

Setup Guide – Custom CDS Views

Manage Customer Refund Request using SAP Build
Process Automation or SAP Workflow Management

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Overview

This document provides information about configuring the CDS Views required in the live process content package **Manage Customer Refund Request**.

Custom CDS View and Custom communication scenario

To call the APIs related to **Manage Customer Refund Request**, the following CDS Views and custom communication scenarios along with communication arrangement should be enabled for the communication user. The SAP S/4HANA custom communication scenario consists of the external API details which was used to display the customer details, sales orders, delivery items, ledger balance and value help used in Manage Customer Refund Request application. This application is developed based on [CDS as external ODATA API](#) and [creation of custom communication scenario](#). The creation of Custom CDS View as external API's and custom communication scenario are provided below.

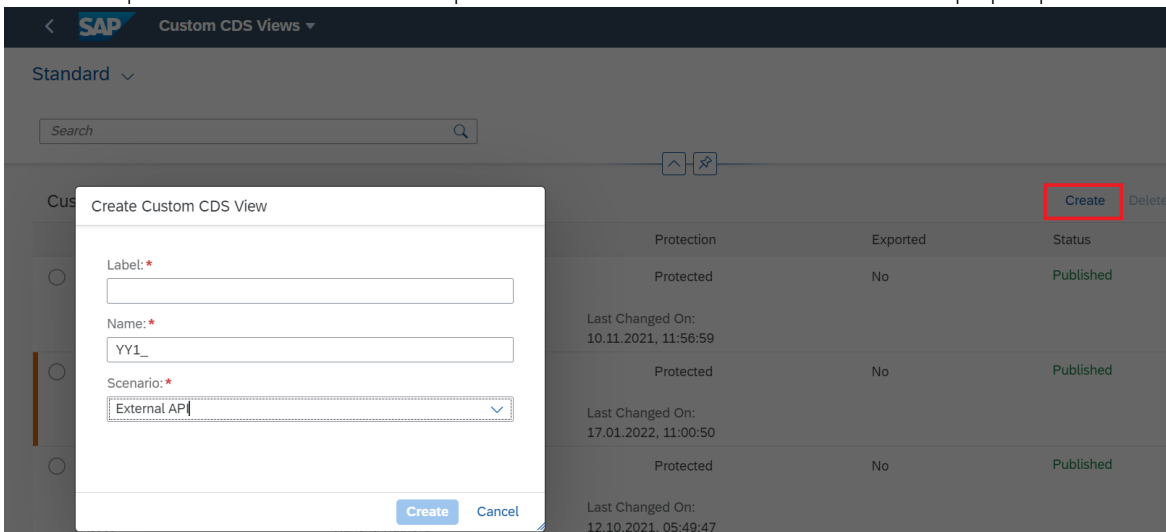
Creation of CDS View Open Delivery Items (YY1_OpenDeliveryItems)

Package Name: SAP S/4HANA Cloud for Sales

Label: OpenDeliveryItems

Name: YY1_OpenDeliveryItems

1. Login to S4HANA cloud Fiori Launchpad with required credentials.
2. Go to **Extensibility** business group and click on **Custom CDS Views** tile
3. Click on Create button, it will open the pop-up. Provide Label and Name. Choose **External API** option from scenario dropdown and click on button create in pop-up window.



4. Select Primary Data Source, a popup will open with list of CDS Views. Provide the Standard CDS view name as `I_SalesAnalyticsCube_1` in search field and press enter. Select the required CDS to continue.

Select: Primary Data Source

I_SalesAnalyticsCube_1 ✕ 🔍 Show Filters

Data Sources (1) ⚙️ 🔗

Name	Label	Source Origin	Modeling Data Source	Modeling Association Target
I_SalesAnalyticsCube_1	Sales Volume and Open Sales - Cube	ABAP Development Tools	☑️	

Cancel

5. In case to use multiple CDS in Data Sources tab, click on Add button and select Associated Data Sources which opens pop-up. Provide the Standard CDS view name I_SlsOrdConfAnalyticsCube in search field and Click "OK".

