PUBLIC

Manual Customer Creation

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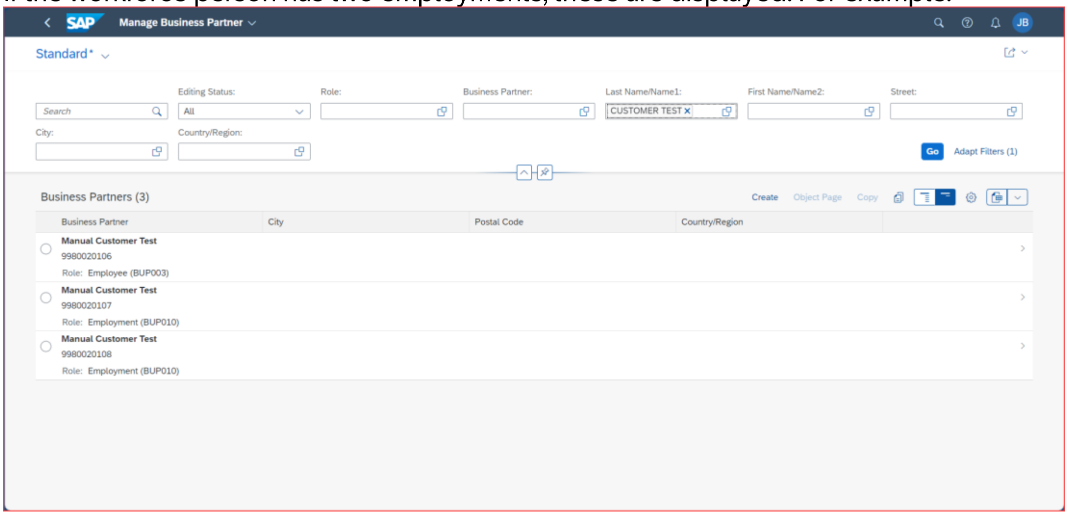
This document provides the steps needed to create customer role manually in SAP S/4HANA Cloud. This ensures that subsequent replication of workforce data and the follow-on processes, such as payment and reimbursement work properly.

Introduction

Customers use different integration channels, such as Core HR with SAP SuccessFactors Employee Central (JB1), Replicate Basic Master Data for Workforce from External HR Systems (SOAP API), and Workforce Management with SAP Master Data Integration, and as the Manage Workforce app also to replicate workforce data from different source systems to SAP S/4HANA Cloud system as per the workforce One Domain model. If you are using SAP Master Data Integration for replicating workforce data, then from SAP S/4HANA Cloud 2402 release onward, you can enable creation of customer role automatically in employment BP. For more information, refer to Enable Automatic Creation of Customer Role. However, there are situations when, irrespective of the integration channels, customers would have their business set up in such a way that they must create the customer role manually in SAP S/4HANA Cloud system after the workforce data is replicated to SAP S/4HANA Cloud system.

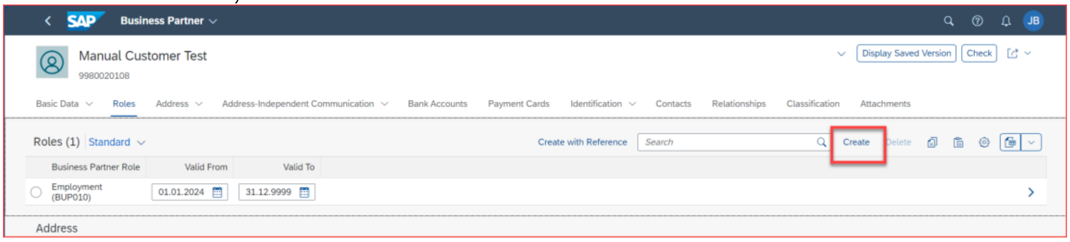
Procedure

1. Open the *Manage Business Partner* app.
2. Search for the Business Partner (BP) by name.
   If the workforce person has two employments, these are displayed. For example:

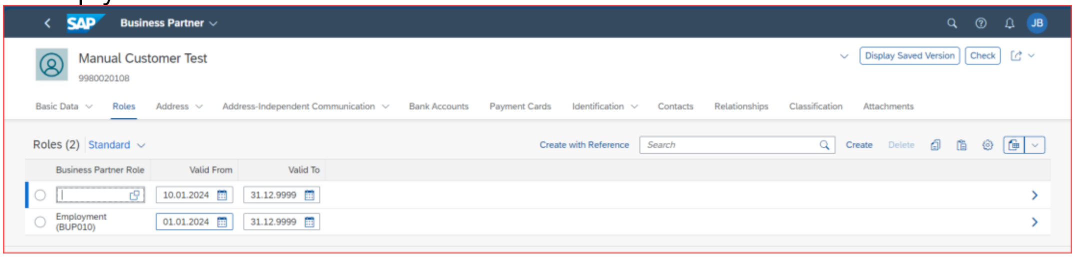


   Note: According to the new BP model, a customer must always be created for the business partner with the *Employment* (BUP010) role.
   Let us assume that you want to add the *Customer* role to the business partner **9980020108** for the second employment.
3. Select business partner **9980020108**. The employment BP details are displayed:
4. Choose the *Identification* tab and note down the identification number (Personnel Number) of type HCM033.
   In this case it is **50057204.**
5. Choose *Edit* to open the business partner in edit mode.
   Note: Ensure that you have assigned the account group for the customer master record to business partner groupings. For more information about the configuration activity 102741, refer to Self-service Configurations for Business Partner.
6. Choose the *Roles* tab.
   Roles available for the business partner are displayed.

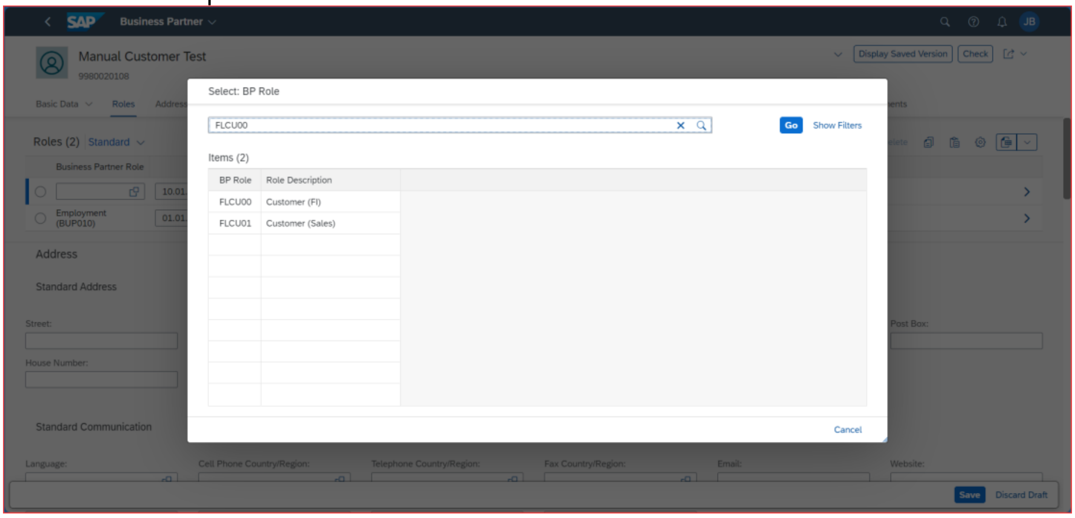
7. In the *Roles* section, choose *Create*.



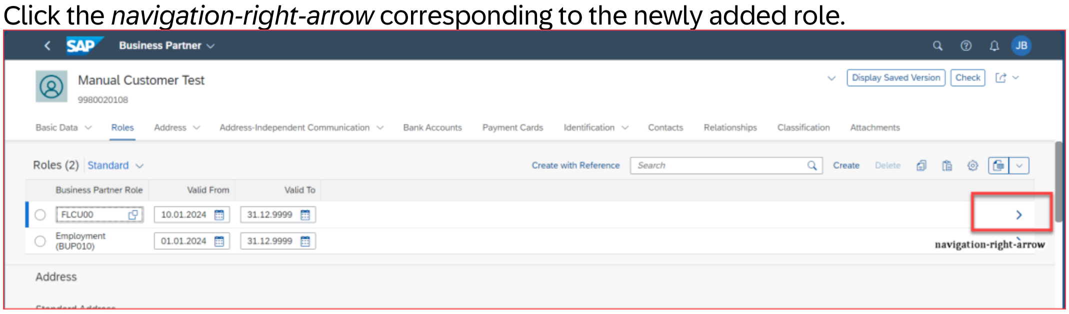
An empty line is added to the new role:



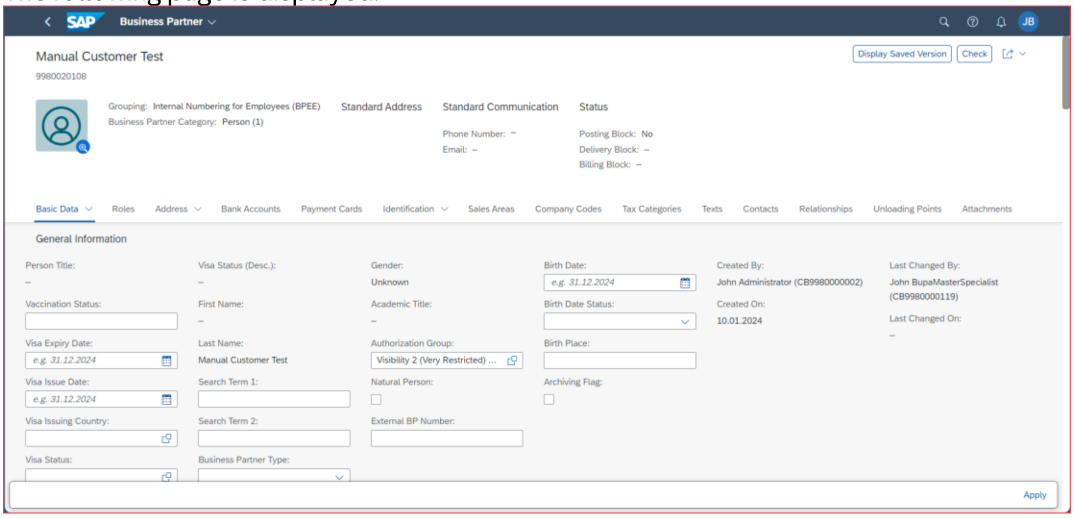
8. Use the value help to select the role **FLCU00.**



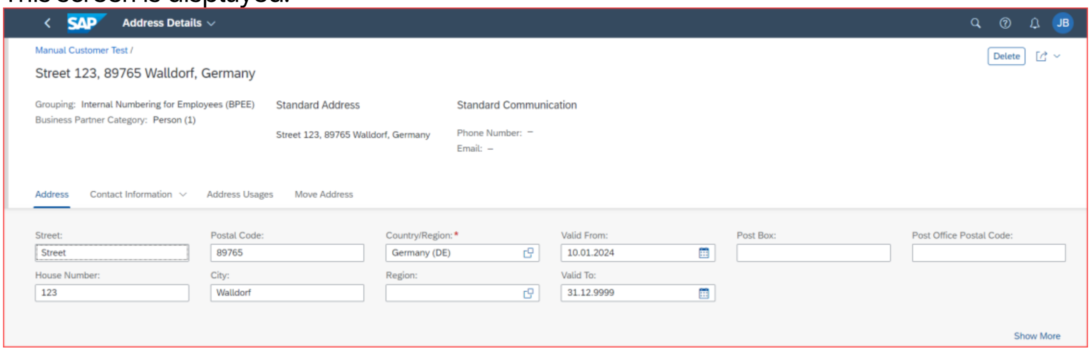
9. Click the *navigation-right-arrow* corresponding to the newly added role.



The following page is displayed:

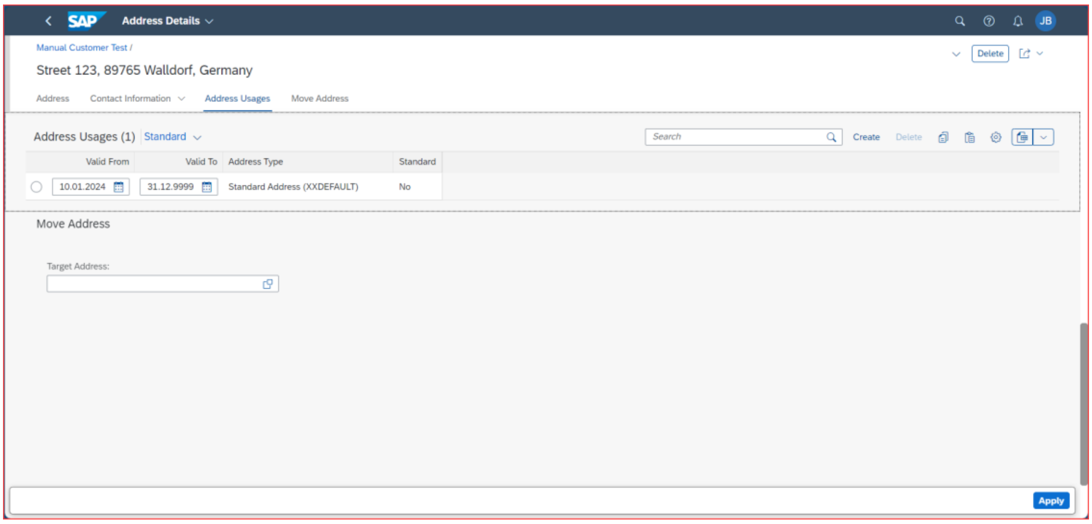


10. Click the Address tab and select *Standard Address* from the dropdown list and enter the required details.
11. Select *Standard Communication* from the *Address* dropdown list and enter the required details.
12. (Mandatory) Select your preferred communication language from the item list in the *Language* field and enter the details as required.
13. From the *Address* dropdown list, select *Address Details*.
14. In the *Address Details* section, click the *navigation-right-arrow* corresponding to the row.
    This screen is displayed:

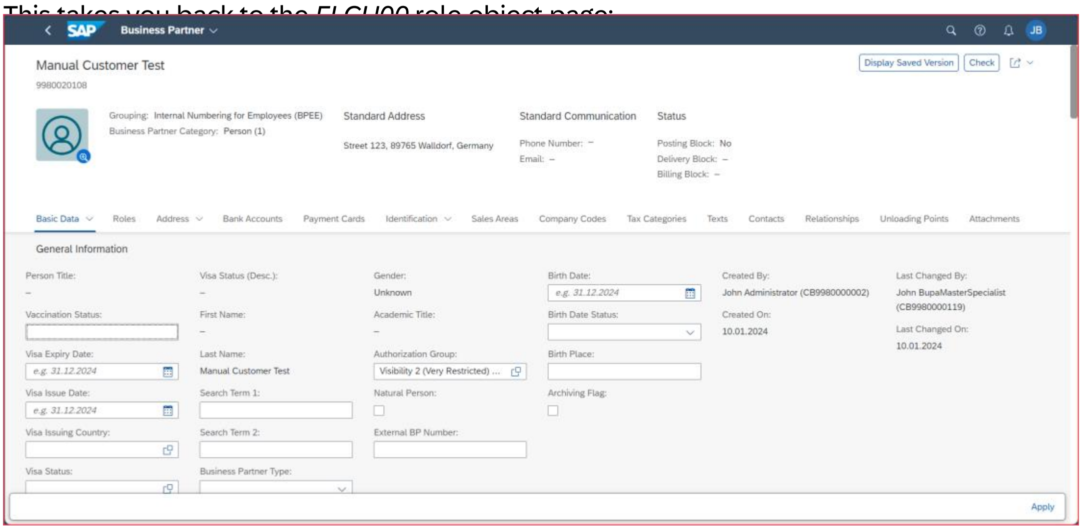


Enter the details as required.

15. On the *Address Usages* tab, enter the current date in the *Valid From* field and **31.12.9999** in the *Valid To* field.

