



Customer Name

**Service Order Feed
for
SPM**

FUNCTIONAL SPECIFICATION – ENHANCEMENT

[How to use the Template: This chapter gives only explanations on the template. Remove it before completing the template.

Blue text is always intended as instructions, guidelines, explanations, hints, and tips. It should always be removed from the template for the project.

Update Fields in Document: If you want to update all fields, press "CTRL+A," then "F9". You will get pop-ups sequentially, which ask you for the new values. Afterwards go to the footer area, then press "CTRL+A" and "F9" again.

Top-level chapters may not be deleted or inserted; required additions should be made as sub-chapters to existing chapters to provide a consistent representation of this document to the customer. To keep the numbering of the chapters consistent over all specifications (of the project), do NOT delete top-level chapters that are not relevant in a concrete document; only mark them as not relevant (that is, add "not relevant" or "not applicable").]

[Document Version Status has four values: Draft, Ready for Review, Reviewed with Comments and Final. If the document send by an Author(s) without an intention of a Review should have a status as Draft. A Draft document may have some incomplete sections.

If the document send by an Author(s) with an intention of a Review should have a status as Ready for Review. All the sections in the document are expected to be completed in this case.

Reviewer(s) should set only two statuses:

- Reviewed with Comments – if documents need to send the document to Author(s).
- Final – marks the acceptance of reviewer for the document.]

You can for example number the appropriate versions as follows:

0.1	Draft
0.2	Ready for Review
0.3	Reviewed with Comments (in case document is send back to author(s)
0.3	Ready for Review (in case of major changes)
1.0	Final

In case of fundamental changes:

1.1	Draft (new draft version that must pass a review again)
1.2	Ready for internal review
1.3	Ready for Review
2.0	Final

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1 Document Organization

This section provides details about this document, previous version(s) of this document and the document(s) referred.

1.1 Document Log

[Please specify information about Version changes in the following table. The first version should be specified in the first row and the current (latest) version should be specified in the last row]

[The Version Created by details should be specified as:

First Name followed by Last Name

Email

Company]

Following table mentions the version changes and the processor(s):

Version	Status	Date	Version Created by (Name/E-Mail/Company)	Role	Comments
0.1	Ready for Review	June 13, 2023	Niraj Bhatt niraj.bhatt@sap.com Ramesh Janakiraman janakiramanr@cintas.com	Author	Initial version
	Choose an item.	Click here to enter a date.		Choose an item.	

1.2 Document Approval Log

Following table mentions the stakeholders from 3-in-box who has reviewed and approved.

SNo		Name	Date	Approval Status	Comments
1	SAP Service	Niraj Bhatt			
2	SAP SPM	Anand Dalavi			
3	Cintas IT	Jessica Kaplan	6/14/23	Approved	
4	Cintas Business	Adriana Gutierrez	6/13/2023	Approved	
5	Cintas Business	Bret Scarborough	6/13/2023	Approved	

1.3 Enhancement, Document Reference

[Reference to other content-related documents. For example:

Reference to solution proposal or business process description,

References to other specifications of the same project,

References to documents of earlier project phases,

Following documents are

S. No.	Referred Document Name	Referred Document Version	Referred Document URL (Optional)

The documents listed here are explicitly not part of this Functional Specification. They are not automatically accepted together with this Specification but may be subject to a separate customer/SAP acceptance.

2 Justification

SPM needs data from S/4 Service for the calculation of commissions for different partners.

3 Landscape Details

Landscape	<input type="checkbox"/> S/4HANA On-Premises <input checked="" type="checkbox"/> S/4HANA Private Cloud edition <input type="checkbox"/> S/4 HANA Public Cloud
Extension/Enhancement type	<input type="checkbox"/> In-App Extension <input checked="" type="checkbox"/> Classic Enhancement techniques

4 Functional Description

4.1 Generate data feed for SPM

- Retrieve required data elements from SAP S/4 System
 - Service Order Items
 - Partners associated with Service Order Items
 - ~~Service Confirmation Items~~
 - ~~Partners associated with Service Confirmation Items~~

Selection Criteria:

- Service Order Number(s)
- Date Default value: Today's Date

Display message: "SPM Feed for Service Completion Date:" <<Date>> - 1 Day

Commented [NB1]: @Kaplan, Jessica @Muppalla, Swaraj @Scarborough, Bret as we discussed, Service Order Items will provide all the required data for SPM; considering this, we do not need to retrieve any data from Service Confirmation Items.

Commented [NB2]: @Kaplan, Jessica @Muppalla, Swaraj @Scarborough, Bret This is added based on our email dated 08/11/2023.

Data Retrieval:

- The data elements to be retrieved are captured in the below excel sheet on tab: "Mapping & Validation". Refer to column "S/4 Database Table and Field Name".

[CINTAS_CDL_TXSTA_SalesTransactionTemplate_V7.xlsx](#)

Refer to: Transaction Data (rows 1 to 132) for retrieving following data feeds

- Service Order Items
- Service Confirmation Items
- Billing Items

Refer to: Transaction Assignment Data (rows 137 to 189) for retrieving following data feeds

- Partners associated with Service Order Items
- Partners associated with Service Confirmation Items

Select Service Order Items
Where Status = Completed (E0006)
and Status Changed Date (ZSTAT_CHANGE) = Yesterday's Date

Table	Field Name	Table	Field Name	Constant Value
-------	------------	-------	------------	----------------

CRMS4D_SERV_H	HEADER_GUID	=	CRM_JCDS	OBJNR	
CRM_JCDS	STAT	=			E0006
CRM_JCDS	UPDATE	=			<<DATE>> - 1
CRMS4D_SERV_I	OBJECT_ID	=	CRMS4D_SERV_H	OBJECT_ID	

- Schedule the batch job to run every day at 1:00AM
- Generate text file for the data retrieved.

Commented [NB3]: @Kaplan, Jessica @Muppalla, Swaraj @Scarborough, Bret This is added based on our email dated 08/11/2023.

Data Feed	File Name
Service Order Items	SERVICETXSTA_env_yyyymmdd_hhmiss_INVOICE.txt
Partners associated with Service Order Items	SERVICETXTA_env_yyyymmdd_hhmiss_INVOICE.txt
Service Confirmation Items	cust_TXSTA_env_yyyymmdd_hhmiss_INVOICE.txt
Partners associated with Service Confirmation Items	cust_TXTA_env_yyyymmdd_hhmiss_INVOICE.txt

Commented [NB4]: File Names have been changed as requested by SPM Team. @Kaplan, Jessica @Scarborough, Bret @Dalvi, Anand @Pillai, Aravind @Sripathi, Rakesh @Asthana, Mohan

- The Source and Target folders on the application server is listed below.

S4: Source directory: /sftp/interfaces/ES4SFTP/SPM/Outbound/ServiceAssignment/Ready

S4: Archive path: /sftp/interfaces/ES4SFTP/SPM/Outbound/Service Assignment/Archive

SPM: /Inbound

Example:

Service Order#	FSM Completion Date	Service Completion information received by S4 on	S4 Service Order – Completion Date	S4 Service Order – Status Changed Date (Date on which the S/4 Service Order Status was set to “Completed”)	Include in SPM Feed batch job executed on 08/10/2023 01:00AM (Status Changed Date = One Day before 08/10/2023)	Comments
101	08/09/2023	08/09/2023	08/09/2023	08/09/2023	Yes	
102	08/08/2023	08/09/2023	08/08/2023	08/09/2023	Yes	Service Order

						Completion information from FSM to S4 arrived one day later due to network issues.
90	08/05/2023	08/05/2023	08/05/2023	08/09/2023	Yes	Service Order Completion information (for Vendor Executed Service) from FSM to S4 was received on 08/05/2023; but, the Service Order was manually 'Completed' by FNA team in S4 on 08/09/2023.

Example: If we run the job on 08/10 then it will include all the Service Orders where Status = Completed and Status Changed Date = 08/09.

This would ensure that:

- all the 'Completed' Service Orders are automatically included in the SPM feed irrespective of the delay in receiving the completion information from FSM.
- any Service Order completion information received from FSM after the execution of Batch Job will be included in the SPM Feed of the next day.

Example: batch job executed on 08/09/2023 at 01:00AM; and just after that Service Order# 11 got Completed in S/4. So, now Service Order# 11 will be included when the program is executed on 08/10/2023 at 01:00AM.

If we run the job multiple times on the same day then

- same set of Service Orders will be included in the SPM feed each time (because the job will select all the Service Orders where Status Changed Date = **Yesterday's Date**)

Example: Status of 900 S4 Service Orders was set to 'Completed' on 08/09. Now, if we run the job multiple times on 10/08 then every time the system will include the same 900 Service Orders in the SPM Feed.

Commented [NB5]: @Kaplan, Jessica @Muppalla, Swaraj @Scarborough, Bret This is added based on our email dated 08/11/2023.

4.2 Maintain and Validate: New Business

- Create custom table to maintain New Business Information
- Create Fiori App to maintain New Business Information on an exception basis.
 - Provide search help for individual fields (wherever possible).
 - Please Note: only designated Business Partners will have access to update the data manually; rest of the partners can display only based on their underlying access.
- This table will be updated during the generation of SPM data feed on a daily basis.
 - New rows will be added based on Commission Group, Material Group2 and Customer.
 - Existing rows will be updated based on Commission Group, Material Group2 and Customer.
- Provide ability to mass upload data in this custom table.
 - The upload of data (data migration) will be taken care of by Data Service team.
 - S/4 Custom program is not required for Data Migration.
 - Please Note: This is only for Data Migration purpose; and will not be utilized post go-live.
- Eligible Partner Functions for the New Business Commission will be maintained in TVARVC table
 - ZGAM
 - ZSOSOSR

Commented [NB6]: @Scarborough, Bret @Kaplan, Jessica @Gomez, Adnan - Business team to finalize the list of Partner Functions eligible for 'New Business' commission. At this moment only GAM and Sales Service Rep are considered and accommodated in the SPM Feed.

Commented [7R6]: This is accurate only GAMs and Sales Reps/Specialists will need to be added for New Business. ISRs/Sales Engineers are tagged to individual service orders and SSRs/FSTs are directly on the sales confirmations they service which rolls up to the CSR. Anand can provide details on what SPM needs from S4 to calculate results.

Field Name	Data Element	Data Type	
Sold To	BU_PARTNER	CHAR(10)	
Line of Service	MVGR2	CHAR(3)	
Type of Service	-	CHAR(1)	R - Recurring M - Monitoring S - Sales
Commission Group	MVKE-PROVG	Commission Group	Commission Group Description
		V0	Service
		V1	Equipment
		V2	Repair

Sales Office	CRMT_R3_SALES_OFFICE	CHAR(4)	
Service Team	OFIT_SERVICE_TGRP	CHAR(14)	
Price Level (Accounting Indicator)		Char(2)	
New Business Start Date		Date	
New Business End Date		Date	
Sold by - Partner Function		CHAR(8)	
Sold by - Partner Number	BU_PARTNER	CHAR(10)	
Created On		Date	
Service document#	OBJECT_ID	NUMBER(10)	
Last Service Date		Date	

Sold To BU_PA RTNER CHAR(1 0)	Line of Service MVGR2 CHAR(3)	Commis sion Group PROVG	Sales Office CHAR(4)	Servi ce Tea m	Price Level (Account ing Indicator)	New Business Start Date	New Business End Date	Sold by Partner Function CHAR(8)	Sold by Partner Number BU_PAR TNER CHAR(10)	Create d On DATE	Servic e docum ent#	Last Servi ce Date
Home Depot	Fire Extinguisher	V01				04/01/2020	05/25/2021	Sales Representative	EE00001			
Home Depot	Sprinkler	V02				05/01/2023	06/01/2024	SSR (Exec. Service Employee)	EE00002			
Home Depot	Sprinkler	V02				05/01/2023	06/01/2024	GAM	EE00003			
Home Depot	Fire Alarm	V04										
Home Depot	Monitoring	V03										
Walgreens	Fire Extinguisher	V01						SSR (Exec. Service Employee)	EE00009			

For each Service Item (CRMS4D_SERV_I):

LV_SOLDTO = CRMS4D_SERV_I-SOLD_TO_PARTY
 LV_MGGR2 = CRMS4D_SERV_I-ZZ1_MATERIALGROUP2_SRI
 LV_PRODUCT_ID = CRMS4D_SERV_I-PRODUCT_ID
 LV_SALES_ORG_SD = CRMS4D_SERV_I-SALES_ORG_SD
 LV_DIS_CHANNEL = CRMS4D_SERV_I-DIS_CHANNEL

Retrieve PROVG

Select PROVG
 From MVKE
 Where MATNR = LV_PRODUCT_ID
 And VKORG = LV_SALES_ORG_SD
 And VTWEG = LV_DIS_CHANNEL

LV_PROVG = MVKE-PROVG

- Find the matching records (Sold To, MVGR2, **PROVG**) from custom table: ZDT_SPM_NB_Data
 - o Sort the found records in the descending order of 'Last Service Date' + 'New Business End Date'

If found() then for the First Found Record

If Today's Date is within New Business Validity (between New Business Start Date and New Business End Date)

New Business (**GB1: New Business**) = True

Else

If Today's Date – Last Service Date >= X Months (TVARVC Attribute: **ZSRV_NB_MONTHS**)

New Business = True

Endif

Endif

Update rows in Table: ZDT_SPM_NB_Data

- Last Service Date = Today's Date

If New Business = True

GB1: New Business = X

GA23: New Business Customer ID = ZDT_SPM_NB_DATA-SOLD_TO

GA24: New Business Primary Sales Rep = BP Number of partner associated with ZGAM

GA25: New Business Secondary Sales Rep = BP Number of partner associated with ZOSRSR

GN2: Base Price Level = ZDT_SPM_NB_DATA-Accounting Indicator

GD1: New Business Start Date = ZDT_SPM_NB_DATA-Start Date

GD1: New Business End Date = ZDT_SPM_NB_DATA-End Date

Endif

Else

Find most recent service performed within last X months (TVARVC Attribute: **ZSRV_NB_MONTHS**) for the matching combination of SoldTo + MVGR2 + PROVG.

Select Object_ID

From CRMS4D_SERV_I

Where Sold_to_party = LV_SOLDTO

And ZZ1_MATERIALGROUP2_SRI = LV_MVGR2

And Today's date – SRVC_ACT_TO <= TVARVC-**ZSRV_NB_MONTHS**

And CRMS4D_SERV_I-PRODUCT_ID = MVKE-MATNR

And CRMS4D_SERV_I-SALES_ORG_SD = MVKE-VKORG

And CRMS4D_SERV_I-DIS_CHANNEL = MVKE-VTWEG

And MVKE-PROVG = LV_PROVG

Table Join

Table	Field Name		Table	Field Name	Local Variable / Constant
CRMS4D_SERV_I	SOLD_TO_PARTY	=			LV_SOLDTO

CRMS4D_SERV_I	ZZ1_MATERIALGROUP2_SRI	=			LV_MVGR2
CRMS4D_SERV_I	PRODUCT_ID	=	MVKE	MATNR	
CRMS4D_SERV_I	SALES_ORG_SD	=	MVKE	VKORG	
CRMS4D_SERV_I	DIS_CHANNEL	=	MVKE	VTWEG	
MVKE	PROVG	=			LV_PROVG
Today's Date – CRMS4D_SERV_I-SRV_ACT_TO		<=	TVARVC attribute: ZSRV_NB_MONTHS		

If not found()

New Business = True

Add New Rows to Table: ZDT_SPM_NB_Data

- SoldTo = <<Sold To>>
 - MVGR2 = <<MVGR2>>
 - **PROVG = LV_PROVG**
 - Sales Office = CRM_ORDER_READ-ET_ORGMAN-SALES_OFFICE_SD
 - Service Team = CRM_ORDER_READ-ET_ORGMAN-SERVICE_ORG_RE
 - Sold By – Partner Function = ZGAM
 - Sold By – Partner Number = <<BP Number of partner associated with ZGAM>>
 - **Retrieve ZGAM associated with Service Order Item**
 - New Business Start Date = Today's Date
 - New Business End Date = Today's Date + **ZSRV_NB_MONTHS**
 - Service Document = <<Service Order Number>>
 - Last Service Date = Today's Date
-
- SoldTo = <<Sold To>>
 - MVGR2 = <<MVGR2>>
 - **PROVG = LV_PROVG**
 - Sales Office = CRM_ORDER_READ-ET_ORGMAN-SALES_OFFICE_SD
 - Service Team = CRM_ORDER_READ-ET_ORGMAN-SERVICE_ORG_RE
 - Sold By – Partner Function = ZOSRSR
 - Sold By – Partner Number = <<BP Number of partner associated with ZGAM>>
 - **Retrieve ZOSRSR associated with Service Order Item**
 - New Business Start Date = Today's Date
 - New Business End Date = Today's Date + **ZSRV_NB_MONTHS**
 - Service Document = <<Service Order Number>>
 - Last Service Date = Today's Date

Endif

Endif

4.3 Maintain Commission Split

- Commission Split % will be maintained in FSM for each activity; and will be sent to S/4 Service Order
- Enhance Service Order Item to receive commission split information from FSM.
- Display / Edit Commission Split information.
- Total of Commission % should be 100%

Partner Function	Partner Number	Commission %
Executing Service Employee	EE9000001	60%
Support Technician	EE9000002	20%
Support Technician	EE9000003	20%
Account Specialist	EE9000004	
SSR	EE9000005	

4.4 Logic for retrieving partners associated with Service Item.

Partners needs to be retrieved from following sources:

- Partners associated with Service Item (commission% is zero)
- Partners captured on Commission Split (**GN6: Commission Split**: commission% captured for respective partner)
- New Business Custom Table

Please Note: Partner Functions: ZGAM and ZOSRSR are generally captured in the New Business Table.

4.5 Logic for retrieving individual data elements.

Partner Functions:

Pass Transaction id to CRMS4D_PARTNER-OBJECT_ID and get Bill To Party from PARTNER_ID field where PARTNER_FCT = 00000003 and get address number from ADDR_NR. Fetch the relevant fields from ADRC table by passing the ADDR_NR.

Pass Transaction id to CRMS4D_PARTNER-OBJECT_ID and get Ship To Party from PARTNER_ID field where PARTNER_FCT = 00000055 and get address number from ADDR_NR. Fetch the relevant fields from ADRC table by passing the ADDR_NR.

Telephone Numbers:

Pass Transaction id to CRMS4D_PARTNER-OBJECT_ID and get Ship To Party from PARTNER_ID field where PARTNER_FCT = 00000055 and get address number from ADDR_NR. Pass ADDR_NR to ADR2-ADDRNUMBER to retrieve Telephone details.

Document flow to get Service Contract from Billing Document:

Pass Billing document number to CRMD_BRELVONAE-OBJKEY_B_SEL where OBJTYPE_B_SEL = VBRK and retrieve the value from OBJGUID_A_SEL and check if OBJTYPE_A_SEL = BUS2000116 or BUS2000117. If the object type is BUS2000117, Pass the value to CRMD_BRELVONAE-OBJKEY_B_SEL and retrieve the value from OBJGUID_A_SEL. Do the same with this GUID to retrieve the Service Contract GUID from OBJGUID_A_SEL by passing the above data to OBJKEY_B_SEL where OBJTYPE_A_SEL = BUS2000112. Pass the GUID to CRMS4D_SERV_H-HEADER_GUID to retrieve the Service contract number from OBJECT_ID.

Document flow to get Service Order from Billing Document:

Pass Billing document number to CRMD_BRELVONAE-OBJKEY_B_SEL where OBJTYPE_B_SEL = VBRK and retrieve the value from OBJGUID_A_SEL and check if OBJTYPE_A_SEL = BUS2000116 or BUS2000117. If the object type is BUS2000117, Pass the value to CRMD_BRELVONAE-OBJKEY_B_SEL and retrieve the value from OBJGUID_A_SEL where OBJTYPE_A_SEL = BUS2000116. Pass the GUID to CRMS4D_SERV_H-HEADER_GUID to retrieve the Service contract number from OBJECT_ID.

Header Table for Service Order or Service Confirmation:

CRMS4D_SERV_H where OBJECT_ID is the transaction number and Business category OBJTYPE_H equals to BUS2000116 for Service Order and BUS2000117 for Service Confirmation. Many mapping fields can be directly fetched from this table directly without a join as mentioned in the mapping spreadsheet.

Item Table for Service Order or Service Confirmation:

CRMS4D_SERV_I where OBJECT_ID is the transaction number and Business category OBJTYPE_H equals to BUS2000116 for Service Order and BUS2000117 for Service Confirmation and NUMBER_INT is the item number on the document. Many mapping fields can be directly fetched from this table directly without a join as mentioned in the mapping spreadsheet.

Determine Employee Number based on Business Partner Number

Check whether the Partner Function is for Employee:

Select *

From CRMC_PARTNER_FCT

Where PARTNER_FCT = <<Service Order Item – Partner Function>>

And (PARTNER_PFT = 0005 OR 0025)

IF Found() then Employee.

IF Employee then

```
Select IDNUMBER
From BUT0ID
Where PARTNER = <<Service Order Item – Partner Number>>
And TYPE = HCM032

LV_EMPLOYEE_NO = BUT0ID-IDNUMBER
ENDIF
ENDIF
```

Retrieve Customer Account Type – GA1: Customer Account Type

```
Select KVGR1
From KVVV
Where KUNNR = LV_SOLDTO
And VKORG = LV_SALES_ORG_SD
And VTWEG = LV_DIS_CHANNEL
```

GA1: Customer Account Type = KVVV-KVGR1

5 Security / Authorization Requirements

[Please fill this section if there are special Authorization Requirements; else mention N/A. Every authorization object needs to be documented to provide the security administrator information on the purpose and use of the object. The following sections are the minimal documentation requirements]

- Business Users with Create / Change authorization for Service documents can utilize this functionality.

5.1 Definition

[The definition establishes the purpose and or use for the object. Mention a standard object available to be used or custom authorization object to be created (if needed).]

5.2 Defined Fields

[The defined fields should be listed with the valid values to be used. (Like Activity 01/02/03)]

5.3 Procedure

[The procedure section helps to explain how this object is to be used. Examples with field values and explanations should be provided.]

6 Dependencies / Constraints

[Please indicate any constraints that may impact the conversion development, such as limited access to legacy system, time constraints or data restrictions etc.]

[Please indicate any dependencies that may impact development, in terms of requirements from internal or external applications or teams]

Also, please specify any interface or batch jobs that must be run prior to execution and dependent jobs/ operations.]

- Master data (Customer, Vendor, Material) are maintained in the system.

7 Assumptions

[Describe any assumptions that have been made in the process of completing this design. What functionality is expected of configuration or other developments that pass information to this enhancement?]

8 Security Requirements

[Please describe any security requirements or system checks that should be performed to ensure complete and accurate operation of this Enhancement]

9 Functional Requirement

[Please provide a detailed description of the Enhancement. Please provide additional details for custom development requirements (Process flow diagram, detailed description of data manipulations, transactions required, screen flows) where appropriate.]

9.1 Flow of Enhancement

[Please provide the flow of object to be enhanced. For example, in the program 'XYZ' go to screen/Sub screen 101 there modify/add a field]

[In case enhancement involves Fiori Applications, please provide screenshot from Fiori Screens where to add/modify field. In case of any new custom validation, determination or action needs to be added in Fiori application, please provide application & field details with appropriate screenshots.]

9.2 Layout

[Please provide the layout for Area Menus, custom dialog screens, etc.]

9.3 Custom Fields

[Any Custom fields needs to be added to business context should be specified along with type& length specification

Data population logic if applies, should also be specified along with Cloud BADI which can be used to serve purpose.

Please mention N/A if not applicable]

Business Context			
Field Name	Type	Length	Logic

9.4 Custom Business Objects/Custom tables

[Custom business objects are new approach to build custom tables for S/4 Cloud implementations, please specify fields and type details if we have any requirement of using/referring custom tables in enhancement
Please mention N/A if not required]

Custom Business Object Name		
Field Name	Type	Length

10 Assumptions in Functional Design

[Describe any assumptions that have been made in the process of completing this design.]]

11 Open Issues in Functional Design

[Please specify any open issues like missing functional information, users, details etc. which should be discussed in in subsequent phases of the project. Any open issues when cleared should be added to the relevant sections of this document in a new version.]

12 Business Test Conditions

[Please indicate the business level test conditions that should be used to verify successful operations of the Enhancement]

[Document all technical scenarios associated with this development. Examples would include 1) testing an error-free run; 2) testing the exception processes; 3) testing the error handling.]

[Document all control scenarios associated with this development. Examples would include 1) Rounding of dollars and cents; 2) Audit trail processing; 3) Reconciliation reporting]

IMPORTANT: The developer will need to test repeatedly, so where appropriate provide instructions to reverse the actions performed so the test may be run again or explain how to create new input data to the test.

Scenario #	Input Selection Criteria	Expected Result
Create Service Quotation		<ul style="list-style-type: none"> Vendor Cost and Margin displayed on ITEMS grid. Able to add more items by utilizing "Item Lookup" for Price Comparison
Create Service Order		<ul style="list-style-type: none"> Vendor Cost and Margin displayed on ITEMS grid. Able to add more items by utilizing "Item Lookup" for Price Comparison

Create Service Confirmation	<ul style="list-style-type: none">• Vendor Cost and Margin displayed on ITEMS grid.• Able to add more items by utilizing "Item Lookup" for Price Comparison
-----------------------------	--

13 Related Documentation

[\[Attach OSS notes, emails, download of existing report, etc.\]](#)