▶️ Data Sources » ⚙️ Parameters » 📄 Elements » 📄 Element Properties » 🔍 Filter » 📄 Log » ▶️▶️ Next Steps

Data Sources (1) Add Remove

Name	Alias	Type	Cardinality	Status	Parameters
<input type="radio"/> I_SalesAnalyticsCube_1	<input type="text" value="I_SalesAnalyticsCube_1"/>	Primary Datasource		Released	<input checked="" type="checkbox"/>

Primary Data Source
Associated Data Sources

Select: Associated Data Source

I_SlsOrdConfAnalyticsCube ✕ 🔍 Show Filters

Items (1)


Data Sources (1) ⚙️ 🔗

<input checked="" type="checkbox"/> Name	Label	Source Origin	Modeling Data Source	Modeling Association Target
<input checked="" type="checkbox"/> I_SlsOrdConfAnalyticsCube	Confirmation of Sales Orders - Cube	ABAP Development Tools	☑️	

Selected Items and Conditions (1)

✕

OK Cancel

6. After selection of primary and secondary data sources, click on Join condition icon  which open Define Join Conditions pop-up, click Add button and make relationship between

two data sources by selection of similar fields in Field of Associated Data Source popup and change cardinality as per requirement of CDS Views.

Name	Alias	Type	Cardinality	Status	Parameters	Join Condi
<input type="radio"/> I_SalesAnalyticsCube_1	I_SalesAnalyticsCube_1	Primary Datasource		Released	<input checked="" type="checkbox"/>	
<input type="radio"/> I_SlsOrdConfAnalyticsCube	_I_SlsOrdConfAnalyticsCube	Associated Datasource	Zero or One [0..1]	Released	<input checked="" type="checkbox"/>	

Define Join Conditions: Perform the join condition between these data sources as listed below:

Name: I_SlsOrdConfAnalyticsCube

Alias: _I_SlsOrdConfAnalyticsCube

Cardinality: Zero or One[0..1]

Data Source Field	Operator	Value Type	Value
SalesOrder	Equal	Field	I_SalesAnalyticsCube_1.SalesDocument
SalesOrderItem	Equal	Field	I_SalesAnalyticsCube_1.SalesDocumentItem
BillToParty	Equal	Field	I_SalesAnalyticsCube_1.Customer

- Go to Elements tab, click add button and select Elements from submenu and select required fields from multiple CDS click Ok button.

Key	Alias	Type	Path	Label	Status
<input type="checkbox"/>	DeliveryDocument	CHAR (10)	I_SalesAnalyticsCube_1.DeliveryDocument	Delivery	
<input type="checkbox"/>	DeliveryDocumentItem	NUMC (6)	I_SalesAnalyticsCube_1.DeliveryDocumentItem	Item	
<input type="checkbox"/>	BillingDocument	CHAR (10)	I_SalesAnalyticsCube_1.BillingDocument	Billing Document	
<input type="checkbox"/>	BillingDocumentItem	NUMC (6)	I_SalesAnalyticsCube_1.BillingDocumentItem	Item	

Select: Elements

Search

Items

Alias	Key	Type	Label	Status
▼ I_SalesAnalyticsCube_1		Primary Data S...	Sales Volume and Open Sales - Cube	
<input checked="" type="checkbox"/> SalesDocument	<input checked="" type="checkbox"/>	CHAR (10)	Sales Document	
<input type="checkbox"/> SalesDocumentItem	<input checked="" type="checkbox"/>	NUMC (6)	Sales Document Item	
<input type="checkbox"/> ScheduleLine	<input checked="" type="checkbox"/>	NUMC (4)	Schedule Line Number	
<input type="checkbox"/> BillingPlan	<input checked="" type="checkbox"/>	CHAR (10)	Bill. Plan No.	
<input type="checkbox"/> BillingPlanItem	<input checked="" type="checkbox"/>	NUMC (6)	Item	
<input type="checkbox"/> DeliveryDocument	<input checked="" type="checkbox"/>	CHAR (10)	Delivery	
<input type="checkbox"/> DeliveryDocumentItem	<input checked="" type="checkbox"/>	NUMC (6)	Item	
<input type="checkbox"/> BillingDocument	<input checked="" type="checkbox"/>	CHAR (10)	Billing Document	
<input type="checkbox"/> BillingDocumentItem	<input checked="" type="checkbox"/>	NUMC (6)	Item	

