|  |  |
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|  |  |
| Test ScriptSAP S/4HANA - 18-09-20 | public |
| Solution Quotation (4Q5\_DE) |

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# Purpose

The scope item provides service professionals tools to create and process solution quotations using product bundles. As a result of an accepted solution quotation, follow-up documents are created by the system. For the processing of the follow-up documents, refer to the following scope items:

* Service Order Management (41Z)
* Service Contract Management (426)

Important: For the Solution Quotation scope item to work, it is mandatory that you first activate the content for the two scope items mentioned above. And you also must implement the manual settings as described in the set-up instruction guides of these two scope items. You can find the set-up instruction guides per scope item on <https://rapid.sap.com/bp/BP_OP_ENTPR> → scope item group = Service.

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, and other test data.

## System Access

|  |  |
| --- | --- |
| System | Details |
| SAP S/4HANA | Accessible via SAP Fiori launchpad. Your system administrator provides you with the relevant URL. |

## Roles

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

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

For more information about business roles, refer to the 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).

Fiori Frontend Roles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name (Role) | ID (Role) | Description (Space) | ID (Space) | Log On |
| Customer Service Manager (Customer Management) | SAP\_BR\_CUSTOMER\_SERVICE\_MGR | N/A | N/A |  |
| Internal Sales Representative | SAP\_BR\_INTERNAL\_SALES\_REP | Internal Sales | SAP\_SD\_SP\_INTERNAL\_SALES |  |
| Shipping Specialist | SAP\_BR\_SHIPPING\_SPECIALIST | N/A | N/A |  |
| Billing Clerk | SAP\_BR\_BILLING\_CLERK | Billing Clerk | SAP\_SD\_SP\_BILLING |  |

Application Business Roles

The business roles in the following table contain authorization and navigation objects specific to the SAP S/4HANA Service application. Your system administrator can use them as templates to create customer-specific business roles with the appropriate authorizations.

|  |  |
| --- | --- |
| Name (Role) | ID (Role) |
| S4CRM UIU - Service Professional | SAP\_S4C\_UIU\_SRV\_PRO |
| CRM Role for UIU Framework | SAP\_CRM\_UIU\_FRAMEWORK |

In addition to these Service-specific authorizations, generic SAP application access must be granted by your system administrator. The system administrator assigns all required application business roles to your system user.

Note For detailed information about roles and authorizations, refer to the SAP S/4HANA security guide at <https://help.sap.com/viewer/product/SAP_S4HANA_ON-PREMISE> > Implement.

## Manual Configuration Steps

Before you can test this scope item, make sure to have activated the content and completed the additional set-up steps of these two prerequisite scope items:

You can find the set-up instruction guides per scope item on <https://rapid.sap.com/bp/BP_OP_ENTPR> → scope item group = Service.

## Master Data, Organizational Data, and Other Data

Some master data of your company have been created in your system during activation. Other data must be set up manually by you as described in the set-up instruction guides and the master data scripts for this scope item.

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

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Sample Value | Details | Comments |
| Sold-To Party | 10100001 | Domestic Customer DE 1 | Created during content activation |
| Contact Person | 10910005 | Alina Müller | Created during content activation |
| Sales Organization | 1010 | Dom. Sales Org | To be created by you, refer to the Organizational Model chapters of, for example, the 41Z Set-up Instruction Guide |
| Service Organization | Service Org | Dom. Service Org DE | To be created by you, refer to the Organizational Model chapters of, for example, the 41Z Set-up Instruction Guide |
| Employee Responsible | <Your ID> | <Your Employee> | To be created by you, refer to the Create Employee Master Data for Service (47Y) script |
| Product Bundle | BUND01 | Installation Service | To be created by you, refer to the Create Service Product of Type Service (3KV) master data script |

You can find general information on how to create your own master data in the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_CLD_ENTPR/BP_CLD_ENTPR_S4CLD1808_13_Master_Data_EN_XX.htm):

Table 1: Master Data Script Reference

|  |  |
| --- | --- |
| MDS | Description |
| BND | Create Customer Master |
| 3KV | Create Service Product of Type "Service" |
| 47X | Create Business Partner Master Data for Service |
| 47Y | Create Employee Master Data for Service |

# 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 | App/Transaction | Expected Results |
| [Create Solution Quotation](#unique_8) [page ] 8 | Customer Service Manager (Customer Management) | Manage Service Orders | The customer service manager creates a solution quotation and selects relevant products from the product bundle. |
| [Accept Solution Quotation](#unique_9) [page ] 10 | Customer Service Manager (Customer Management) |  | After the customer has accepted the solution, the customer service manager updates the solution quotation status. As a result, follow-up documents are created automatically and can be reviewed. |
| [Process Follow-Up Document: Service Order](#unique_10) [page ] 12 | Customer Service Manager (Customer Management) |  |  |
| [Process Follow-Up Document: Sales Order](#unique_11) [page ] 13 | Internal Sales Representative |  |  |
| [Process Follow-Up Document: Service Contract](#unique_12) [page ] 17 | Customer Service Manager (Customer Management) |  |  |
| [Review Billing Documents](#unique_13) [page ] 19 | Billing Clerk |  |  |

# Test Procedures

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

## Create Solution Quotation

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

In this procedure you create a solution quotation. After having maintained the product bundle in the solution quotation, you select the relevant items from the bundle, and then release the solution quotation so that it can be reviewed by the customer.

