|  |  |
| --- | --- |
|  |  |
| Test Script  SAP S/4HANA - 24-08-20 | public |
| Quality Management for Complaints against Suppliers (2F9\_DE) |

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# Purpose

This scope item describes the management of complaints against suppliers, for example, after delivery of a product.

Leveraging quality notifications, the quality engineer captures all complaint-related information including the observed defects. The quality engineer enters immediate actions for documentation purposes and requests a root cause analysis from the supplier. Furthermore, the quality engineer can keep a record of his communication with the supplier.

The quality engineer defines tasks either globally at notification level or per defect. The quality engineer assigns one processor to each task. The task is processed and task processors give feedback per task. After having received the supplier&apos;s root cause analysis, identified root causes can be assigned to each defect.

Finally, the quality engineer reviews each task and closes the notification.

This document provides a detailed procedure for testing this scope item after solution activation, reflecting the predefined scope of the solution. Each process step, report, or item is covered in its own section, providing the system interactions (test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly. Project-specific steps must be added.

# Prerequisites

This section summarizes all the prerequisites for conducting the test in terms of systems, users, master data, organizational data, other test data and business conditions.

## System Access

|  |  |
| --- | --- |
| System | Details |
| System | Accessible via SAP Fiori launchpad. Your system administrator provides you with the URL to access the various apps assigned to your role. |

## Roles

Assign the following business roles to your individual test users. Alternatively, if available, you can create business roles using the following spaces with pages and predefined apps for the SAP Fiori launchpad and assign the business roles to your individual test users.

Note These roles or spaces are examples provided by SAP. You can use them as templates to create your own roles or spaces.

For more information about business roles, refer to Assigning business roles to a user in the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide) .

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name (Role) | ID (Role) | Description (Space) | ID (Space) | Log On |
| Quality Engineer | SAP\_BR\_QUALITY\_ENGINEER | Quality Engineering | SAP\_BR\_QUALITY\_ENGINEER |  |

## Master Data, Organizational Data, and Other Data

The organizational structure and master data of your company has been created in your system during activation. The organizational structure reflects the structure of your company. The master data represents materials, customers, and vendors, for example, depending on the operational focus of your company.

Use your own master data or the following sample data to go through the test procedure.

|  |  |  |  |
| --- | --- | --- | --- |
| Master | Value | Details | Comments |
| Plant | 1010 | Plant 1 DE |  |
| Company Code | 1010 | Company Code 1010 |  |
| Purchasing Organization | 1010 | Purch. Org. 1010 |  |
| Supplier | 10300006 | Inlandslieferant DE 6 (Retouren) |  |
| Material | QM001 | QM Regular |  |

You can find general information on how to create master data objects in the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm) :

Table 1: Master Data Script Reference

|  |  |
| --- | --- |
| MDS | Description |
| BNQ | Create Customer |

## Business Conditions

Before this scope item can be tested, the following business conditions must be met.

|  |  |
| --- | --- |
| Scope Item ID | Business Condition |
| J45 – Procurement of Direct Materials | To run through this scope item, it must be possible to purchase materials. Prerequisite for 2F9 Quality Management for Complaints against Suppliers is that the scope item J45 is active and available in the system. |
| BNQ – Create Quality Inspection Plan | If you want to use self-defined actions and task codes, please refer to Chapter Characteristic Attributes - Edit Code Groups for Selected Sets in BNQ with catalog 2 and/or 8. |

## Preliminary Steps

To run through this scope item, a purchase order is required. Please refer to J45 (DE) to create a purchase order.

# Overview Table

This scope item consists of several process steps provided in the table below.

If your system administrator has enabled spaces and pages on the SAP Fiori launchpad, the homepage will only contain the essential apps for performing the typical tasks of a business role.

You can find all other apps not included on the homepage using the search bar.

If you want to personalize the homepage and include the hidden apps, navigate to your user profile and choose Settings > App Finder .