Selected Items and Conditions (1)

SalesDocument x

OK Cancel

OpenDeliveryItems
Dependencies: 1 (Compatible Changes Allowed)

Data Sources » Parameters » Elements » Element Properties » Filter » Log » Next Steps

Elements (17)

Key	Alias	Type	Path	Label
<input checked="" type="checkbox"/>	SalesDocument	CHAR (10)	I_SalesAnalyticsCube_1.SalesDocument	Sales Document
<input checked="" type="checkbox"/>	SalesDocumentItem	NUMC (6)	I_SalesAnalyticsCube_1.SalesDocumentItem	Sales Document Item
<input checked="" type="checkbox"/>	ScheduleLine	NUMC (4)	I_SalesAnalyticsCube_1.ScheduleLine	Schedule Line Number
<input checked="" type="checkbox"/>	BillingPlan	CHAR (10)	I_SalesAnalyticsCube_1.BillingPlan	Bill. Plan No.
<input checked="" type="checkbox"/>	BillingPlanItem	NUMC (6)	I_SalesAnalyticsCube_1.BillingPlanItem	Item
<input checked="" type="checkbox"/>	DeliveryDocument	CHAR (10)	I_SalesAnalyticsCube_1.DeliveryDocument	Delivery
<input checked="" type="checkbox"/>	DeliveryDocumentItem	NUMC (6)	I_SalesAnalyticsCube_1.DeliveryDocumentItem	Item
<input checked="" type="checkbox"/>	BillingDocument	CHAR (10)	I_SalesAnalyticsCube_1.BillingDocument	Billing Document
<input checked="" type="checkbox"/>	BillingDocumentItem	NUMC (6)	I_SalesAnalyticsCube_1.BillingDocumentItem	Item
<input type="checkbox"/>	Customer	CHAR (10)	I_SalesAnalyticsCube_1.Customer	Customer
<input type="checkbox"/>	OpnOutbDelivsForInvcNetAmtInDC	CURR (19,2)	I_SalesAnalyticsCube_1.OpnOutbDelivsForInvcNetAmtInDC	Open Deliveries
<input type="checkbox"/>	OpnOutbDelivsForInvcQty	QUAN (13,3)	I_SalesAnalyticsCube_1.OpnOutbDelivsForInvcQty	Open Deliveries Qty
<input type="checkbox"/>	ShpdNotInvcDelivsNetAmtInDC	CURR (19,2)	I_SalesAnalyticsCube_1.ShpdNotInvcDelivsNetAmtInDC	Deliveries Shipped But Not Invoiced
<input type="checkbox"/>	ShpdNotInvcDelivsQuantity	QUAN (15,3)	I_SalesAnalyticsCube_1.ShpdNotInvcDelivsQuantity	Deliveries Shipped But Not Invoiced Qty
<input type="checkbox"/>	DisplayCurrency	CUKY (5)	I_SalesAnalyticsCube_1.DisplayCurrency	Display Currency
<input type="checkbox"/>	BaseUnit	UNIT (3)	I_SalesAnalyticsCube_1.BaseUnit	Base Unit of Measure
<input type="checkbox"/>	BillingCompanyCode	CHAR (4)	_I_SisOrdContAnalyticsCube.BillingCompanyCode	CCode to Be Billed

8. Click on Publish button present on Footer.

Creation of CDS View Customer details (YY1_customerDetails)

Package Name: SAP S/4HANA Cloud for Database and Data Management

Label: customer

Name: YY1_customerDetails

Repeat step 1 to 3 as mentioned above in Open Delivery Items CDS

For 4th step select primary data source as C_Customeruppliercompanycode

For step 5, select I_CustomerCompany as Associated data source.