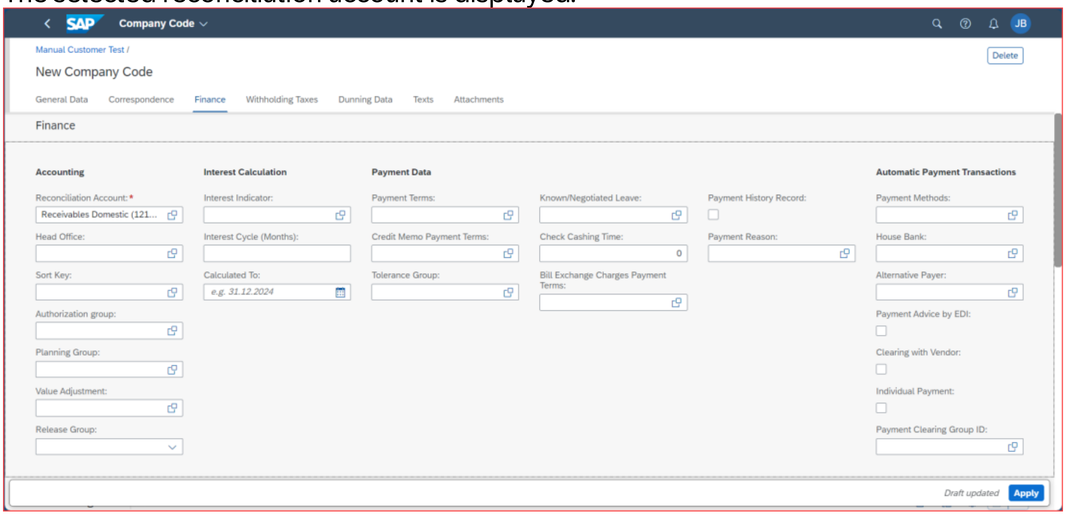


16. Choose *Apply*.
    This takes you back to the *FLCU00* role object page:

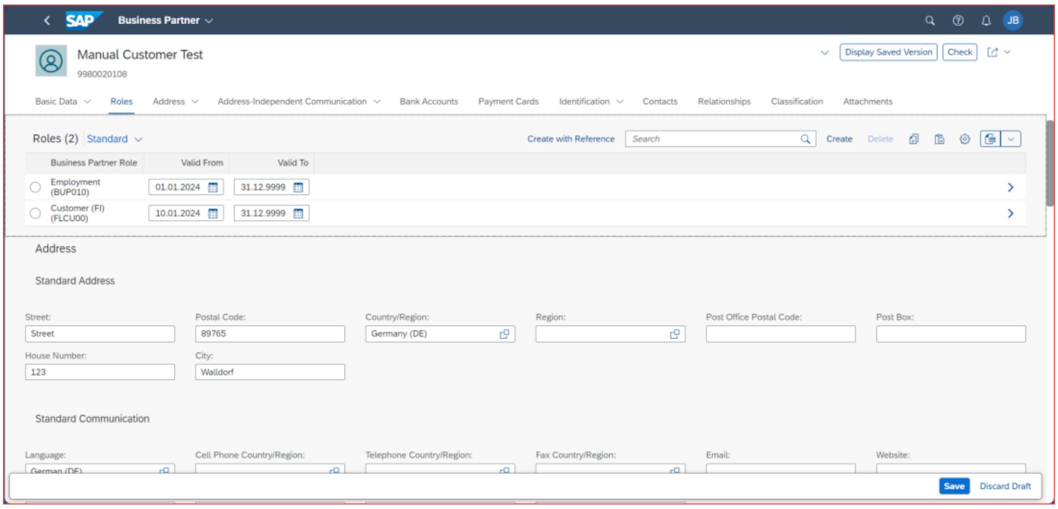


17. Go to the *Company Codes* tab and choose *Create*.
18. Enter the company code in the *Company Code* field that is provided as part of Employment data.
    In this case it is **1010**.

19. Choose the *Finance* tab and, in the *Reconciliation Account* field, select *Receivables Domestic* from the value help.
20. The selected reconciliation account is displayed.



21. Choose *Apply*.
    This takes you to the *FLCU00* role object page.
22. Choose *Apply* again.
    This now takes you back to the BP object page.
23. Choose *Save* to save the BP with the *Customer* role.

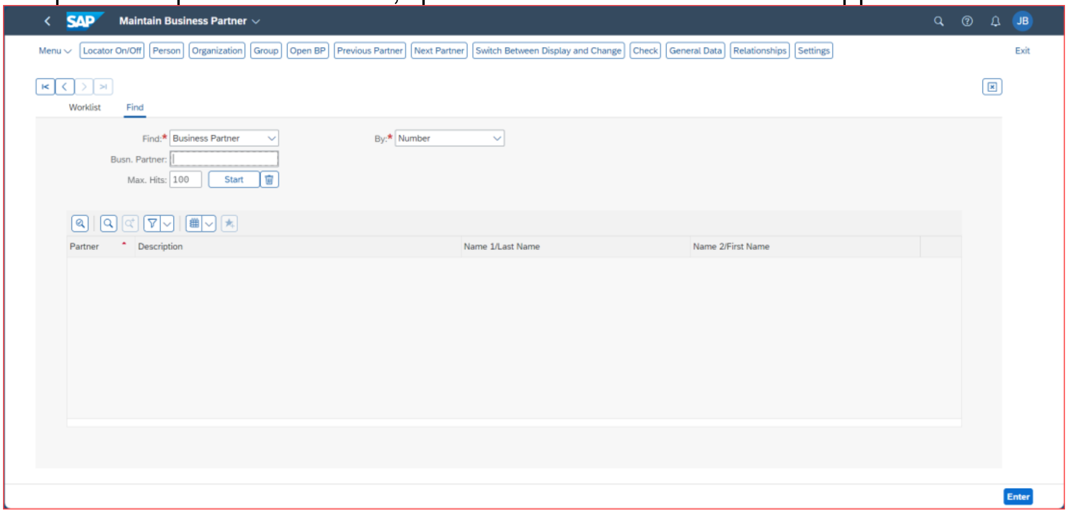


The role has now been added.