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step | Business Role | Transaction/App | Expected Results |
| [Create Quality Notification with Basic Data](#unique_9) [page ] 7 | Quality Engineer | Create Quality Notification (QM01) | Quality notification is created. |
| [Capture Defects and Document Immediate Actions](#unique_10) [page ] 9 | Quality Engineer | Change Quality Notification (QM02) | Defects are captured and documented. |
| [Define Tasks](#unique_11) [page ] 11 | Quality Engineer | Change Quality Notification (QM02) | Tasks are defined and released. |
| [Execute Tasks and Document Outcome](#unique_12) [page ] 13 | Quality Engineer | Change Quality Notification Tasks - Worklist (QM12) | Tasks are executed, outcome is documented. |
| [Review Tasks](#unique_13) [page ] 14 | Quality Engineer | Change Quality Notification (QM02) | Tasks feedbacks are reviewed. |
| [Document Supplier Root Cause Analysis](#unique_14) [page ] 16 | Quality Engineer | Change Quality Notification (QM02) | Supplier root cause analysis is documented. |
| [Complete Notification](#unique_15) [page ] 17 | Quality Engineer | Change Quality Notification (QM02) | Notification is completed. |
| [Display a List of Quality Notifications (optional)](#unique_16) [page ] 18 | Quality Engineer | Display Quality Notifications - Worklist (QM11) | Notifications are displayed. |
| [Display a List of Quality Notification Tasks (optional)](#unique_17) [page ] 20 | Quality Engineer | Display Quality Notifications - Worklist (QM11) | Tasks are displayed. |

# Test Procedures

This section describes test procedures for each process step that belongs to this scope item.

## Create Quality Notification with Basic Data

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, you create a quality notification of complaint against supplier and capture the most important data. Processing of the notification is started by setting a corresponding lifecycle status.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Create Quality Notification (QM01). | The Create Notification: Initial Screen displays. |  |
| 3 | Create the Notification | Make the following entries and choose button Notification.   * Notification Type: Q2   In the dialogue box Create Notification: Initial Screen, enter the following data and choose Continue.   * Purchasing Document: purchase order and purchase order item | The Create Notification: Complaints ag. Suppl. displays.  By entering material document and/or purchasing document, related data will be automatically transferred to the notification. |  |
| 4 | Enter Notification Data | In the Reference Object part under Reference Objects tab, make the following entries:   * Material: <Material Number>, for example, QM001 * Plant for Material: 1010   In the Contact Person part under Reference Objects tab, make the following entries:   * Supplier: <Supplier Number>   In the DMS Links part under Reference Objects tab, you can attach document by choose + or click Create Document.  In the Subject part under Subject tab, make the following entries:   * Coding: for example,QM-COD (Problem Details); 0001 (Logistical issue) * Description: for example, Delivery issue * Long text: enter the short text to describe the complaint, for example, delivered product damaged   In the Execution part in Subject tab, make the following entries   * Priority: select a priority * Required Start: today * Required End: today + 30 days * Coordinator: enter the coordinator   In the Quantities part in Subject tab, make the following entries:   * Complaint Qty: number of defect items * Ref. Quantity: number of delivered items   In the Dates/Times tab, you can check the Notification Date created automatically as today's date. Enter your name in the filed Reported By. You can also edit Start/End Dates of the notification.  If required, select Goto > Partner in the application menu to navigate to the Partners screen and add additional partner functions and partner IDs (e.g. Interested Party). After having completed partner maintenance, navigate back.  Change notification status by choosing Put in Process button. | Required start and required end date are changed according the selected priority after choosing enter button.  Quantities are copied from the referenced purchase order at creation of the notification. |  |
| 5 | Save Notification | Choose the Save button to save the notification.  Write down notification number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Notification is saved and notification ID is generated. |  |

