



PUBLIC

## Manual Customer Creation

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# ABOUT THIS DOCUMENT

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.

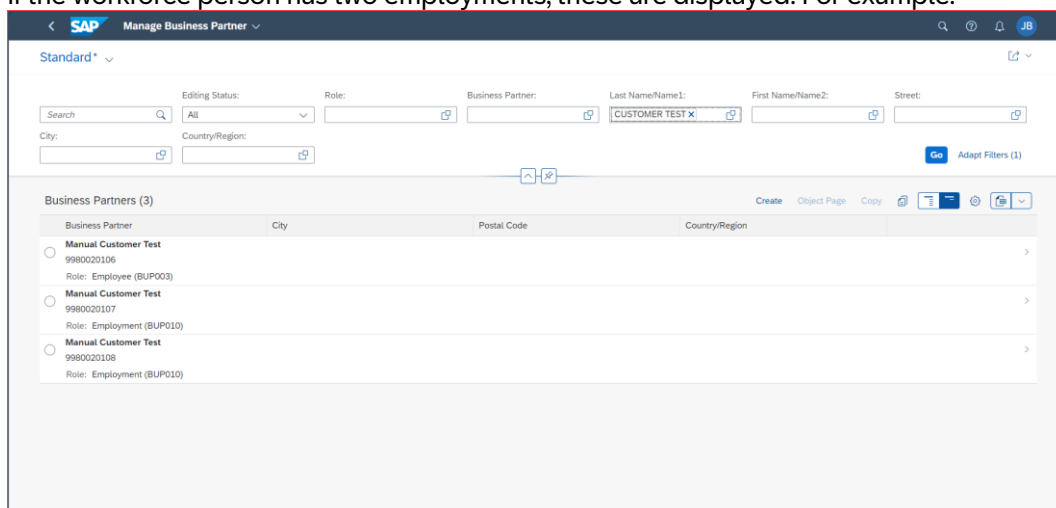
## Introduction

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.

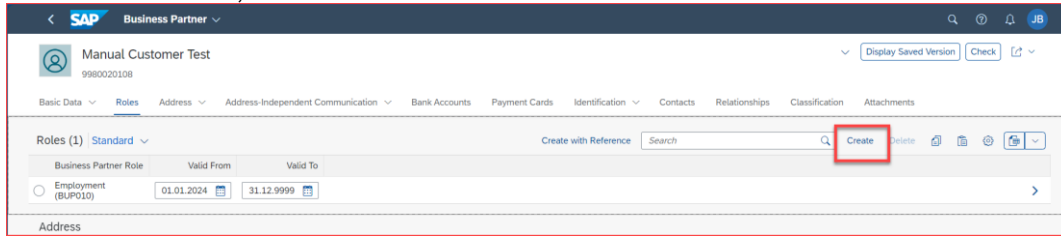
Let us assume that you want to add the *Customer* role to the business partner **9980020108** for the second employment.

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.

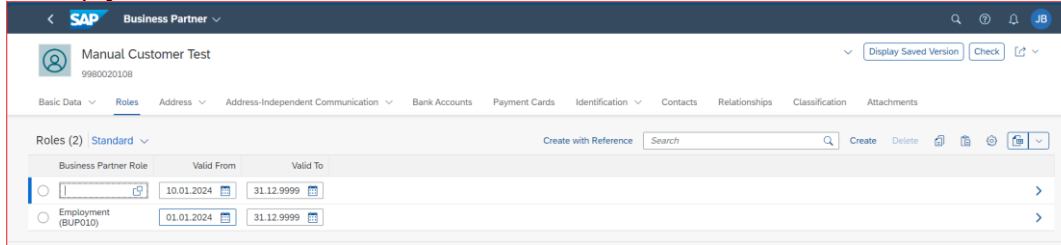
In this case it is **50057204**.

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.

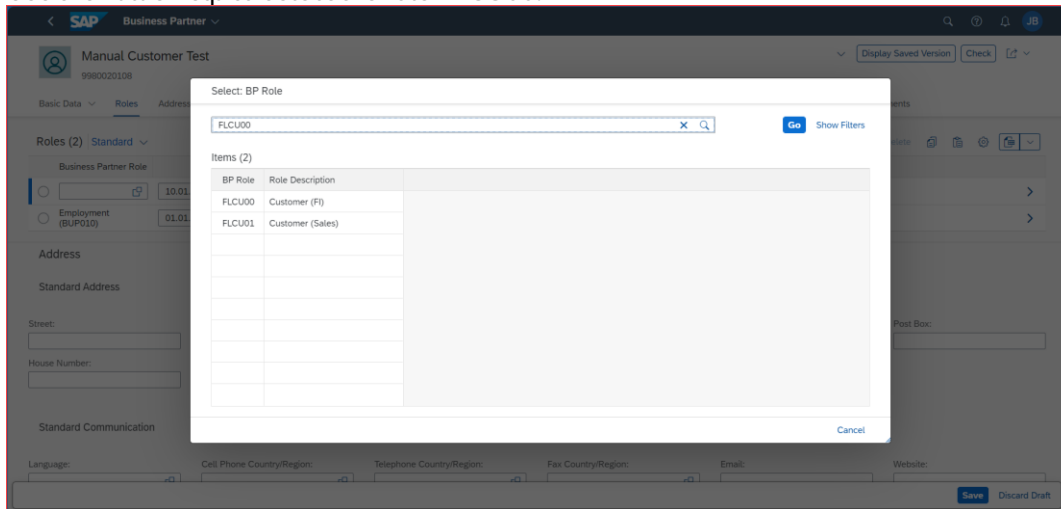
7. In the *Roles* section, choose *Create*.



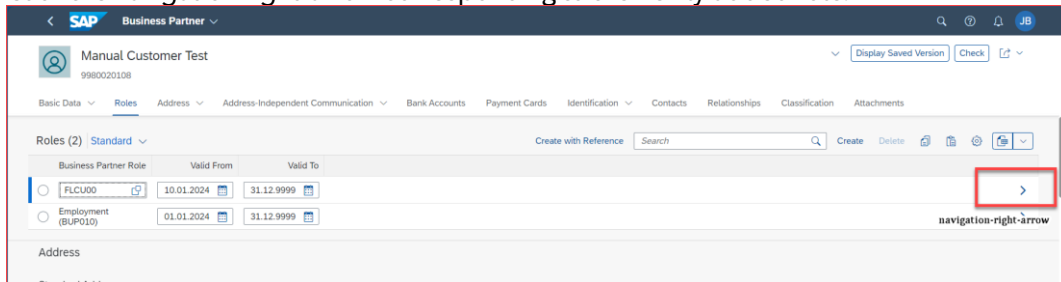
An empty line is added to the new role:



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:

The screenshot shows the SAP Business Partner 'Manual Customer Test' (ID: 9980020108). The page is titled 'Manual Customer Test' and includes a 'Display Saved Version' button. The main content area is divided into sections: 'Grouping: Internal Numbering for Employees (BPPE)', 'Standard Address', 'Standard Communication', and 'Status'. Below these are fields for 'Business Partner Category: Person (1)', 'Phone Number: -', 'Posting Block: No', 'Email: -', 'Delivery Block: -', and 'Billing Block: -'. A navigation bar at the top lists various tabs: Basic Data, Roles, Address, Bank Accounts, Payment Cards, Identification, Sales Areas, Company Codes, Tax Categories, Texts, Contacts, Relationships, Unloading Points, and Attachments. The 'General Information' section contains a grid of fields for personal data, including Person Title, Visa Status, Gender, Birth Date, Created By, Last Changed By, Vaccination Status, First Name, Academic Title, Birth Date Status, Created On, Last Changed On, Visa Expiry Date, Last Name, Authorization Group, Birth Place, Visa Issue Date, Search Term 1, Natural Person, Archiving Flag, Visa Issuing Country, Search Term 2, External BP Number, and Visa Status. An 'Apply' button is located at the bottom right.

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:

The screenshot shows the 'Address Details' section for 'Manual Customer Test'. The address is 'Street 123, 89765 Walldorf, Germany'. The page includes a 'Delete' button and a navigation arrow. The main content area is divided into sections: 'Grouping: Internal Numbering for Employees (BPPE)', 'Standard Address', and 'Standard Communication'. Below these are fields for 'Business Partner Category: Person (1)', 'Street 123, 89765 Walldorf, Germany', 'Phone Number: -', and 'Email: -'. A navigation bar at the top lists various tabs: Address, Contact Information, Address Usages, and Move Address. The 'Address' section contains a grid of fields for address details, including Street, Postal Code, Country/Region, Valid From, Post Box, Post Office Postal Code, House Number, City, Region, and Valid To. An 'Apply' button is located at the bottom right.

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.

The screenshot shows the 'Address Usages' tab for 'Manual Customer Test'. The address is 'Street 123, 89765 Walldorf, Germany'. The page includes a 'Delete' button and a navigation arrow. The main content area is divided into sections: 'Address Usages (1) Standard' and 'Move Address'. The 'Address Usages' section contains a table with columns for 'Valid From', 'Valid To', 'Address Type', and 'Standard'. The table has one row with the following data: Valid From: 10.01.2024, Valid To: 31.12.9999, Address Type: Standard Address (XXDEFAULT), Standard: No. The 'Move Address' section contains a 'Target Address' field. An 'Apply' button is located at the bottom right.

16. Choose *Apply*.

This takes you back to the *FLCU00* role object page:

The screenshot shows the SAP Business Partner manual customer test page. The header includes 'Manual Customer Test' and '9980020108'. Below the header, there are tabs for 'Basic Data', 'Roles', 'Address', 'Bank Accounts', 'Payment Cards', 'Identification', 'Sales Areas', 'Company Codes', 'Tax Categories', 'Texts', 'Contacts', 'Relationships', 'Unloading Points', and 'Attachments'. The 'General Information' section contains various fields for personal data, including 'Person Title', 'Vaccination Status', 'Visa Expiry Date', 'Visa Issue Date', 'Visa Issuing Country', 'Visa Status', 'First Name', 'Last Name', 'Search Term 1', 'Search Term 2', 'Business Partner Type', 'Gender', 'Academic Title', 'Authorization Group', 'Natural Person', 'External BP Number', 'Birth Date', 'Birth Date Status', 'Birth Place', 'Created By', 'Created On', 'Last Changed By', and 'Last Changed On'. An 'Apply' button is located at the bottom right of the form.

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.

The screenshot shows the SAP Company Code 'New Company Code' page. The 'Finance' tab is selected, and the 'Reconciliation Account' field is set to 'Receivables Domestic (121...)'. Other fields include 'Head Office', 'Sort Key', 'Authorization group', 'Planning Group', 'Value Adjustment', 'Release Group', 'Interest Calculation', 'Payment Data', 'Automatic Payment Transactions', and 'Payment History Record'. An 'Apply' button is located at the bottom right of the form.

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 screenshot shows the SAP 'Manual Customer Test' interface for Business Partner 9980020108. The 'Roles (2)' section is expanded to show two roles: 'Employment (BUPO10)' and 'Customer (FI) (FLCU00)'. Both roles have a 'Valid From' date of 10.01.2024 and a 'Valid To' date of 31.12.9999. Below the roles, the 'Address' section is visible, showing 'Standard Address' with fields for Street, Postal Code (89765), Country/Region (Germany (DE)), Region, Post Office Postal Code, Post Box, House Number (123), and City (Waldorf). The 'Standard Communication' section includes fields for Language (German (DE)), Cell Phone Country/Region, Telephone Country/Region, Fax Country/Region, Email, and Website. A 'Save' button is located at the bottom right of the form.

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.

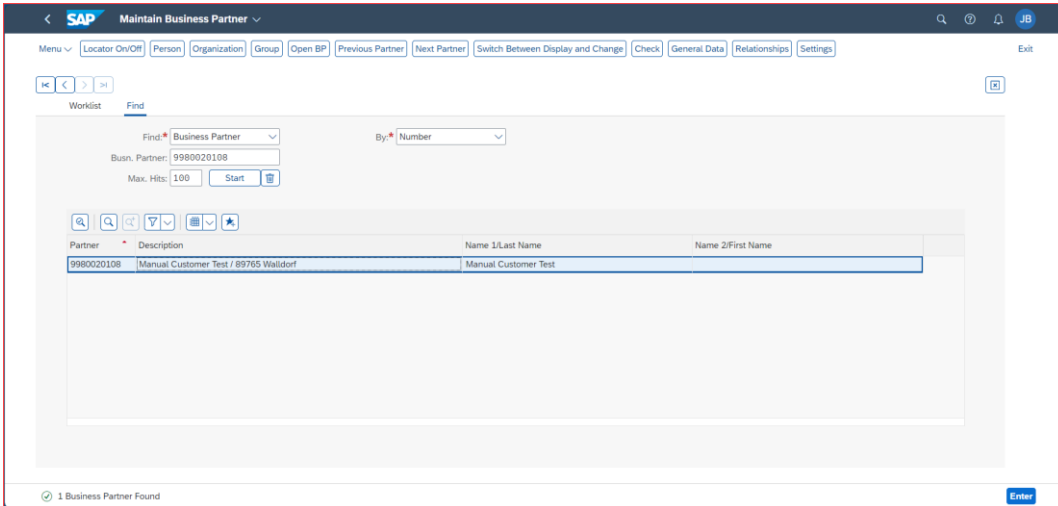
The screenshot shows the SAP 'Maintain Business Partner' interface. The 'Find' section is active, with 'Find.\* Business Partner' selected in the dropdown menu. The 'By.\*' field is set to 'Number'. The 'Busn. Partner' field is empty, and the 'Max. Hits' is set to 100. A 'Start' button is visible. Below the search criteria, there is a table with columns for 'Partner', 'Description', 'Name 1/Last Name', and 'Name 2/First Name'. The table is currently empty. An 'Enter' button is located at the bottom right of the interface.

25. Enter the required details:

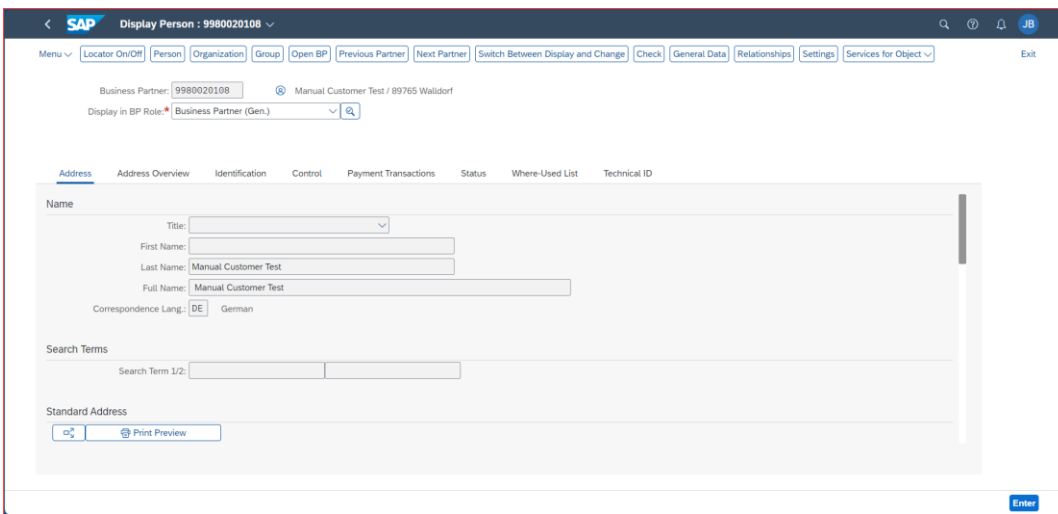
- In the *Find* field, select **Business Partner**.
- In the *By* field, select **Number**.
- In the *Business Partner*, enter the employment BP number that you want to update. For example, **9980020108**.

26. Choose *Start*.

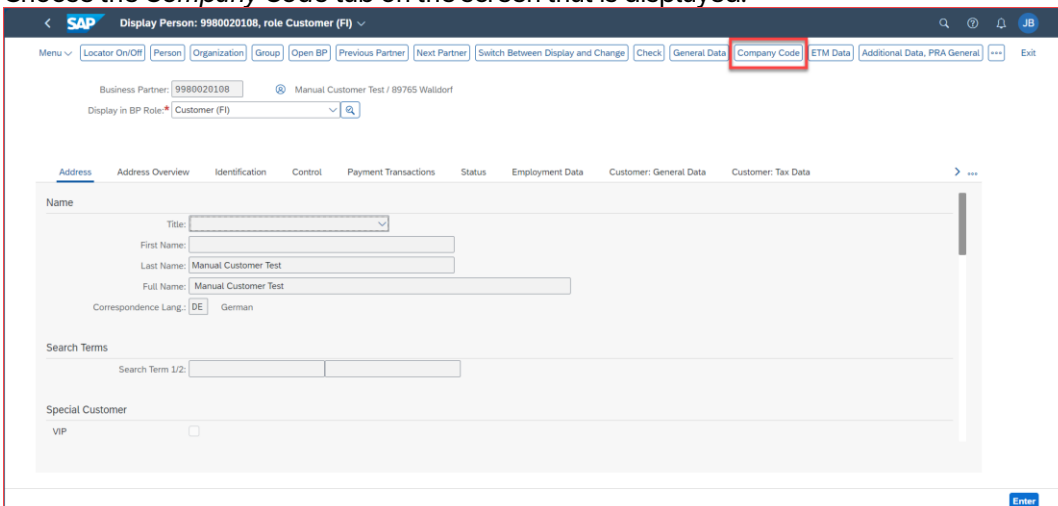
27. Select the row that was added and double-click it.



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:

Business Partner: 9980020108 Manual Customer Test / 89765 Walldorf  
Display in BP Role: Customer (FI)

Company Code  
Company Code: 1010 Company Code 1010  
Customer: 9980020108  
Supplier:

Customer: Account Management Customer: Payment Transactions Customer: Correspondence Customer: Insurance Customer: Status Customer: Withholding Tax Customer: Texts

Account Management  
Reconciliation Acct: 12100000 Receivables Domestic  
Head Office:  
Sort Key:  
Subsidy indic.:  
Authorization Group:  
Planning group:  
Release group:

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:

Business Partner: 9980020108 Manual Customer Test / 89765 Walldorf  
Change in BP role: Customer (FI) (defined)

Customer: Account Management Customer: Payment Transactions Customer: Correspondence Customer: Insurance Customer: Status Customer: Withholding Tax Customer: Texts

Reference Data  
Previous account no.:  
Personnel No.:  
Other Reference Data  
Buying Group:  
Default Data for Tax Return  
Activity Code:  
Distribution Type:

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

Business Partner: 9980020108 Manual Customer Test / 89765 Walldorf  
Change in BP role: Customer (FI) (defined)

Customer: Account Management Customer: Payment Transactions Customer: Correspondence Customer: Insurance Customer: Status Customer: Withholding Tax Customer: Texts

Reference Data  
Previous account no.:  
Personnel No.: 50057204 Manual Customer Test  
Other Reference Data  
Buying Group:  
Default Data for Tax Return  
Activity Code:  
Distribution Type:  
WTax Ctry/Reg.:

33. Choose Save.  
A success message is displayed:

