

# Article - Blog Módulo CRM Web Site

Customization Guide - SAP C/4hana

## Version

This article was created by SAP C4hana – C4C (2002) and SAP S4hana 1709

## Brief Description

I have done many projects using the platform SAP C4hana, SAP ECC and SAP S4hana and the integration is always a hard challenge.

During those projects, I have facing many problems with Sales Organization replication.

In SAP ERP it is possible to assign the same sales group to multiple sales offices. Or worse, the same sales office to multiple sales organizations.

Considering that scenario in SAP C4hana-C4C, the standard replication is not possible.

The objective of this document is to provide a workaround to this problem without enhancement in C4C or ERP or less impact on the CRM processes.

I hope you enjoy!!

## Author

Cláudio Goulart has been working since 1992 with the implementation of corporate solutions. Since 1999, he began his career with CRM deployments, with the most widely used Market Suites such as Vantive, PeopleSoft and Siebel. And since 2006, it has been active with SAP CRM on Premise (Interaction Center, Services, Sales, Marketing and Middleware with ECC)

Specialist in evaluation, process definition, and adherence of customer needs to SAP S4hana on Premise and Cloud solutions C4Hana.

Extensive knowledge in implementations of SAP S4hana and C4hana solutions in the areas of Call Center, Services, Marketing and Sales.

Experienced integrator of SAP on Premise Solutions (S4Hana CRM) and SAP C4Hana (Sales, Services, Marketing and Qualtrics), using SAP Cloud Platform to integrate S4hana process.

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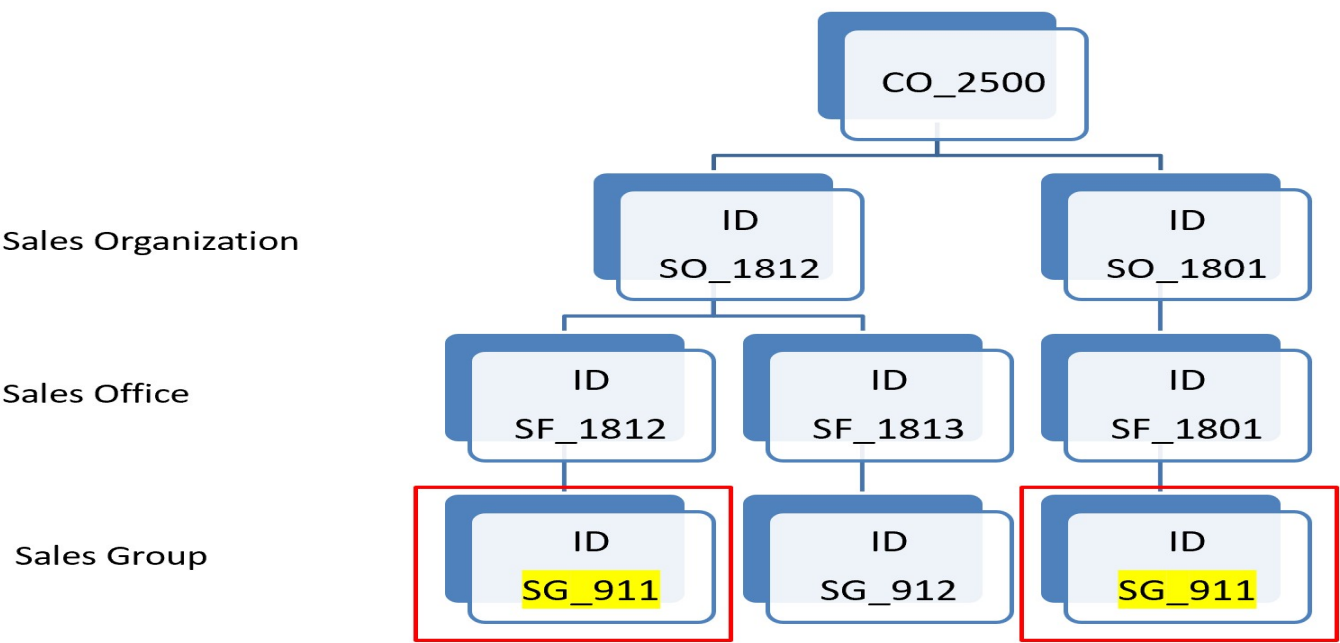
## 1. Customization

### 1.1. Overview

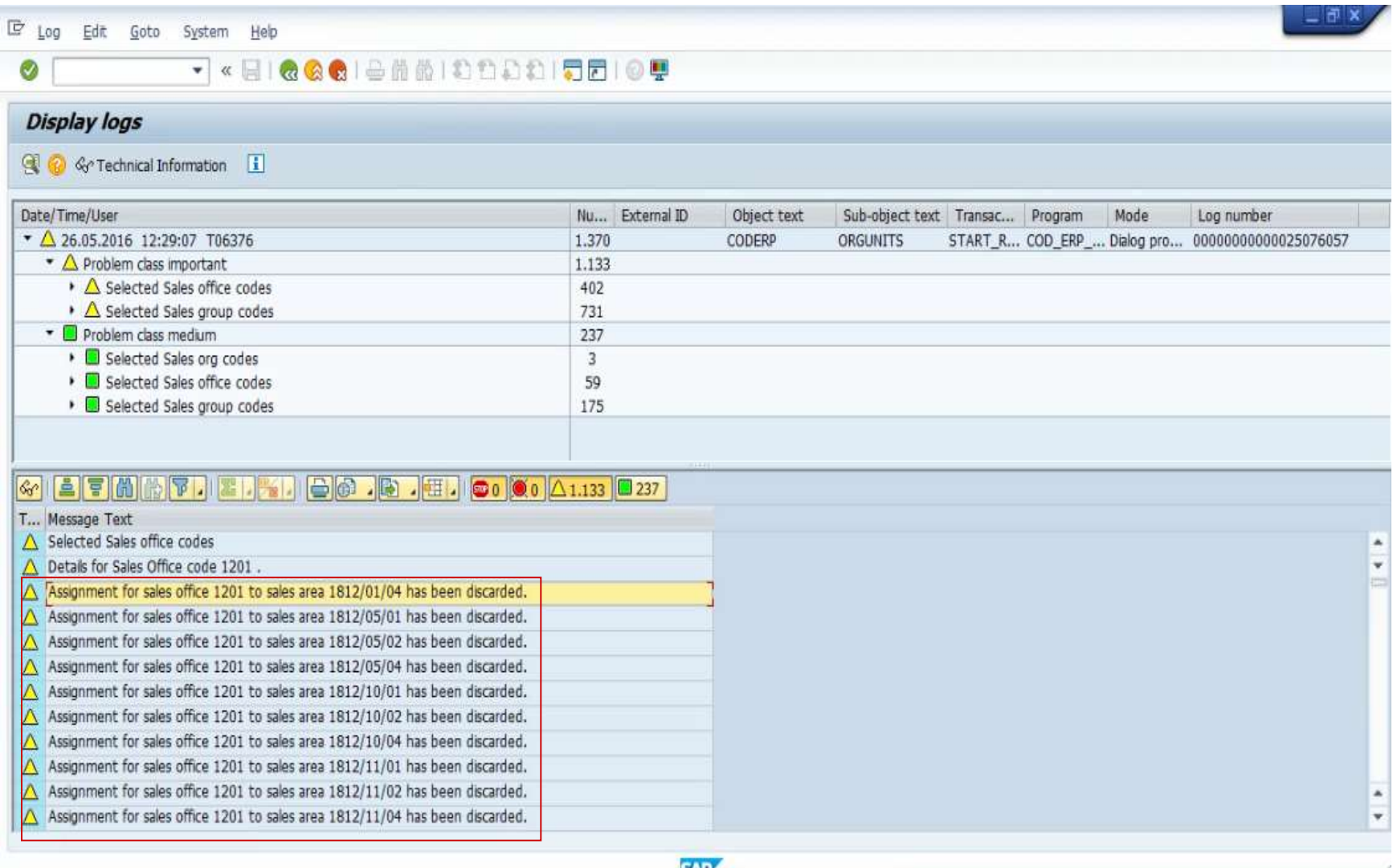
How I mentioned above, I must integrate SAP C4C and SAP ERP. The first object to replicate to SAP C4C is the Sales Organization. However, the first try to replicate the Sales Organization object into SAP C4C, the system replies that there is multiple assignment. That moment, it is necessary to evaluate how deep the multiple assignment is. For example, only Sales Group ?? or Sales Office and Sales Group?

In my example, notice that the Sales Group 911 is assigned into Sales Office 1812 and 1801 in SAP ERP. Considering that scenario, the standard replication will not workout.

### Sales Organization



Executing the Sales Organization Replication some errors appear indicating the multiple assignment.



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Often, I export into Excel all log returned by the program above and analyze how deep is the assignation in SAP ERP. Fortunately, on this scenario, the assignation is only in Sales Group level. Now, I will provide some information to bypass this kind of problem on Integration between SAP ERP and SAP C4hana.

**Important: That solution is not standard, so it was a way that I personally found to solve my problem.**

## 1.2. Uploading the Sales Organization (Partial) into SAP C4hana

After identifying that scenario of multiple assignation. I will execute AGAIN the Sales Organization replication, BUT not I will make sure that the field “**Make Assignment Unique**” is checked. The Sales Organization would be replicated partially, replicating only unique sales organization nodes.

Extract Organizational Units to Cloud for Customer

Selection of Organisational Units

\* Sales Organization:  to:

Distribution Channel:  to:

Division:  to:

Sales Office:  to:

Sales Group:  to:

\* Description language:

Communication Settings

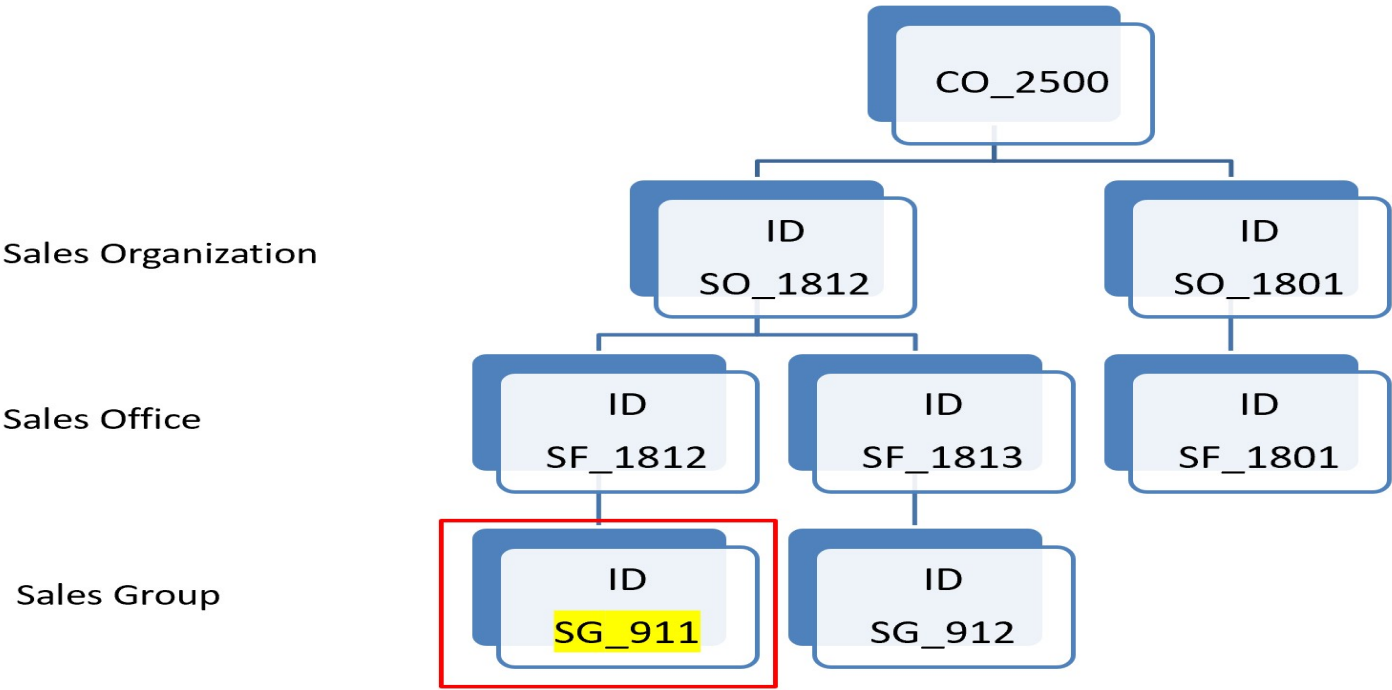
\* Logical system:

Test Mode: ☐

Make Assignment Unique: ☒

Then, when I execute again the Sales Organization replication the structure remains like that in SAP C4C. Notice that the node SG\_911 below SF\_1801 was not created.

### Sales Organization

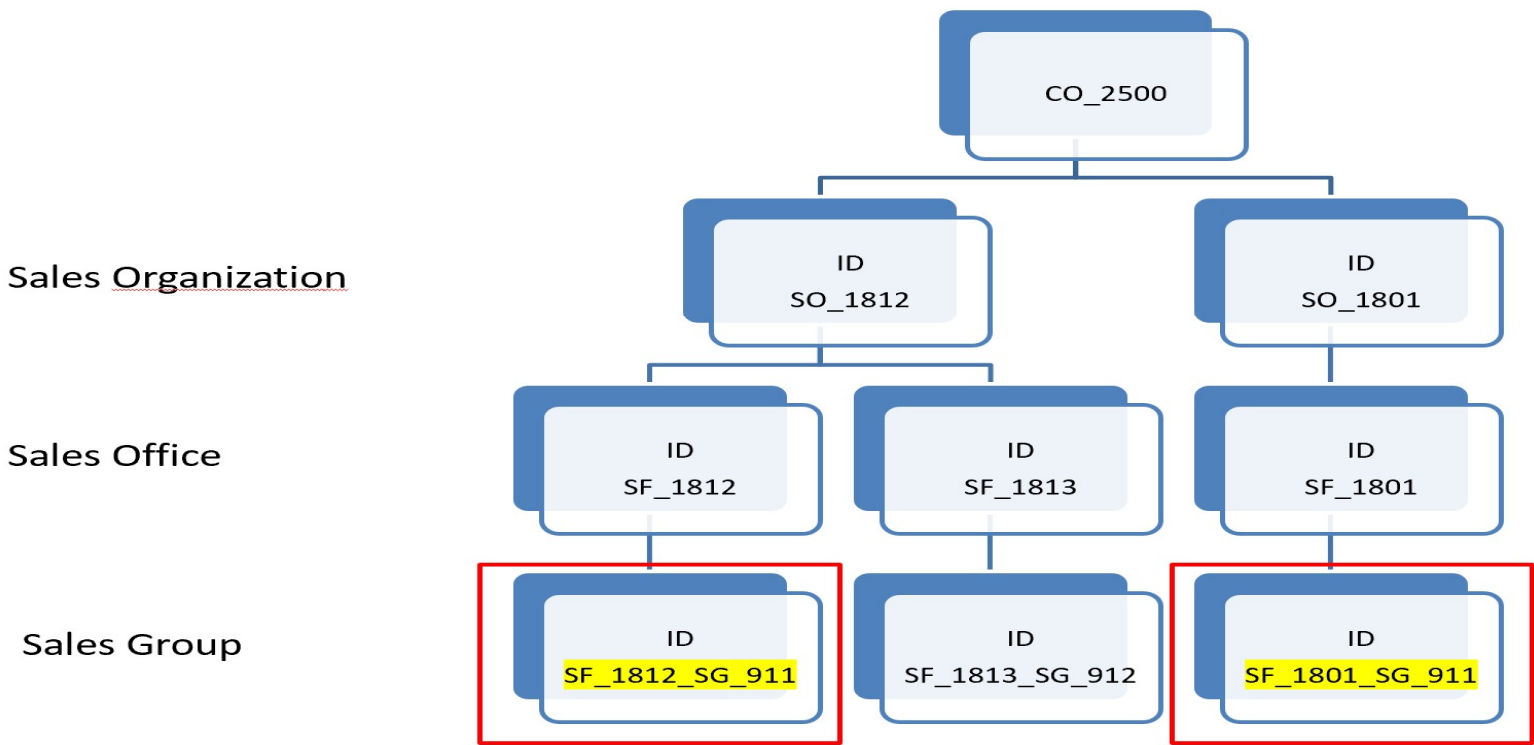


### 1.3. Adjusting the Sales Organization in SAP C4hana – C4C

Now, I must manually adjust the Sales Group level in Sales Organization SAP C4C, and it will be remains like that. The identification of Sales Group level will be defined as “Sales Office\_Sales Group”. E.G. SF\_1812\_SG\_911. It depends of the Sales Organization in SAP ERP, that job will be hard or harder.

Important: The field ID in C4C has only 20 digits, then you must be aware of that.

### Sales Organization



Now I will demonstrate how to create manually the Sales Group in SAP C4hana – C4C.

The screenshot shows the 'New Org Unit' form in SAP C4C. The form is titled 'Org Structures' and 'New Org Unit'. A warning message 'NAME is missing' is displayed at the top. The form fields are as follows:

- \*ID:** SF\_1812\_SG\_911 (highlighted with a red box)
- Name:** Name of Sales Group
- \*Valid From:** 01.01.1800
- \*Valid To:** Unlimited
- Parent Unit:** SF\_1812 (highlighted with a red box)
- Company Name:**
- Country:**
- House Number:**
- Street:**
- City:**
- State:**
- Postal Code:**
- Sales:** ☐ No
- Service:** ☐ No
- Marketing:** ☐ No
- Manager:**
- Sales Organization:** ☐ No
- Service Organization:** ☐ No
- Reporting Line:** ☐ No

## 1.4. Adjusting the Sales Organization in Cloud Platform Integration

After adjusting the Sales Organization Structure in SAP C4C. It's necessary enhance all IFLOWS in SAP Cloud Platform which consider the Sales Organization TAG during the replication between SAP C4Hana and SAP ERP.

**All interfaces come from SAP ERP to SAP C4C** must transform the TAG Sales Office and Sales Group. For example: Customer, Employee, Materials, Sales Quote, Sales Order, Pricing etc.

### Cloud Platform Integration - TAG

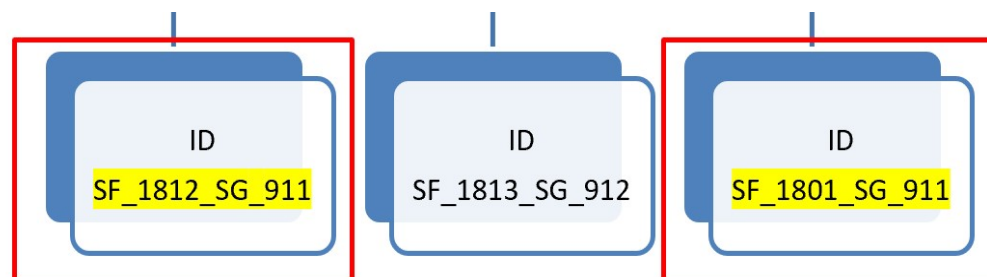
#### Before

```
<SalesBusinessArea>
  <SalesOrganisationID>2500</SalesOrganisationID>
  <DistributionChannelCode>10</DistributionChannelCode>
  <DivisionCode>10</DivisionCode>
  <SalesOfficelD>1812</SalesOfficelD>
  <SalesGroupID>911</SalesGroupID>
</SalesBusinessArea>
```

#### After

```
<SalesBusinessArea>
  <SalesOrganisationID>2500</SalesOrganisationID>
  <DistributionChannelCode>10</DistributionChannelCode>
  <DivisionCode>10</DivisionCode>
  <SalesOfficelD>1812</SalesOfficelD>
  <SalesGroupID>SF_1812_SG_911</SalesGroupID>
</SalesBusinessArea>
```

Sales Group



**All interfaces come from SAP C4C to SAP ERP** must transform the TAG Sales Group again to SG\_911. For example: Customer, Sales Quote, Sales Order.

### Cloud Platform Integration - TAG

#### Before

```
<SalesBusinessArea>
  <SalesOrganisationID>2500</SalesOrganisationID>
  <DistributionChannelCode>10</DistributionChannelCode>
  <DivisionCode>10</DivisionCode>
  <SalesOfficelD>1812</SalesOfficelD>
```



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```
<SalesGroupID> SF_1812_SG_911 </SalesGroupID>

</SalesBusinessArea>
```

After

```
<SalesBusinessArea>

  <SalesOrganisationID>2500</SalesOrganisationID>

  <DistributionChannelCode>10</DistributionChannelCode>

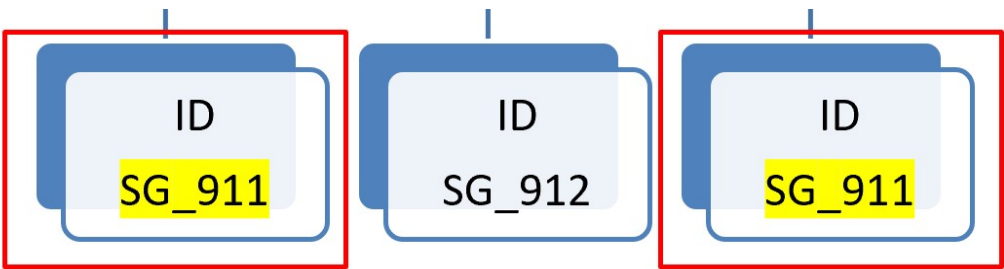
  <DivisionCode>10</DivisionCode>

  <SalesOfficeID>1812</SalesOfficeID>

  <SalesGroupID>911</SalesGroupID>

</SalesBusinessArea>
```

Sales Group



Of course, every scenario must be studied and defined which solution is the best. I hope you enjoy it!!