For step 6, use below join condition.

Cardinality: Zero or One[0..1]

Data Source Field	Operator	Value Type	Value
Customer	Equal	Field	Account

Repeat step 7 by selecting required fields in Elements tab as shown in below table

Key	Alias	Path	Label
ON	Account	C_CustomerSupplierCompanyCode.Account	Customer
ON	CompanyCode	C_CustomerSupplierCompanyCode.CompanyCode	Company Code
OFF	CompanyCodeName	C_CustomerSupplierCompanyCode.CompanyCodeName	Company Name
OFF	FullName	C_CustomerSupplierCompanyCode.FullName	Customer Name
OFF	Name	C_CustomerSupplierCompanyCode.Name	Name of Customer
OFF	DeletionIndicator	_I_CustomerCompany.DeletionIndicator	Co.cde deletion flag

Repeat step 8 by publishing CDS View

Creation of CDS view Company Code Currency (YY1_CompCurrency)

Package Name: SAP S/4HANA Cloud for Finance

Label: CompCurrency

Name: YY1_CompCurrency

Repeat step 1 to 3 as mentioned above in Open Delivery Items CDS

For 4th step select primary data source as I_CompanyCode as shown in Step 4 above.

Steps 5 & 6 are not required as it is single data source

Repeat step 7 by selecting required fields in Elements tab as shown in below table

Key	Alias	Path	Label
ON	CompanyCode	I_CompanyCode.CompanyCode	Company Code
OFF	Currency	I_CompanyCode.Currency	Currency

Repeat step 8 by publishing CDS View

Creation of CDS View Overdue Amount (YY1_OverdueAmt)

Package Name: SAP S/4HANA Cloud for Finance

Label: OverdueAmt

Name: YY1_OverdueAmt

Repeat step 1 to 3 as mentioned above in Open Delivery Items CDS

For 4th step, select primary data source as I_FutureAccountsReceivables as shown in Step 4 above.

Steps 5 & 6 are not required as it is single data source

Repeat step 7 by selecting required fields in Elements tab as shown in below table

Key	Alias	Path	Label
ON	CompanyCode	I_FutureAccountsReceivables.CompanyCode	Company Code
ON	Customer	I_FutureAccountsReceivables.Customer	Customer
ON	GLAccount	I_FutureAccountsReceivables.GLAccount	G/L Account
ON	SpecialGLCode	I_FutureAccountsReceivables.SpecialGLCode	Special G/L
ON	NetDueIntervalText	I_FutureAccountsReceivables.NetDueIntervalText	Net Due Interval
OFF	CompanyCode_1	I_FutureAccountsReceivables.CompanyCode	Company Code
OFF	Customer_1	I_FutureAccountsReceivables.Customer	Customer
OFF	DisplayCurrency	I_FutureAccountsReceivables.DisplayCurrency	Display Currency
OFF	TotalOverdueAmtInDspCrcy	I_FutureAccountsReceivables.TotalOverdueAmtInDspCrcy	Overdue Amount
OFF	AmountInDisplayCurrency	I_FutureAccountsReceivables.AmountInDisplayCurrency	Amount in Displ.Crcy

Repeat step 8 by publishing CDS View

Creation of CDS View Open Sales Orders (YY1_SalesOrder)

Package Name: SAP S/4HANA Cloud for Sales

Label: SalesOrder

Name: YY1_SalesOrder

Repeat step 1 to 3 as mentioned above in Open Delivery Items CDS

For 4th step select primary data source as I_SlsOrdConfAnalyticsCube as shown in Step 4 above.

Steps 5 & 6 are not required as it is single data source

Repeat step 7 by selecting required fields in Elements tab as shown in below table

Key	Alias	Path	Label
ON	SalesOrder	I_SlsOrdConfAnalyticsCube.SalesOrder	Sales Order
ON	SalesOrderItem	I_SlsOrdConfAnalyticsCube.SalesOrderItem	Item
OFF	TotalNetAmount	I_SlsOrdConfAnalyticsCube.TotalNetAmount	Order Net Value
OFF	ConfdDelivQtyInOrderQtyUnit	I_SlsOrdConfAnalyticsCube.ConfdDelivQtyInOrderQtyUnit	Cumltv Confd Qty(SU)
OFF	OrderQuantityUnit	I_SlsOrdConfAnalyticsCube.OrderQuantityUnit	Sales Unit
OFF	TransactionCurrency	I_SlsOrdConfAnalyticsCube.TransactionCurrency	Document Currency
OFF	NetAmount	I_SlsOrdConfAnalyticsCube.NetAmount	Order Item Net Value
OFF	BaseUnit	I_SlsOrdConfAnalyticsCube.BaseUnit	Base Unit of Measure
OFF	Material	I_SlsOrdConfAnalyticsCube.Material	Material
OFF	ConfdDeliveryQtyInBaseUnit	I_SlsOrdConfAnalyticsCube.ConfdDeliveryQtyInBaseUnit	Cumltv Confd Qty(BU)
OFF	RequestedDeliveryDate	I_SlsOrdConfAnalyticsCube.RequestedDeliveryDate	Requested Delivery Date
OFF	BillToParty	I_SlsOrdConfAnalyticsCube.BillToParty	Bill-to Party

OFF	BillingCompanyCode	I_SIsOrdConfAnalyticsCube.BillingCompanyCode	CCode to Be Billed
OFF	SoldToParty	I_SIsOrdConfAnalyticsCube.SoldToParty	Sold-to Party

Repeat step 8 by publishing CDS View

Creation of CDS View Customer Email (YY1_CustomerEmail)

Package Name: SAP S/4HANA Cloud for Database and Data Management - I_Customer
And SAP S/4HANA Cloud for Cross Applications - I_AddressEmailAddress_2

Label: CustomerEmail

Name: YY1_CustomerEmail

Repeat step 1 to 3 as mentioned above in Open Delivery Items CDS

For 4th step select primary data source as I_Customer as shown in Step 4 above.

For step 5, select I_AddressEmailAddress_2 as Associated data source.

For step 6, use below join condition.

Cardinality: Zero or One[0..1]

Data Source Field	Operator	Value Type	Value
AddressID	Equal	Field	I_Customer.AddressID

Repeat step 7 by selecting required fields in Elements tab as shown in below table

Key	Alias	Path	Label
ON	Customer	I_Customer.Customer	Customer
OFF	CustomerFullName	I_Customer.CustomerFullName	Customer Name
OFF	EmailAddress	_I_AddressEmailAddress_2.EmailAddress	Email Address
OFF	AddressID	I_Customer._AddressDefaultRepresentation.AddressID	Address Number

Repeat step 8 by publishing CDS View

Creation of CDS View Ledger Items (YY1_DocumentItems)

Package Name: SAP S/4HANA Cloud for Finance

Label: DocumentItems

Name: YY1_DocumentItems

Repeat step 1 to 3 as mentioned above in Open Delivery Items CDS

For 4th step select primary data source as I_OperationalAcctgDocCube as shown in Step 4 above.

Steps 5 & 6 are not required as it is single data source

Repeat step 7 by selecting required fields in Elements tab as shown in below table

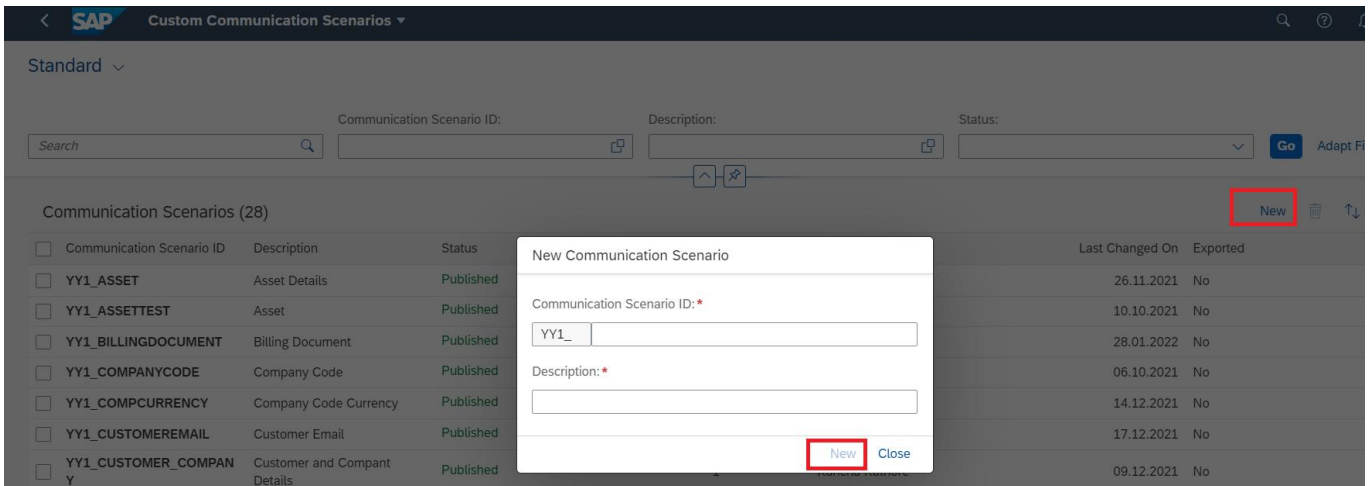
Key	Alias	Path	Label
ON	CompanyCode	I_OperationalAcctgDocCube.CompanyCode	Company Code
ON	FiscalYear	I_OperationalAcctgDocCube.FiscalYear	Fiscal Year
ON	AccountingDocument	I_OperationalAcctgDocCube.AccountingDocument	Journal

ON	AccountingDocumentItem	I_OperationalAcctgDocCube.AccountingDocumentItem	Entry Posting View Item
OFF	Customer	I_OperationalAcctgDocCube.Customer	Customer
OFF	DocumentDate	I_OperationalAcctgDocCube.DocumentDate	Journal Entry Date
OFF	PostingDate	I_OperationalAcctgDocCube.PostingDate	Posting Date
OFF	InvoiceReference	I_OperationalAcctgDocCube.InvoiceReference	Invoice Reference
OFF	DocumentItemText	I_OperationalAcctgDocCube.DocumentItemText	Item Text
OFF	AmountInCompanyCodeCurrency	I_OperationalAcctgDocCube.AmountInCompanyCodeCurrency	Amount in Company Code Currency
OFF	AmountInTransactionCurrency	I_OperationalAcctgDocCube.AmountInTransactionCurrency	Amount in Transaction Currency
OFF	TransactionCurrency	I_OperationalAcctgDocCube.TransactionCurrency	Transaction Currency
OFF	SpecialGLCode	I_OperationalAcctgDocCube.SpecialGLCode	Special G/L
OFF	PurchasingDocument	I_OperationalAcctgDocCube.PurchasingDocument	Purchasing Document
OFF	IsCleared	I_OperationalAcctgDocCube.IsCleared	Is Cleared
OFF	FinancialAccountType	I_OperationalAcctgDocCube.FinancialAccountType	Account Type
OFF	CompanyCodeCurrency	I_OperationalAcctgDocCube.CompanyCodeCurrency	Company Code Currency
OFF	CompanyCodeCurrency_1	I_OperationalAcctgDocCube.CompanyCodeCurrency	Company Code Currency
OFF	SalesDocument	I_OperationalAcctgDocCube.SalesDocument	Sales Document
OFF	AssignmentReference	I_OperationalAcctgDocCube.AssignmentReference	Assignment Reference

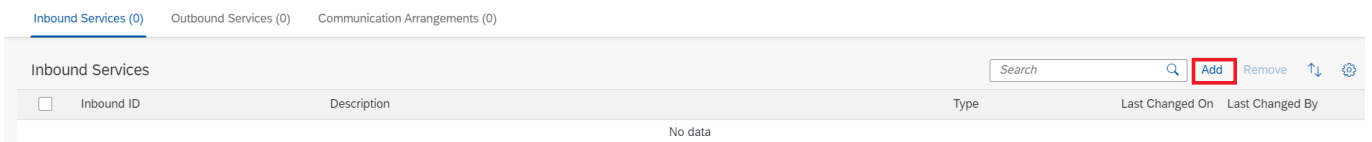
Repeat step 8 by publishing CDS View

Creation of Custom Communication Scenario

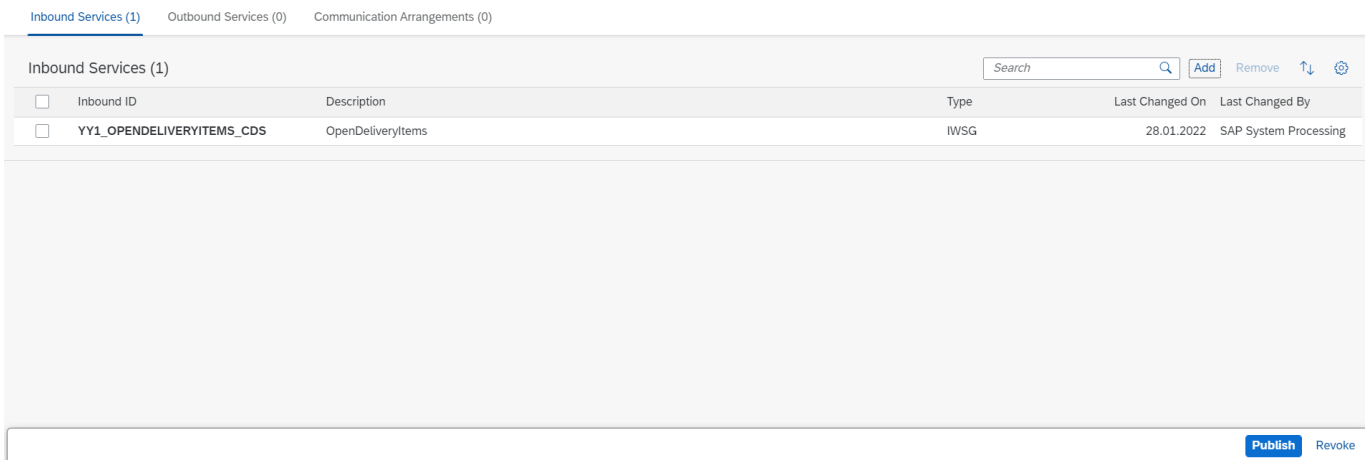
1. Login to SAP S/4HANA cloud Fiori Launchpad with required credentials.
2. Go to **Extensibility** in toolbar and click **Custom Communication Scenarios** tile.
3. Click on New button which opens pop-up window. Provide communication scenario ID as OpenDeliveryItems and description as Open Delivery Items.



- Click on Add button in Inbound services and select required CDS **YY1_OPENDELIVERYITEMS_CDS** from Add services pop-up and click on OK button.



- Click on Publish button present on Footer, it will enable the Create Arrangement button after successful publish.



- Click on Create Arrangement button, it will navigate to new Fiori app Communication arrangement by open pop-up new communication arrangement. Click on Create button.



New Communication Arrangement

Scenario: *
YY1_OPENDELIVERYITEMS

Arrangement Name:
YY1_OPENDELIVERYITEMS

Create Cancel

7. Enter Communication system and Username created in SAP S/4HANA system.
Refer here to know how to create [Communication user](#) and [Communication System](#)
8. Save the Communication Arrangement and status should change to Active.
For more details, refer here how to create [Communication Arrangement](#)
9. Repeat all the above steps from 1 to 8 for below mentioned CDS.
YY1_customerDetails
YY1_CompCurrency
YY1_OverdueAmt
YY1_SalesOrder
YY1_CustomerEmail
YY1_DocumentItems