Important: Before creating a solution quotation you must first have created at least one product bundle. For the procedure to create such a product bundle, refer to the Create Service Product of Type "Service" (3KV) master data script.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori Launchpad as a Customer Service Manager (Customer Management). | The Home page is displayed. |  |
| 2 | Access the SAP Fiori app | Navigate to Service Orders → Create Service Order Quotation. | The Select Transaction Type dialog box is displayed. |  |
| 3 | Select Transaction Type | On the Select Transaction Type dialog box, choose transaction type SRVP - Solution Quotation. | The Solution Quotation: New screen is displayed. |  |
| 4 | Maintain Solution Quotation Details | In the Quotation Details area, maintain the following data:* Description: <your description>
* Sold-To Party: for example, 10100001 for Domestic Customer DE 1

Choose Enter. | Required header data for the Solution Quotation has been maintained. |  |
| 5 | Select Organizational Data | If the Select Organizational Data Web page dialog appears, select the responsible organizational unit as responsible service organization.Service Organization: Dom Service Org DENote The Dom Sales Org DE sales organization needs to be assigned to the service order as well. Check in the Organization assignment block that this org. unit is assigned, or if it is not, maintain the assignment manually.Sales Organization: Dom Sales Org DE | Organizational units for sales and service are assigned to the order quotation. |  |
| 6 | Select Partner Data | If the Partner Selection Document header dialog box appears, select:Service Employee Group: SRV\_BO (Service Back Office)Select the Contact person Susan Miller from the dialog box | A service team is assigned & Contact person is maintained to the quotation order. |  |
| 7 | Maintain Product Bundle | In the Items list, maintain the product bundle ID:Product ID: BUND01Quantity 1Then choose EnterNote As a result, the product bundle is displayed, and if the product bundle includes mandatory components, the system displays a message. | The product bundle components are displayed. |  |
| 8 | Select Items | In the Product ID column, select the relevant components from the drop down for Spare part item, Service item, Service contract item and Sales item respectively.Note When choosing the SRV\_CONTRACT product, make sure to select the Item Category: Service Contract Item for it to automatically create a service contract for the product. | The relevant items have been selected. |  |
| 9 | Update the Quotation Validity Dates | In Quotation details, under Dates section, maintain the Quotation Valid From and Quotation Valid To dates. | The validity is maintained. |  |
| 10 | Release Solution Quotation | In the Service Quotation Details assignment block, release the solution quotation by selecting:Status: ReleasedNote You can only release a solution quotation that is error free.Choose Save. | The solution quotation has been released. |  |

## Accept Solution Quotation

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

By accepting the solution quotation, follow-up documents are created depending on the item categories used in the Items list. You can review the follow-up documents in the Transaction History.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Accept Solution Quotation | If you have kept the solution quotation view open from the previous step, choose Accept.If you have already closed the solution quotation, navigate to the Search Service Order Quotations app. Search your solution quotation and display it. Then choose Accept.Note Once the solution quotation is accepted, the system creates the relevant follow-up transactions. | The solution quotation has been accepted, and follow-up transactions have been created. |  |
| 2 | Check Follow-up Documents | Navigate to Transaction History. | Follow up Transactions are created automatically for Service order, Sales order and Service Contract. |  |
| 3 | Review Service Order | Choose the link for service order to view the Service order details.Make a note of the sales order ID. | Service Order details are displayed. |  |
| 4 | Review Sales Order | Choose the Sales order ID no to view the Sales order details.Make a note of the service contract ID. | Sales Order details are displayed. |  |
| 5 | Review Service Order | Choose the link for service contract to view the Service contract details.Make a note of the service order ID. | Service Contract details are displayed. |  |