## Capture Defects and Document Immediate Actions

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, defects are documented using code groups and codes for defect type. Futhermore, immediate actions on defect or notification level are entered for documentation purposes.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Change Quality Notification (QM02). | The Change Notification: Initial screen displays. |  |
| 3 | Choose the Notification | Make the following entries and choose Notification:   * Notification: notification ID | The Change Notification: Complaint ag. Suppl. displays. |  |
| 4 | Update the notification | To capture defects, navigate to the tab Items and maintain defects in the Overview table:   * Code Group-Code Group Problem: for example, DEF-FUNC Functional Defects * Defect type: 0010 No function * Text: Impossible to switch on the device * Item long text: Long text * DefectiveQty (external) / DefectiveQty (internal): 1 pc   To document immediate actions per defect, select a defect item in the Overview table and navigate to tab Activities on the Items tab. In the table Activities for Item, make the following entries to document in immediate action:   * Code Group- Activity : for example, QM-ACT General Activity * Activity Code: for example, 0001 Immediate Activity * Activity Text: Supplier informed by mail * Longtext: Supplier informed by mail. Detailed investigation report requested. Broken device was sent to supplier. * Start Date: today * End Date: today   Optional: Document an additional immmediate/corrective action, e.g. Documentation of stock transfer posting from unrestricted to quality inspection or restricted stock.  Optional: To document immediate actions on complaint level, use tab Activities on header level. | Note The system might issue a warning if task dates do not lie within the notification dates.  Note In order to keep track of the communication between supplier and quality engineer, corresponding predefined activities can be added to the notification and further information documented in the long text of each activity.  Note Activities on defect level do not have a status and action responsible. To define actions with status and action responsible on defect level, see tab Tasks. |  |
| 5 | Save the notification | Choose the Save button to save the notification | Notification is saved. |  |

## Define Tasks

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, tasks on notification and/or defect level are created, assigned to responsible processors and released for processing. Note that tasks can be used to capture corrections, corrective, and preventive actions.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Change Quality Notification (QM02). | The Change Notification: Initial screen displays. |  |
| 3 | Choose the Notification | Make the following entries and choose Notification:   * Notification: notification ID |  |  |
| 4 | Create and release task on notification level | Navigate to tab Tasks and make the following entries to define a task on notification level:   * Code Group- Task: for example, QM-TASK tasks * Task code: for example, 0003 Preventive task * Task Text: Adapt goods receipt inspection * Responsible: responsible user name * Planned Start Date: today * Planned End: today + 1 day   Select the corresponding entry and press button Release below the table to release the task. | A corrective/preventive action has been defined as a task on notification level. The action has been released for processing.  Note The system might issue a warning if action dates do not lie within the notification dates. |  |
| 5 | Create and release task on defect level | Navigate to tab Items and select a defect item.  Navigate to tab Tasks on Tab Items and make the following entries to define a task on defect level:   * Code Group: for example, QM-TASK tasks * Task code: for example, 0003 - Preventive task * Task Text: Adapt goods receipt inspection * Responsible: responsible user name * Planned Start Date: today * Planned End: today + 1 day   Select the corresponding entry and press button Release below the table to release the task.  Optional: To define a task on notification level, use tab tasks on header level. | A corrective/preventive action has been defined as a task on defect item level. The action has been released for processing.  Note The system might issue a warning if action dates do not lie within the notification dates. |  |
| 6 | Save the tasks | Choose Save button. | Notification is saved. The status is updated to Outstanding task(s) exist(s). |  |

## Execute Tasks and Document Outcome

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, the tasks that are assigned to a user with the role user responsible are displayed in a worklist. Feedback to tasks is entered and processing is finished by changing the task status.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Change Quality Notification Tasks - Worklist (QM12). | The Change Tasks: Selection of Notifications displays. |  |
| 3 | Enter selection parameters | On the selection screen, different search parameters can be specified to retrieve a list of tasks.  Make the following entries and choose Execute:   * Person responsible for task: user name | Note Note that the selection criteria include notification and task data.  Note From the worklist, it is also possible to jump to the respective notification by selecting the task and choosing button Notification. |  |
| 4 | Open task | In the Change tasks: List of notifications, select one of the tasks defined above and choose the button Task in the top. | Task opens. |  |
| 5 | Update the task | In the Task area, input the feedback in the long text field.  Expand the Planning area, make the following entries:   * Completed On: today * By: user name   Choose button Complete Task. | Note The fields Completed on and By are automatically filled at status change.  Note By choosing button Notification, a notification summary is displayed. |  |
| 6 | Process other tasks | Process steps 4 and 5 (optional) for other tasks. |  |  |
| 7 | Save | Choose Save. | Data is saved. |  |