NOTE:

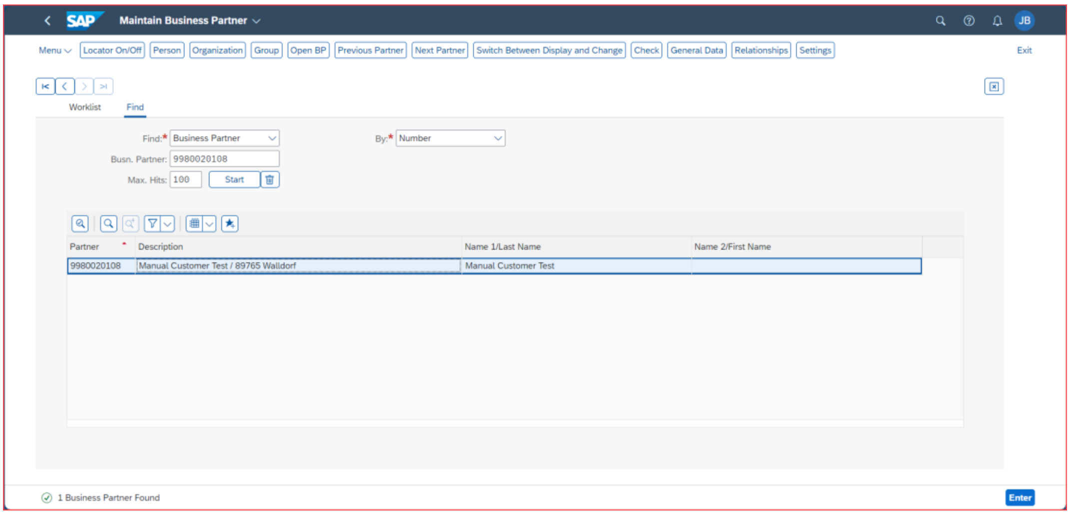
You cannot update personnel number by using the *Manage Business Partner* app. SAP recommends that you use the *Maintain Business Partner* app to update this information.

24. To update the personnel number, open the *Maintain Business Partner* app.

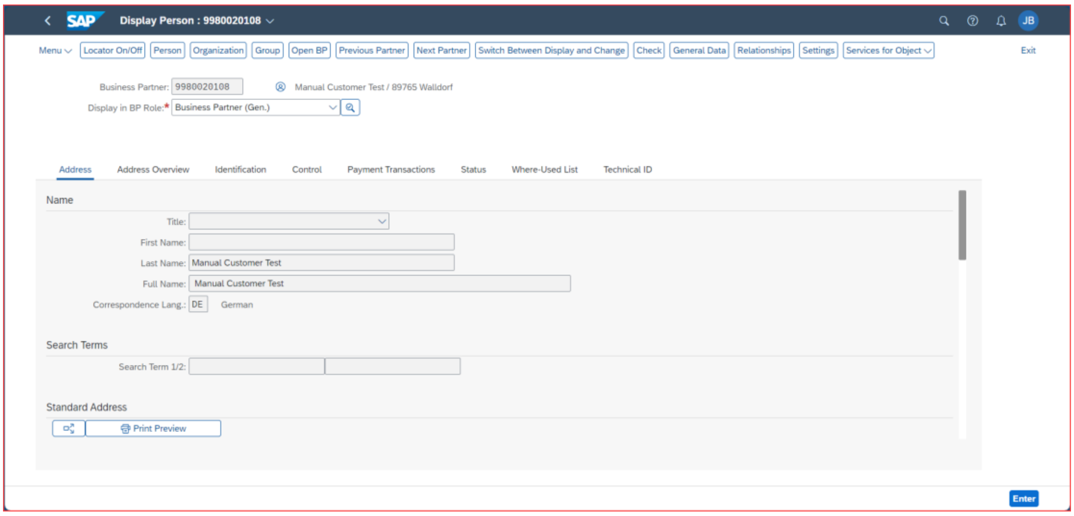


25. Enter the required details:
    - In the *Find* field, select **Business Partner**.
    - In the *By* field, select **Number**.
    - In the Business Partner, enter the employment BP number that you want to update. For example, **9980020108**.
26. Choose *Start*.