## Process Follow-Up Document: Service Order

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

The procedure below outlines the minimum steps required to release a service order, to confirm it, to complete the service order, and to create an invoice for the confirmation. For more details regarding service order processing, refer to the Service Order Management (41Z) scope item.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Release Service Order | In the Service Order view that you opened as last step of the previous chapter, choose Edit.As an alternative, navigate to the Search Service Orders app, and search for and display the service order from there. Then choose Edit.As Status maintain Released. Then choose Save. | The service order and its items are released. |  |
| 2 | Create Service Confirmation | Choose Create Follow-Up.On the Follow-Up dialog box, choose Service Confirmation. | The Follow-Up – Select Items dialog box is displayed. |  |
| 3 | Select Confirmation Items | On the Follow-Up – Select Items dialog box, select all items and then Choose. | The Confirmation: New view is displayed. |  |
| 4 | Complete Service Confirmation | On the Confirmation: New view, as Status maintain Completed. Then choose Save. | The service confirmation is completed. |  |
| 5 | Complete Service Order | In the service confirmation, navigate to the Transaction History and choose the link to the service order.In the Service Order view, choose Edit.As Status maintain Completed. Then choose Save. | The service order is completed. |  |
| 6 | Release Confirmation for Billing | On the Home page, navigate to Operations > Release for Billing.On the Release for Billing view, search for the confirmation created above, for example, by Created On search parameter.In the Result List, select all lines related to your confirmation, then choose Release for Billing. | The service confirmation items are released for billing. |  |
| 7 | Create Billing Document for Confirmation | On the Home page, navigate to Billing Documents > Create Billing Documents (Billing Due List Items).Search by SD Document Category: Billing Document Request and Billing Date: Today.Select the line with the relevant billing document request, then choose Create Billing Documents.On the Invoice view, choose Save. | The invoice is created. |  |

## Process Follow-Up Document: Sales Order

Purpose

If in the solution quotation you have maintained a sales item, as a follow-up document a sales order has been created. The sales order is processed by a sales representative. In the steps below the minimum steps to process the sales order and to create a delivery document are described. In addition it is described how to pick the sales item and post a goods issue for it. To complete the sales order process, a billing document is created. For more details regarding sales order processing, refer to the scope item group Sales and within this group, for example, the Sell from Stock (BD9) scope item.

### Create Delivery

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

This process step shows you how to create a delivery. To execute it, you must have the sales order ID available that you displayed in the Review Sales Order step of the Accept Solution Quotation chapter.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori Launchpad as an Internal Sales Representative. | The Home page is displayed. |  |
| 2 | Access the App | Open the Sales Order Fulfillment (Resolve Issues) app. |  |  |
| 3 | Search Sales Order | Enter the sales order ID from above in the Search field and search for it. | The sales order is displayed in the result list. |  |
| 4 | Display Sales Order | Select the line with your sales order. | The system navigates to the sales order details. |  |
| 5 | Display Sales Order Item | Choose the line containing the sales order item, for example, the TG11 product. | The system navigates to the item details. |  |
| 6 | Create Delivery | In the Item details, choose Create Delivery. | The delivery issue status changes to Issue Solved. |  |
| 7 | Display Delivery ID | In the navigation area on the left, choose Process Flow. Make a note of the delivery ID that is displayed in the process flow view. |  |  |

### Execute Picking and Post Goods Issue

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

The picking process involves taking goods from a storage location and staging the right quantity in a picking area where the goods are prepared for shipping. This process step shows you how to pick deliveries and afterwards to post the goods issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. |  |  |
| 2 | Access the App | Open Pick Outbound Delivery. |  |  |
| 3 | Maintain Delivery ID | On the Pick Outbound Delivery view, enter the delivery ID from above and choose Enter. Alternatively use the search help to search for the ID. | The delivery details are displayed. |  |
| 4 | Maintain Picking Quantity | In the Delivery Details view, in the Delivery Items area, maintain the same number for Picking Quantity as is displayed for Delivery Quantity.Then choose Save. | You have picked the items. |  |
| 5 | Post Goods Issue | After having saved the picking quantity, choose Post GI (Goods Issue). | The delivery has been fully processed and can now be invoiced. |  |

### Create Billing Document

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

In this step you create a billing document for the sales order.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. |  |  |
| 2 | Access the App | Open Create Billing Documents (Billing Due List Items). | The Create Billing Documents screen is displayed. |  |
| 3 | Select Delivery ID | In the Billing Due List Items list, select the line that contains the delivery ID from above. Then choose Create Billing Documents.Note If you don’t know the delivery ID, choose Expand Header to search for it. | The Invoice view is displayed. |  |
| 4 | Create Invoice | In the Invoice view, review the data, then choose Save. | The invoice for the delivery has been created. |  |