## Review Tasks

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, completed tasks are reviewed.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Change Quality Notification (QM02). | The Change Notification: Initial screen displays. |  |
| 3 | Choose the Notification | Make the following entries and choose Notification:   * Notification: notification ID |  |  |
| 4 | Update the task on notification level | Navigate to tab Tasks on notification level. Select one task line item and choose button Successful located below the tasks table. |  |  |
| 5 | Update the task on defect item level | Navigate to tab Items. Select one defect item and navigate to tab Tasks on defect item level. Select one task line item and choose button Successful located below the tasks table. |  |  |
| 6 | Process other tasks | Process steps 4 and 5 (optional) for other tasks. |  |  |
| 7 | Save | Choose Save. | Notification is saved.  Note The system indicates via a system status if all tasks of the notification are completed. |  |

## Document Supplier Root Cause Analysis

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In the mean time, a detailed supplier error analysis (e.g. in the form of an 8D report) arrived. The corresponding information is also added to the notification.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Change Quality Notification (QM02). | The Change Notification: Initial screen displays. |  |
| 3 | Choose the Notification | Make the following entries and choose Notification:   * Notification: notification ID |  |  |
| 4 | Document supplier root cause analysis | Navigate to tab Items and select one defect item. Navigate to tab Causes and enter the root cause communicated by the supplier:   * Code Group- Cause: for example, QM-CAU (Problem Causes, Defect Causes) * Code: for example, 0016 (Material Defect) * Cause Text: Supplier Info: Short circuit | Root cause information are maintained.  Note Corrective and preventive actions defined by the supplier could also be transferred for documentation purposes. |  |
| 5 | Save | Choose Save. | Notification is saved. |  |

## Complete Notification

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, the notification and related objects are reviewed and the notification is closed.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Change Quality Notification (QM02). | The Change Notification: Initial screen displays. |  |
| 3 | Choose the Notification | Make the following entries and choose Notification:   * Notification: notification ID |  |  |
| 4 | Review the notification and all related objects | Navigate through all tabs and review the information. Check whether all tasks are at least in status completed. If not, change the task status accordingly or remove the task. | All tasks are in status completed. |  |
| 5 | Close the notification | Choose Complete.  In the window Close, maintain the following fields and choose Continue to close the Notification:   * Completion Date: today * Completion Time: now * Notification: Internal Origin or External Origin | Notification status is updated and saved.  Note Completion Date and Completion time are automatically filled. |  |

## Display a List of Quality Notifications (optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, a list of notifications with respect to a certain material is displayed in a worklist for overview purposes or management quality analysis.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on to SAP Fiori launchpad | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Display Quality Notifications - Worklist (QM11). | The initial selection screen displays. |  |
| 3 | Enter selection parameters | Make the following entries and choose Execute:   * Material: <Material Number> for example, QM001 | Note Different selection parameters (notification status, date, partners, code group and code) can be entered.  Note The value selected in the field Ref. Field Monitor determines whether the traffic light is calculated using the notification priority or notification date.  A list of quality notifications matching the specified selection criteria displays. |  |
| 4 | Access individual notification information | Select one quality notification in the result list and choose button Notification to display all notification details.  Choose back to return to the worklist.  Select one quality notification in the result list and choose button Long Text to display the notification longtext.  Choose back to return to the worklist. | Detailed notification information shows. |  |

## Display a List of Quality Notification Tasks (optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this process step, you can get a list of tasks, for example, tasks that a specific user is responsible for, tasks for a department, tasks that are connected to a certain material.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori Launchpad as Quality Engineer. | The SAP Fiori Launchpad is displayed. |  |
| 2 | Access the App | Open Display Quality Notification Tasks (Worklist). | The initial selection screen displays. |  |
| 3 | Enter selection parameters | Make the following entry and choose Execute:   * Person Responsible: user name | Note Different selection parameters with respect to task and notification (for example, notification and task status, date, partners, code group and code) can be entered.  The value selected in the field Ref. Field Monitor determines whether the traffic light is calculated using the notification priority or task dates.  A list of tasks matching the specified selection criteria displays. |  |
| 4 | Access individual task information | Select one task in the result list and choose button Task to display all task details.  Choose back to return to the worklist.  Select one task in the result list and choose button Long Text to display the task longtext.  Choose back to return to the worklist.  Select one task in the result list and choose button Notification to display the related quality notification.  Choose back to return to the worklist. | Detailed task and notification data shows. |  |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.  Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

|  |
| --- |
|  |
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