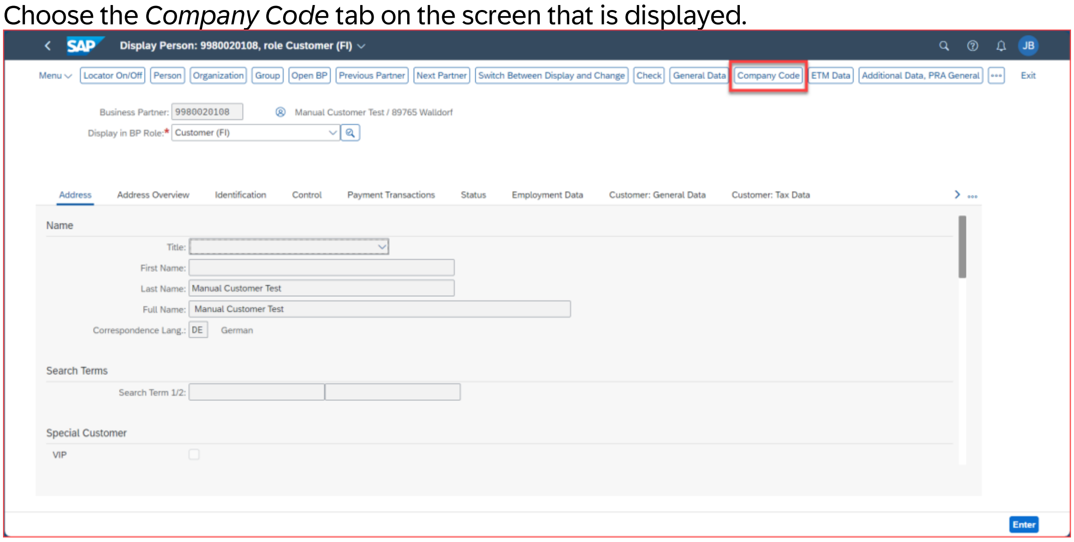
27. Select the row that was added and double-click it.



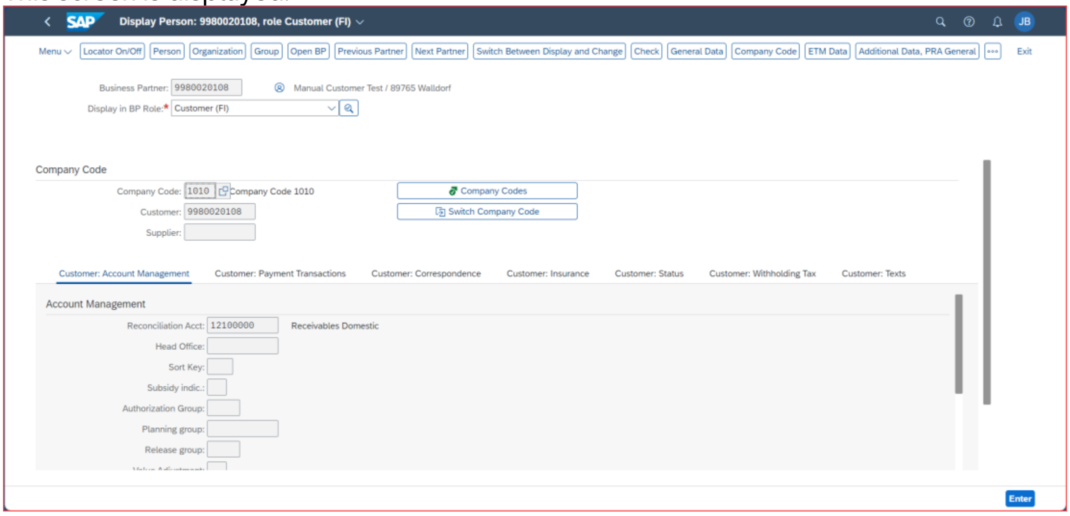
This screen is displayed:



28. In the *Display in BP role* field, select *FLCU00 (Customer FI)* from the dropdown list:
29. Choose the *Company Code* tab on the screen that is displayed.