## Process Follow-Up Document: Service Contract

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

The procedure below outlines the minimum steps required to release a service contract so that billing documents can be created for it. For more details regarding service contract processing, refer to the Service Contract Management (426) scope item.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori Launchpad as a Customer Service Manager. | The Home page is displayed. |  |
| 2 | Access the SAP Fiori app | Navigate to Service Contracts→ Search Service Contracts. |  |  |
| 3 | Find Service Contract | In the Search area, use suitable search criteria to find the service contract that was created by the solution quotation. Then choose Go. | Service Contract is displayed in the Result List. |  |
| 4 | Update Contract Dates | In the Result List, choose the Service Contract ID to navigate to its details.In the service contract view, choose Edit.In the Service Contract Details, under Dates section, maintain the Contract Start and Contract End dates.Note Usually a contract starts at the first of a month and ends after, for example, exactly a year. Update the Contract Start and Contract End accordingly. | The service contract is displayed and the service contract dates are adjusted. |  |
| 5 | Verify Billing | Optionally review the service contract item by choosing the Item No. in the Items list. For example, review whether the Billing Plan is maintained appropriately.Navigate back to the service contract header and as Status choose Released.Then choose Save. | The service contract is released. |  |
| 6 | Create Billing Document Requests | According to the service contract’s billing plan, billing document requests (BDR’s) are scheduled. Usually this step is not executed by the application user.For demonstration’s sake you can trigger the BDR creation by logging on to the SAP GUI.Access transaction code CRMS4\_BIL\_BDR\_GEN.As BDR Creation Horizon (in Days), enter 30.Choose Execute (F8). | Generated BDR’s are displayed. |  |
| 7 | Create Billing Document for Service Contract | On the SAP Fiori launchpad Home page, navigate to Billing Documents > Create Billing Documents (Billing Due List Items).Search by SD Document Category: Billing Document Request and Billing Date: Today.Select the line with the relevant billing document request, then choose Create Billing Documents.On the Invoice view, choose Save. | The invoice is saved. |  |

## Review Billing Documents

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 the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

The solution quotation itself cannot be billed. Instead the solution quotation’s follow-up documents are billed. This must have happened in the previous chapters. Refer to the individual chapters for details:

* Process Follow-Up Document: Service Order
* Process Follow-Up Document: Sales Order
* Process Follow-Up Document: Service Contract

With the following procedure you verify that the billing documents are displayed properly. To access the invoices from one central document, start with the solution quotation’s transaction history and navigate to the follow-up documents.

For service order and service contract, from the solution quotation you must navigate to the respective service document first and then display the invoices from the service documents. For sales orders the invoice is displayed within the solution quotation.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori Launchpad as a Customer Service Manager. | The Home page is displayed. |  |
| 2 | Search for the Solution Quotation | Open the Search Service Order Quotations app.On the Search: Service Order Quotations screen, search for the solution quotation you created above, for example, by Posting Date (Time Frame). | Your solution quotation is displayed in the Result List. |  |
| 3 | Display Solution Quotation | Choose the Service Order Quotation ID to navigate to the quotation’s details. | The solution quotation is displayed. |  |
| 4 | Display Transaction History | In the quotation view, navigate to the Transaction History. | Depending on which items you chose in the solution quotation, follow-up documents are displayed for service order, service contract, and sales order.If you have processed the sales order, the related delivery document and invoice are displayed in the Transaction History. |  |
| 5 | Display Invoice for Sales Order | To display the invoice that was created for the sales order, choose the invoice number.As an alternative, you can choose the outbound delivery number and in the delivery’s process flow choose the invoice.Then navigate back to the solution quotation‘s transaction history. | The sales order’s invoice is displayed. |  |
| 6 | Display Invoice for Service Confirmation | To display the invoice that was created for the service order, in the solution quotation’s transaction history, choose the service order.In the Service Order view, navigate to the Transaction History and choose Service Confirmation ID.In the Service Confirmation view, navigate to the Transaction History and choose the Invoice ID to display it. | The invoice created for the service order’s confirmation is displayed. |  |
| 7 | Display Invoice for Service Contract | To display the invoice that was created for the service contract, in the solution quotation’s transaction history, choose the service contract.In the Service Contract view, navigate to the Transaction History and choose Invoice ID to display it.Note As an alternative, you can navigate to the service contract item and display the invoice in the item’s Billing Plan. | The invoice created for the service contract is displayed. |  |

# Appendix

## Succeeding Processes

After completing the activities in this test script, you can continue testing the following business processes:

Table 2:

|  |  |
| --- | --- |
| Process | Business Condition |
| 41Z - Service Order Management | <https://rapid.sap.com/bp/#/browse/categories/sap_s%254hana/areas/on-premise/packageversions/BP_OP_ENTPR/S4HANA/1909/US/6/EN/scopeitems/41Z> |
| 426 - Service Contract Management | <https://rapid.sap.com/bp/#/browse/categories/sap_s%254hana/areas/on-premise/packageversions/BP_OP_ENTPR/S4HANA/1909/US/6/EN/scopeitems/426> |
| BD9 - Sell from Stock | <https://rapid.sap.com/bp/#/browse/categories/sap_s%254hana/areas/on-premise/packageversions/BP_OP_ENTPR/S4HANA/1909/US/6/EN/scopeitems/BD9> |

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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