Master Guide
SAP Cross Channel Order Management for Retail
Document Version: 1.0 – 2013-06-14

SAP Cross Channel Order Management for Retail 1.0

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.

Document History

Version	Date	Change
1.0	2013-06-14	Released for Customer

Table of Contents

1 Getting Started

1.1 About this Document

Purpose

This Master Guide is the central starting point for the technical implementation of SAP Cross Channel Order Management for Retail. You can find cross-scenario implementation information as well as scenario-specific information in this guide.

> **i** Note
>
> The central starting point for the technical upgrade of your SAP application/solution is the Master Guide, which you can find on SAP Service Marketplace at http://service.sap.com/instguides.

Use the Master Guide to get an overview of SAP Cross Channel Order Management for Retail, its software units, and its scenarios from a technical perspective. The Master Guide is a planning tool that helps you to design your system landscape. It refers you to the required detailed documentation, mainly:

- Installation guides for single software units
- SAP Notes
- Configuration documentation
- SAP Library documentation

The Master Guide consists of the following main sections:

- Section 1 Getting Started explains how to use this document and provides related information (documentation and SAP notes) that is crucial for installation and upgrade
- Section 2 SAP Cross Channel Order Management for Retail Overview introduces SAP Cross Channel Order Management for Retail and its installable components. It also presents the solution component matrix and the system landscape, and provides the overall implementation sequence.
- Section 3. Business Scenarios of SAP Cross Channel Order Management for Retail contains information about the supported business scenario and business processes. This section also provides links to the relevant configuration documentation, which is provided in SAP Solution Manager.
- Section 4. Solution-Wide Topics provides the prerequisites for using the application along with the support components.
- Section 5. Security Considerations provides security related information for SAP Agricultural Contract Management.
- Section 6. References provides the list of documents and notes relevant for the smooth running of the application.
- Section 7. Media List provides information about the data carriers along with the software components contained within.
- Section 8. Release Availability Information provides information about the available software releases and the required software for SAP Agricultural Contract Management.

> **i** Note

You can find the most current information about the technical implementation of SAP Cross Channel Order Management for Retail and the latest installation and configuration guides on SAP Service Marketplace at http://service.sap.com/instguides.

We strongly recommend that you use the documents available here. The guides are regularly updated.

Constraints

- The business scenarios that are presented here serve as examples of how you can use SAP software in your company. The business scenarios are only intended as models and do not necessarily run the way they are described here in your customer-specific system landscape. Ensure to check your requirements and systems to determine whether these scenarios can be used productively at your site. Furthermore, we recommend that you test these scenarios thoroughly in your test systems to ensure they are complete and free of errors before going live.

This Master Guide primarily discusses the overall technical implementation of SAP Cross Channel Order Management for Retail, rather than its subordinate components. This means that additional software dependencies might exist without being mentioned explicitly in this document. You can find more information on component-specific software dependencies in the corresponding installation guides.

1.2 Related Information

1.2.1 Planning Information

For more information about planning topics not covered in this guide, see the following content on SAP Service Marketplace:

Content	Location on SAP Service Marketplace
Latest versions of installation and upgrade guides	http://service.sap.com/instguides
General information about SAP Cross Channel Order Management for Retail	http://help.sap.com → SAP for Industries → SAP for Retail → SAP Cross Channel Order Management for Retail
SAP Business Maps - information about applications and business scenarios	http://service.sap.com/businessmaps
Sizing, calculation of hardware requirements - such as CPU, disk and memory resource - with the Quick Sizer tool	http://service.sap.com/quicksizer
Released platforms and technology-related topics such as maintenance strategies and language support	http://service.sap.com/platforms To access the Platform Availability Matrix directly, enter

Content	Location on SAP Service Marketplace
	http://service.sap.com/pam
Network security	http://service.sap.com/securityguide
High Availability	http://scn.sap.com/docs/DOC-7848
Performance	http://service.sap.com/performance
Information about Support Package Stacks, latest software versions and patch level requirements	http://service.sap.com/sp-stacks
Information about Unicode technology	http://scn.sap.com/community/internationalization-and-unicode

1.2.2   Further Useful Links

The following table lists further useful links on SAP Service Marketplace:

Content	Location on SAP Service Marketplace
Information about creating error messages	http://service.sap.com/message
SAP Notes search	http://service.sap.com/notes
SAP Software Distribution Center (software download and ordering of software)	http://service.sap.com/swdc
SAP Online Knowledge Products (OKPs) – role-specific Learning Maps	http://service.sap.com/rkt

1.2.3   Related Master Guides

This Master Guide is based on Master Guides for cross-industry applications. You can find more information about the relevant applications in the following documents:

Title	Location
SAP ERP 6.0 Master Guide	http://service.sap.com/instguides → SAP Business Suite Applications → SAP ERP → SAP ERP 6.0 →Planning

1.2.4 Related Operations Information

SAP Cross Channel Order Management for Retail is based on an SAP ERP 6.0 Enhancement Pack 4 system.

The operations information for SAP Cross Channel Order Management for Retail is included in the Operations Information section of the Application Help.

For more information, see http://help.sap.com → SAP for Industries →SAP for Retail →SAP Cross Channel Order Management for Retail.

1.3 Important SAP Notes

You must read the following SAP Notes before you start the installation. These SAP Notes contain the most recent information on the installation, as well as corrections to the installation documentation.

Make sure that you have the up-to-date version of each SAP Note, which you can find on SAP Service Marketplace at http://service.sap.com/notes.

SAP Note Number	Title	Description
1865414	Collective Note	Collective note for SAP Cross Channel Order Management for Retail
1807771	New BAdI Definitions in Sales Order	New BAdI definitions to be implemented by SAP Cross Channel Order Management for Retail
1802992	SAP Internal BAdI Definitions in Delivery Creation	New BAdI definitions to be implemented by SAP Cross Channel Order Management for Retail
1832525	SAP Internal BAdI in Sales Order for Additional Screens	New BAdI definitions to be implemented by SAP Cross Channel Order Management for Retail
1838221	Internal formal adjustment - Editor Lock	Prerequisite for note 1795517
1795517	SAP Internal BAdI in Sales Order for Additional Screens	New BAdI definitions to be implemented by SAP Cross Channel Order Management for Retail
1799920	SAP Internal BAdI in AVAILABILITY_CHECK_CONTROLLER	Additional functionality during ATP

2 SAP Cross Channel Order Management for Retail Overview

The solution is an add-on to SAP for Retail. It provides enhanced features in the area of order maintenance, rescheduling, and order allocation across channels, which enables cross channel outbound operations for wholesale customers.

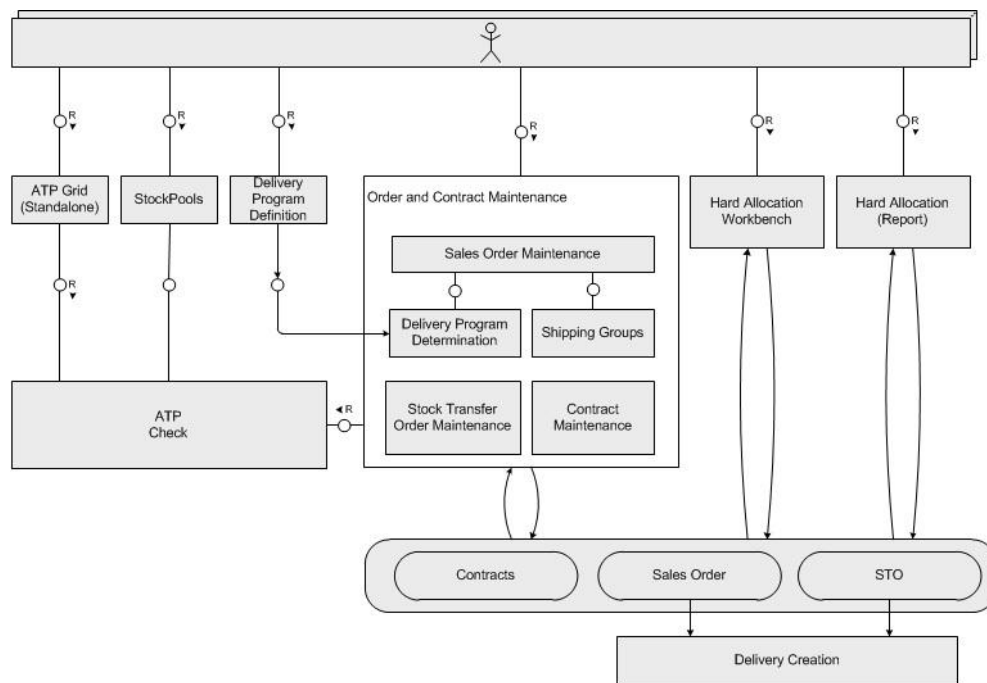## 2.1 Software Units of SAP Cross Channel Order Management for Retail

Figure 1: Software Units

2.2   Software Component Matrix

This section provides an overview of which business scenario of SAP Cross Channel Order Management for Retail uses which software unit.

For the latest component version and patch level requirements, see 1865414.

i Note

This Master Guide provides just one way to implement each business scenario. For other ways to implement business scenarios, see the *Scenario & Process Component List* in SAP Service Marketplace at http://service.sap.com/scl. The *Scenario & Process Component List* helps you to find realization alternatives for SAP solutions, business scenarios and processes. It shows you which application components are needed to realize a business scenario or process.

Business Scenario	Software Units Key: X = mandatory (X) = optional	
	SAP ECC 6.0 Ehp4	SAP Enterprise Extension Retail (EA-RETAIL 604)
Sales Document Processing Without Stock Pools	X	X
Sales Document or STO Processing Using Stock Pools	X	X

2.3   System Landscape

The core solution is built on SAP ERP 6.0 Ehp4. External system integration is beyond the scope of the current solution. Interfaces for the upload of .CSV files are provided in the areas of delivery program and stock pools.

⚠ Caution

We strongly recommend that you use a minimal system landscape for test and demo purposes only. For performance, scalability, high availability, and security reasons, do not use a minimal system landscape as your production landscape.

2.4   Overall Implementation Sequence

Purpose

The following table describes the overall installation sequence for SAP Cross Channel Order Management for Retail. This table contains all available software units. However, to implement a specific scenario, you only need a

subset of available software units. Some are only required for special processes. For information about which software is required to implement a specific scenario, see software component matrix.

For the latest component version and patch level requirements, see 1851348.

For documentation listed in the following table, see References.

Process

Implementation Sequence

Step	Action [Required Documentation]	Remarks/Subsequent Steps
1	Installation of component WOM (SAP Cross Channel Order Management for Retail)	See SAP Note 1851348 **1 Note** As a prerequisite, all SAP notes mentioned in the installation note should be implemented using either SNOTE or the corresponding support pack.
2	Basic settings for SAP Cross Channel Order Management for Retail	For more information, see Customizing under SAP Customizing Implementation Guide → Sales and Distribution → Sales → Cross Channel Order Management for Retail And also Area menu (using transaction W10T) under SAP Menu → Logistics → Retailing → Cross Channel Order Management for Retail

3 Business Scenarios of SAP Cross Channel Order Management for Retail

3.1 Sales Document Processing Without Stock Pools

Overview

Sales document processing without stock pools covers steps, which are different from order (or even contract) entry including some optimization steps, up to the point in time when a sales order is handed over for logistical execution to the warehouse. The logistical execution to the warehouse refers to step creation of an outbound delivery.

Technical System Landscape

For more information, see section System Landscape.

Software Units

For more information, see section Software Component Matrix.

Implementation Sequence

For more information, see Overall Implementation Sequence.

Further Information

The following documents provide more information about Sales Document Processing Without Stock Pools.

Content	Location
Scenario Description	See the documentation in SAP Solution Manager.
Configuration Documentation	See the documentation in SAP Solution Manager.
Scenario Security Guide	For more information, see Security Considerations.

3.2 Sales Document or STO Processing Using Stock Pools

Overview

In the scenario *Sales Document Processing Without Stock Pools*, the disposability of stock (for availability check as well as during hard allocation) is defined per distribution center and is almost valid in the same way for all customers or stores which are served out of that distribution center.

The stock pools enable you to define which part of the overall available stock within a distribution center is disposable for which group of customers or stores. For example, stock pools enable you to segregate the retail stock (for own stores) from wholesale stock (for external customers).

The definition and usage of stock pools is a virtual differentiation based on the site and available level of inventory management.

Technical System Landscape

For more information, see section System Landscape.

Software Units

For more information, see section Software Component Matrix.

Implementation Sequence

For more information, see Overall Implementation Sequence.

Further Information

The following documents provide more information about Sales Document or STO Processing Using Stock Pools.

Content	Location
Scenario Description	See the documentation in SAP Solution Manager.
Configuration Documentation	See the documentation in SAP Solution Manager.
Scenario Security Guide	For more information, see Security Considerations.

4   Solution-Wide Topics

4.1   Prerequisites for Using this Solution

For more information about prerequisites, see the installation note, the operations information, and the solution manager documentation. You can find the required links in the section References.

4.2   Support Component

To get support for SAP Cross Channel Order Management for Retail, create a CSS ticket in the SD-SLS-WOM component.

4.3   Customizing

For more information, see Customizing under SAP Customizing Implementation Guide → Sales and Distribution → Sales → Cross Channel Order Management for Retail.

5   Security Considerations

This section provides an overview of the security considerations that are specific to SAP Cross Channel Order Management for Retail, which is built on a SAP ERP 6.0 Ehp4 system. Therefore, the corresponding security settings also apply to SAP Cross Channel Order Management for Retail.

5.1   Fundamental Security Guides

For a complete list of the available SAP security guides, see SAP Security Guides on SAP Service Marketplace at http://service.sap.com/securityguide. The current version of SAP NetWeaver security guide, which deals with general security issues, is also available via this quick link.

Additional Information

For more information about specific security topics, see the following locations on SAP Service Marketplace as shown in the table below:

Content	Location
Security	http://service.sap.com/security
Security Guides	http://service.sap.com/securityguide
Released Platforms	http://service.sap.com/platforms
Network Security	http://service.sap.com/securityguide
Infrastructure Security	http://service.sap.com/securityguide
SAP Solution Manager	http://service.sap.com/solutionmanager

5.2   Authorizations

SAP Cross Channel Order Management for Retail uses the authorization concept provided by SAP NetWeaver AS ABAP. Therefore, the recommendations and guidelines for authorizations as described in the SAP NetWeaver AS Security Guide ABAP apply to SAP Cross Channel Order Management for Retail.

The SAP NetWeaver authorization concept is based on assigning authorizations to users based on roles. For role maintenance, use the profile generator (transaction PFCG) on the AS ABAP.

Other than the standard SAP ERP 6.0 objects, SAP Cross Channel Order Management for Retail uses the following security relevant authorizations.

Authorization Object	Field	Value	Description
/WOM/ACTVT	TCD ACTVT	Transaction code 02 – Change 03 – Display 06 – Delete 16 – Execute 48 – Simulate	Specific authorizations activities in SAP Cross Channel Order Management for Retail
/WOM/DC	TCD WERKS ACTVT	Transaction code Site 02 – Change 03 – Display 06 – Delete 16 – Execute 48 – Simulate	DC-specific authorizations in SAP Cross Channel Order Management for Retail
/WOM/SO	TCD VKORG VTWEG SPART AUART ACTVT	Transaction code Sales org. Distr. channel Division Document type 02 – Change 03 – Display 06 – Delete 16 – Execute 48 – Simulate	Specific authorizations for sales orders in SAP Cross Channel Order Management for Retail
/WOM/SPGR	/WOM/SP_GR		Specific authorizations for stock pool group ID in SAP Cross Channel Order Management for Retail
/WOM/STO	TCD EKORG EKGRP WERKS BSART ACTVT	Transaction code Purch. org. Purch. group Site Purch. Doc. type 02 – Change 03 – Display 06 – Delete 16 – Execute 48 – Simulate	Specific authorizations for stock transport orders within SAP Cross Channel Order Management for Retail

Authorization Object	Field	Value	Description
/WOM/USR	TCD USER ACTVT	Transaction code User name 02 – Change 03 – Display 06 – Delete 16 – Execute 48 – Simulate	Specific authorizations for user names in SAP Cross Channel Order Management for Retail

5.3 Authority Checks

SAP Cross Channel Order Management for Retail-specific authority objects are used in the /WOM/* programs to handle the authorities individual for the program. Also used in /WOM/-programs are some standard authority objects. The following list shows the programs and the implemented authority checks within.

Program/Class	Authority Object
/WOM/ATPGRID_AUTHORIZATIONF01 /WOM/DP_DELETE /WOM/DP_SEASON_MIGRATION /WOM/HARD_ALLOCATION_AUTHORF01 /WOM/HAWB_AUTHORIZATIONF01 /WOM/HA_CONSISTENCY_AUTHORIF01 /WOM/HA_RECALC_ALLOC_AUTHORF01 /WOM/OLM_F01 /WOM/PROT /WOM/SP_DELETE /WOM/SP_SET_ART_REL /WOM/SP_UPLOAD /WOM/SP_WORKBENCH /WOM/STOCKPOOL_CHECK_F02 /WOM/CL_OLM_GRID_BUTTN_HANDLER /WOM/CL_DLV_PROG_UI (START)	All programs called by transactions are secured by calling function module AUTHORITY_CHECK_TCODE at the beginning of program (mostly in initialization). Checked is transaction code (as constant of interface /WOM/IF_AUTHORITIES).
/WOM/CL_IM_OLM_BUTTON_OM	S_TCODE to secure the navigation to the standard transactions VA02, VA03, ME22N, ME23N, VA42, VA43

Program/Class	Authority Object
/WOM/CL_SD_SELECT	/WOM/SO /WOM/DC Checking activity 02 (Change) and 03 (display) for sales orders (all authority fields are checked). /WOM/STO Checking activity 02 (Change) and 03 (display) for stock transport orders (whereby RESWK is checked as a site). **i** Note This is a commonly used program part so that all transactions using the module also have the authority checks. With the transaction code (TCD) can be differentiated.
/WOM/STOCKPOOL_CHECK_F02	/WOM/DC Check with transaction code and site. No special check for activity. Also no special check on authority object /WOM/SPGR is implemented because this report has to take into account all stock pools for an article site combination. It has to be ensured that the transaction authorization is only given to users who have access to all stock pools.
/WOM/CL_SP_DB_ACTIVITIES	/WOM/ACTVT Checking for stock pool workbench the activities 03 (display) and (02) change. /WOM/DC Checking stock pool workbench for site allowed. Activity not relevant here. /WOM/SPGR Checking stock pool workbench for stock pool group ID allowed. Activity is not relevant here.
/WOM/LDLV_PROGF02 /WOM/CL_DLV_PROG_UI /WOM/CL_DPGRID_DLVPRGS	/WOM/ACTVT Check whether allowed to change (activity 02) delivery program (pushbuttons are disabled).

Program/Class	Authority Object
/WOM/PROT	/WOM/ACTVT /WOM/USR Activities 03 (Display) and 06 (delete) are checked.

6   References

List of Documents

The following table lists all documents mentioned in this Master Guide.

Title	Where to Find
Application Help	http://help.sap.com → SAP for Industries → SAP for Retail → SAP Cross Channel Order Management for Retail
Scenario Documentation	http://service.sap.com/solutionmanager
Customizing Guide	Customizing under http://help.sap.com/SAP Customizing Implementation Guide → Sales and Distribution → Sales → Cross Channel Order Management for Retail

List of SAP Notes

For more information, see section Important SAP Notes.

7   Media List

All deliverables for SAP Cross Channel Order Management for Retail are shipped electronically and no shipment is made using DVDs (or any similar data carrier medium).

8 Release Availability Information

For more information about currently available releases for SAP Cross Channel Order Management for Retail, and for each release, the SAP standard software required to install and use the solution, see
http://www.service.sap.com/fbs/availability.

www.sap.com/contactsap