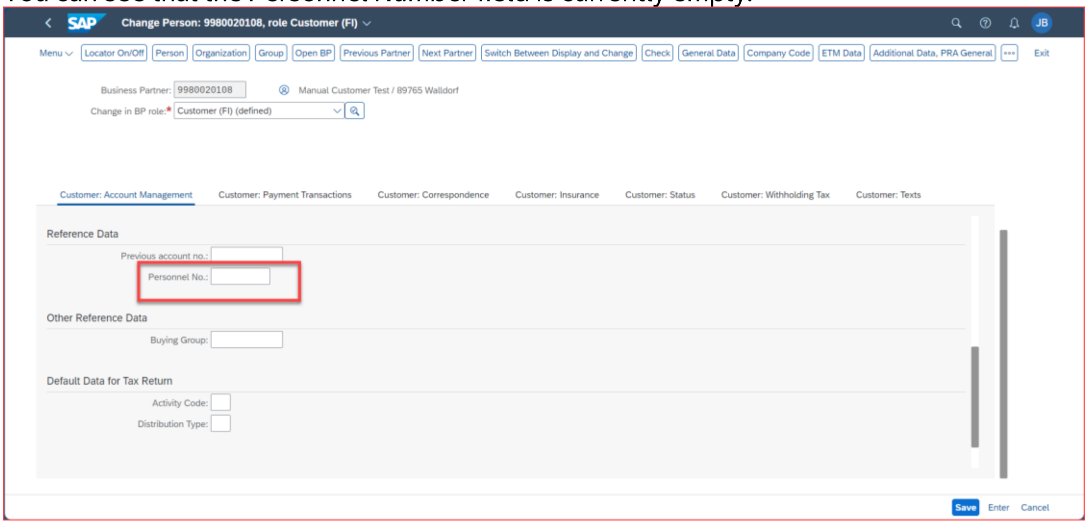


This screen is displayed:

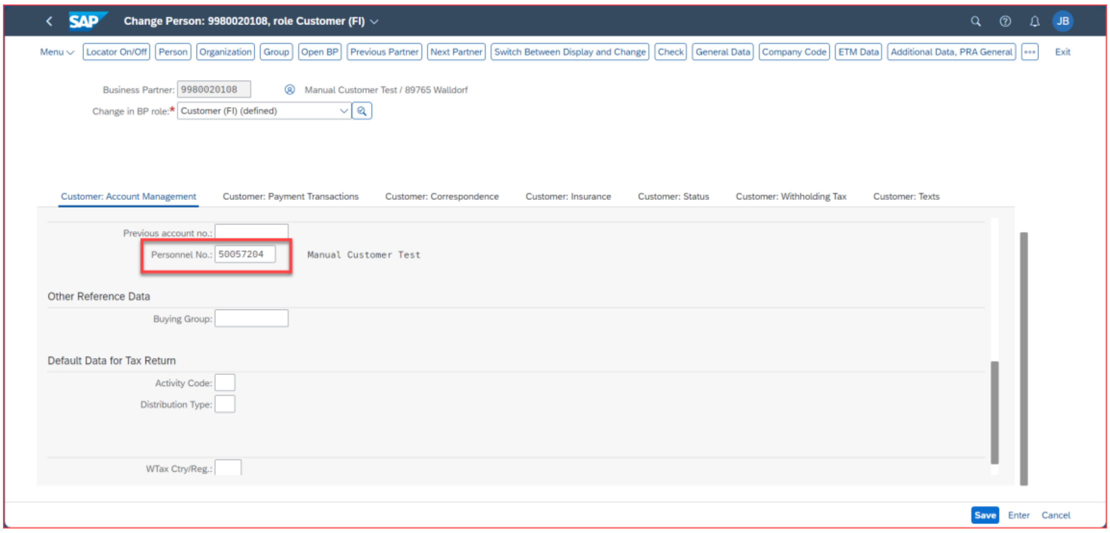


Note that since the company code is already maintained along with *Reconciliation Account*, it is displayed here.

30. Choose *Switch Between Display and Change* to open the BP in edit mode.
31. Scroll down to the *Reference Data* section.
    You can see that the *Personnel Number* field is currently empty:



32. In the *Personnel Number* field, enter the identification number (Personnel Number) of type HCM033. In this case it is **50057204**.



33. Choose *Save*.
    A success message is displayed: