTask", "Email": "userid1@emaildomain.com", "UnitOfTime": "D", "UserID": "userid1, userid2", "DueDuration": 1, "GroupID": "GroupID1" } }] }</pre> <p>Note: When Status is not 200, then it is considered a failed service call.</p>
Payload Type	Application / JSON

Process Visibility

Process Visibility capability in SAP Build Process Automation or SAP Workflow Management enables Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. It also enables customers gain out of the box process visibility into their deployed processes. Please refer [help documentation](#) for more details.

This content package provides out of the box visibility on all the process variants in SAP Build Process Automation or SAP Workflow Management. Line of business expert will be able to enhance the visibility scenario to their requirements.

Configure Visibility Scenarios in SAP Build Process Automation

1. Go to the Application Development Lobby.
2. Select Create Social Security Certificate Project.
3. Click to open **Create Social Security Certificate** scenario.
4. Click Activate button.

Please go through the [help documentation](#) on how to configure the visibility scenario.

Configure Visibility Scenarios in SAP Workflow Management

1. Go to Process Flexibility Cockpit.
2. Select Create Social Security Certificate tile.
3. Click Visibility Scenarios tile.
4. Modify if needed and activate it.

Please go through [help documentation](#) on how to model a visibility scenario.

Access Process Workspace in SAP Build Process Automation

1. The process visibility scenario can be accessed using SAP Launchpad Service. Refer to the help document for [creating UI applications on central SAP Fiori Launchpad](#) for SAP Build Process Automation.
2. Once you have added the applications process Visibility Scenario Instances (with app ID com.sap.spa.pv.instances) and Visibility Scenario Dashboard (with app ID com.sap.spa.pv.ovp), follow the below steps to add a tile to access the Create Social Security Certificate dashboard.
 - a. Navigate into "Visibility Scenario Dashboard".
 - b. On the screen that opens, choose Create a Local Copy.
 - c. To use custom texts, choose Edit and adapt the texts in the General section.
 - d. You can use a custom title, description, and subtitle for the tile.
 - e. Choose the Navigation tab.
 - f. Under the Intent section, ensure that the value in the Action tab is unique for every

application.

g. Under the Parameters section, provide the following:

Parameter Name	Parameter Value
Name	scenariold
Default Value	com.sap.content.createsocseccert.Social_Security_Certificate_Creation_Overview
Required	Toggle to Yes

h. Choose Save.

i. Assign the local copy to a group and make sure that they're visible to users. For more information, see [Assign Apps to a Group and to a Catalog](#) and [Assign Content to a Role](#).

3. Once created, select app that corresponds to "Create Social Security Certificate".

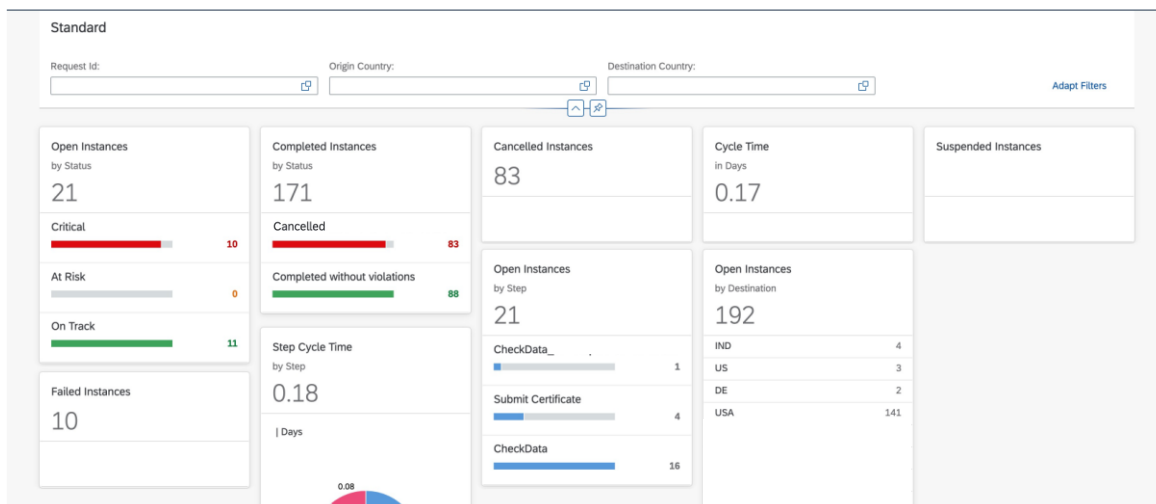
4. User will see the process visibility dashboard.

Access Process Workspace in SAP Workflow Management

1. Go to Process Flexibility Cockpit

2. Select Create Social Security Certificate tile

3. Click Live Process Insights Social Security Certificate Creation Overview User will see the below detailed process visibility dashboard.



Please go through [help documentation](#) on how to access process workspace.