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| Test Script  SAP SuccessFactors HCM Core  April 2018  English | Customer |
| Manage Dependents  ID: 1LY |

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Document History

| **Revision** | **Date** | **Change** |
| --- | --- | --- |
|  |  |  |

# Purpose

## Purpose of the Document

This document provides a detailed procedure for testing the scope item *Manage Dependents* after solution deployment, reflecting the predefined scope of the solution. Each process step is covered in its own section, providing the system interactions (i.e. test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly (see column Test Step). Customer-project-specific steps must be added.

Note for the customer project team: Instructions for the customer project team are mentioned between brackets and should be removed before hand-over to the project testers. The [Appendix](#_Appendix) is included for internal reference, in particular to support A2O, and should also be deleted before hand-over to the customer, unless deemed helpful to explain the larger context.

## Purpose of Manage Dependents

This document describes the typical activities for maintaining employee dependents’ data in the system. The employee (or HR Administrator) maintains high-level data of his or her dependents (e.g. name and relationship), detailed information (e.g. address data or national ID details) and country-specific information.

 Note

This document is, unless otherwise specified, valid for all countries in scope of this SAP Best Practices, with country-specific details also being described.   
In the following, we will use the two-letter code for the countries, as follows:

* AE – United Arab Emirates
* AU – Australia
* SA – Kingdom of Saudi Arabia
* US – United States

# Prerequisites

This section summarizes all prerequisites needed to conduct the test in terms of system, user, master data, organizational data, and other test data and business conditions.

## Configuration

Please ensure to follow the correct installation sequence of building blocks as specified in the Prerequisite Matrix.

## System Access

The test should be conducted with the following system and users:

|  | Type of Data | Details |
| --- | --- | --- |
| System | SuccessFactors Employee Central | <Provide details on how to access system, e.g. system client or URL> |
| Standard User | Employee | <Provide Standard User Id and Password for test, if applicable> |
| Standard User | HR Administrator (Optional) | <Provide Standard User Id and Password for test, if applicable> |

 Note

SAP SuccessFactors Employee Central will be referenced as Employee Central.

## Roles

For non-standard users, the following roles must be assigned in Employee Central to the system user(s) testing this scenario.

| Business Role | Permission Role | Process Step | Sample Data |
| --- | --- | --- | --- |
| Employee | SAP BestPractices Employee (Self Service for EC) | Refer to chapter [Overview Table](#_Overview_Table) | Test user: <userid>; Password: <password>  For testing purpose, you can proxy as the role using SAP BestPractices Super Admin role. |

 Note

Optionally, the HR Administrator can execute the process steps instead of the Employee, too. In this case,only use the *SAP BestPractices Super Admin* role for testing purposes.

## Master Data, Organizational Data, and Other Data

The organizational structure and master data of your company have been created in your system during implementation. The organizational structure reflects the structure of your company and includes the company, the cost center and the location in the system. The master data reflects employee specific data.

## Business Conditions

Before this scope item can be tested, the following business conditions must be met.

|  | Business Condition | Comment |
| --- | --- | --- |
| 1 | Employees must have been hired (or rehired) and already exist in the system. | In case the Core content has been deployed with the SAP Best Practices, you can refer to the appropriate process step of scope item Add New Employee / Rehire (FJ0). |
| 2 | One administrator user with the complete access to all employee views and fields must exist. | Permission Role *SAP BestPractices Super Admin* can be used as reference. |

# Overview Table

The scope item *Manage Dependents* consists of the following process step(s) provided in the table below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Process Step | UI Type | Business Condition | Business Role | Transaction Code | Expected Results |
| Maintain Dependents Data | Employee Central UI | Dependent(s) of the employee exist and their data should be maintained in the employee’s file. | Employee | Company Instance URL | Data related to the employee’s dependents has been maintained. |

# Testing the Process Steps

This section describes test procedures for each process step that belongs to this scope item.

The test should take around 10 minutes.

 Note

This scope item is valid for the following countries in scope of this SAP Best Practices: AE, AU, SA, US.

Country-specific details are described, too, either in the Procedure tables directly or in the separate chapter [Country-Specific Fields](#_Toc433783824) and its subchapters towards the end of the document.

Hyperlinks to chapter [Country-Specific Fields](#_Toc433783824) have been added in the Procedure tables within this chapter where applicable. You can always jump back by using the Back  button on the Quick Access Toolbar of the Word document.

 Recommendation

To add the Back button, select the Customize Quick Access Toolbar  drop-down and select More Commands. In the Choose commands from drop-down list, choose Commands Not in the Ribbon. Scroll down in the list and select Back. select Add, then select OK.

 Recommendation

Once you have jumped to the subchapter containing the country-specific information, we recommend enabling View → Navigation Pane from the top menu to have the navigation pane shown in the left side of the screen. Thus you will be able to navigate to your country.

## Maintaining Dependents Data

Test Administration

Customer project: Fill in the project-specific parts (between <brackets>).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name | <name> | Testing Date | <date> |
| Business Role(s) | Employee | | | | |
| Responsibility | <State Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | <duration> |

Purpose

The Employee ~~(or HR Administrator)~~ maintains data related to his or her ~~(employee’s)~~ dependents. He or she can add new dependents in the system or update data records of existing dependents. The employee ~~(or HR Administrator)~~ has the option to maintain high-level data of the dependent (e.g. name and relationship to the employee), as well as detailed information of the dependent (e.g. national ID and address).

Procedure

 Note

Mandatory fields are marked with an asterisk on the screen.

| Test Step # | Test Step Name | Instruction | User Entries: Field Name: User Action and Value | Expected Result | Pass / Fail / Comment |
| --- | --- | --- | --- | --- | --- |
| 1 | Log on | Log on to Employee Central as Employee. |  | The Home page is displayed. |  |
| 2 | Select My Employee File | From theHomedrop-down, select My Employee File*.* |  | The My Employee File screen is displayed containing your profile. |  |
| 3 | Go to Personal Information | Select the Personal Information section. |  | Depending on the permissions granted, different blocks are visible. |  |
| 4 | Add Dependents | In the Dependents block first select the Editicon ( icon).  Note:  Further mandatory fields are marked with an asterisk! |  | The Dependents dialog box is displayed. |  |
| 5 | Enter Effective Date of Change | Specify the effective date of change.   Note  In case dependents already exist, they show up in the Dependents dialog box. In this case you need to select the Add Dependents button at the bottom left after specifying the effective date. | When would you like your changes to take effect?: defaults to today’s date, adapt as appropriate using calendar help. |  |  |
| 6 | Enter New Dependent High-Level Information | In the Dependents part make following entries: | Relationship: select from drop-down | Once you have maintained these fields, you can decide to enter more details later, or enter detailed information right now.  For the first option, you can continue as described in test step # 9 and enter more details or edit details as guided in test steps # 10, 11 and 12.  For the second option, continue as described in test steps # 7 to # 9. |  |
| Date of Birth: select from calendar help |
| First Name: enter as appropriate |
| Middle Name: enter if appropriate |
| Last Name: enter as appropriate |
| Is Beneficiary: select Yes or No from the drop-down   Note  This field is only available for country **AU.**   Note  This field is only available if pension payment information is active. |  |
| Accompanying: select Yes or No from the drop-down   Note  In case Global Assignment is implemented in your instance and the employee is on global assignment, his/her dependents can accompany the host employee on the global assignment. |  |
| Attachment: directly drop files to upload or press the Add Attachment icon ( icon) button, browse for the file saved on your local disk and upload the file   Note  Use this function in case you need to attach a document attesting the relationship to the dependent. |  |  |
| 7 | Enter New Dependent Detailed Information | Select the Edit details link and enter further details in the new fields of the upcoming Dependents dialog box. |  |  |  |
| In the Person Relationship part of the Dependents dialog box make the following entries: | Relationship: defaulted with value selected in test step # 6 |  |
| Copy Address from Employee: select Yes or No from drop-down   Note  In case you choose No, you can maintain the address details of the dependent in the Address section. | In case you choose Yes, the employee’s address data is taken over for the dependent. |
| Is Beneficiary: defaulted with value selected in test step #6.  Note:  This field is only available for country **AU.**  Note:  This field is only available if pension payment information is active. |  |
| Attachment: if already uploaded in test step #6, defaulted with attached file. Else, directly drop files to upload or press the Add Attachment icon ( icon) button, browse for the file saved on your local disk and upload the file   Note  Use this function in case you need to attach a document attesting the relationship to the dependent. |  |
| In the Personal Information part of the Dependents dialog box make the following entries: | First Name: defaulted with value entered in test step # 6 |  |
| Middle Name: defaulted with value if maintained in test step # 6 |  |
| Last Name: defaulted with value entered in test step # 6 |  |
| Suffix: select from drop-down if appropriate |  |
| Gender: select from drop-down |  |
| Marital Status: select from drop-down   Note  In case you have selected value Spouse for field Relationship, you might consider to fill this field, too, by choosing for example Married. |  |
| Salutation: select from drop-down |  |
| Formal Name: After being saved, defaulted with values entered in test step #6 |  |
| Nationality: select from drop-down |  |
| Attachment: press the Add Attachment () button, browse for the file saved on your local disk and upload the file   Note  Use this function in case you need to attach a document attesting the nationality of the dependent. |  |
| In the Biographical Information part of the Dependents dialog box make the following entries: | Date of Birth: defaulted with value entered in test step # 6 |  |
| Country Of Birth: select from drop-down if wanted |  |
| Region Of Birth: enter as appropriate |  |
| Place Of Birth: enter as appropriate |  |
| In the National ID Information part of the Dependents dialog box select the Add button (icon) and make the following entries:   Caution  In case you select a value for one mandatory field, for example Country, you have to fill the other mandatory fields, too! | Country: select from drop-down |  |
| National Id Card Type: select from drop-down |  |
| National Id: enter as appropriate in the correct format |  |
| In the Address section of the Dependents dialog box you have two options how to proceed, depending on the value chosen for field Copy Address from Employee, which is located in the Person Relationship section of the dialog box:  Option 1: in case you have chosen value Yes for field Copy Address from Employee, check that the data has been taken over correctly from the employee’s address.  Option 2: in case you have chosen value No for field Copy Address from Employee, enter the address of your dependent as appropriate.   Note  This information is country-specific. | Enter data as required in the country where your company is located.   Caution  For a detailed list refer to chapter [Country-Specific Fields 🡪 Home Address.](#_Global_Information) |  |
| 8 | Enter New Dependent Global Information | To add country-specific details, select the Add Global Information button at the bottom left of the dialog box.  In the Global Information block make the following entries:   Note  This information is country-specific. | Enter data as required in the country where your company is located.   Caution  For a detailed list refer to chapter [Country-Specific Fields 🡪 Global Information.](#_Global_Information_1) |  |  |
| 9 | Save Changes | Choose the Save button. |  | The data related to your dependent has been maintained. |  |
| 10 | Add Additional Dependent Record (Optional) | In case you want to add another dependent, open the Dependents dialog box again using the Edit icon ( icon) and enter the effective date of change. Then select the Add Dependents button at the bottom left. Then make entries as appropriate. For this, proceed as described in test steps # 6 to # 9. |  | A new data record has been created. |  |
| 11 | Adapt Existing Dependent Record (Optional) | In case you need to adapt an already existing data record of a dependent, select the Editicon (icon) in the Dependents block, and enter the effective date of change.  Make adaptions to the fields as appropriate, in both high-level information as well as in detailed information. For the latter select the Edit details. Finally save the data. |  | An existing data record has been adapted. |  |
| 12 | Delete Existing Dependent Record (Optional) | In case you need to delete an already existing data record of a dependent, select the Editicon (icon) in the Dependents block and enter the effective date of change.  Select the Delete icon ( icon) next to the record you want to delete. Then select the Save button on the bottom of the Dependents dialog box. |  | An existing data record has been deleted. |  |
| 13 | View History | In case you need information about the history of your data records select the History icon (  icon) in the Dependents block.  In the left column Change History select the appropriate date. In the right column Dependents Changes the actual data for that specific date is shown. |  | The history of the data records has been checked. |  |

 Note

The HR Administrator can also maintain data related to dependent(s) of an employee. For this, search for the employee and maintain the data as described in the procedure table above, starting with test step #3.

# Country-Specific Fields

## Home Address

### United Arab Emirates (AE)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: United Arab Emirates is defaulted, leave as is or select another value | A list of home address fields for the United Arab Emirates are displayed in the Dependents dialog box and are editable.  The Country field defaults to the country where the employer is located.  In case you choose another country, different fields have to be filled, since the address is country-specific. |
| Care Of: enter if appropriate |  |
| Street: enter as appropriate | Optional field, but meaningful for a complete master data record. |
| House Number enter as appropriate | Optional field, but meaningful for a complete master data record. |
| City: enter as appropriate | Required if integration with Employee Central Payroll is in place.  **Mandatory field.** |
| Region: select from drop-down |  |
| Postal Code: enter as appropriate |  |
| District: enter if appropriate |  |
| Apartment: enter if applicable |  |
| Extra Address Line: enter if applicable |  |

### Australia (AU)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: Australia is defaulted, leave as is or select another value | A list of home address fields for Australia are displayed in the Dependents dialog box and are editable.  The Country field defaults to the country where the employer is located.  In case you choose another country, different fields have to be filled, since the address is country-specific. |
| Street and House Number: enter as appropriate | Optional field, but meaningful for a complete master data record. |
| Address Line 2: enter if applicable |  |
| Suburb/Town: enter as appropriate | Required if integration with Employee Central Payroll is in place. |
| State: select from drop-down | **Mandatory field.** |
| Post Code: enter as appropriate |  |

### Kingdom of Saudi Arabia (SA)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: Kingdom of Saudi Arabia is defaulted, leave as is or select another value | A list of home address fields for the Kingdom of Saudi Arabia are displayed in the Dependents dialog box and are editable.  The Country field defaults to the country where the employer is located.  In case you choose another country, different fields have to be filled, since the address is country-specific. |
| Addressee: enter if applicable |  |
| Street: enter as appropriate | Optional field, but meaningful for a complete master data record. |
| Extra Address Line: enter if applicable |  |
| House Number: enter as appropriate | Optional field, but meaningful for a complete master data record. |
| Apartment: enter if applicable |  |
| City: enter as appropriate | Required if integration with Employee Central Payroll is in place.  **Mandatory field** |
| District: enter if applicable |  |
| Region: enter as appropriate |  |
| Postal Code: enter as appropriate | **Mandatory field** |

### United States (US)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: United States is defaulted, leave as is or select another value | A list of home address fields for the United States are displayed in the Dependents dialog box and are editable.  The Country field defaults to the country where the employer is located.  In case you choose another country, different fields have to be filled, since the address is country-specific. |
| Address Line 1: enter as appropriate | Optional field, but meaningful for a complete master data record. |
| Address Line 2: enter if applicable |  |
| City: enter as appropriate | Required if integration with Employee Central Payroll is in place. |
| County: enter if applicable |  |
| State: select from drop-down | Required if integration with Employee Central Payroll is in place. |
| ZIP: enter as appropriate | Required if integration with Employee Central Payroll is in place. |

## Global Information

### United Arab Emirates (AE)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: select United Arab Emirates from drop-down | A list of global information fields for United Arab Emirates is displayed in the Dependents dialog box and are editable.  ~~The Country field defaults to the country where the employer is located.~~  ~~In case you choose another country, different fields have to be filled, since the address is country-specific.~~ |
| *Visa Number:* enter value | Relevant only for dependents who are not of United Arab Emirates nationality  Enter the dependent’s visa number. |
| *Visa Issue Date:* select from calendar help | Relevant only for dependents who are not of United Arab Emirates nationality.  ~~Enter the visa issue date.~~ |
| *Visa Expiry Date*: select from calendar help | Relevant only for dependents who are not of United Arab Emirates nationality.  ~~Enter the visa expiry date.~~ |
| *Passport Number*: enter value | Enter the dependent’s passport number. |
| Passport Issue Date: select from calendar help | Enter the dependent’s passport issue date |
| Passport Expiry Date: select from calendar help | Enter the dependent’s passport expiry date. |
| Employed*:* if appropriate, select Yes or No from drop-down | Specify if the dependent is employed. |
| Employed Since*:* if appropriate, select from calendar help | Specify the date since when the dependent is employed. |
| *Name of Employer*: if appropriate, enter | Enter the name of the employer. |
| Accommodation Entitlement: select Yes or No from drop-down | Specify if the dependent is eligible for an accommodation entitlement. |
| Legal Nominee: if appropriate, select from drop-down | Specify if the dependent is a legal nominee. |
| Academic Degree: select from drop-down | Specify the dependent’s academic degree. |
| Specialization: enter value | Enter the dependent’s specialization. |
| Spouse ID (if in same company): enter value | Relevant only for dependents for which the Relationship field is set to Spouse, else it can be ignored.  Enter the Spouse ID, if applicable. |
| Eligible for Leave Passage Benefit: select Yes from drop-down in case the dependent is not of United Arab Emirates nationality, else leave empty | Specify if the dependent is eligible for leave passage benefit. |
| Leave Passage Entitlement Quota: select from drop-down in case the dependent is not of United Arab Emirates nationality, else leave empty | Specify the leave passage quota, if applicable |

### Australia (AU)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| For Australia no Global Information has to be maintained. |  |

### Kingdom of Saudi Arabia (SA)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: select Kingdom of Saudi Arabia from drop-down | A list of global information fields for Saudi Arabia are displayed in the Dependents dialog box and are editable.  ~~The Country field defaults to the country where the employer is located.~~  ~~In case you choose another country, different fields have to be filled, since the address is country-specific.~~ |
| Blood Group: select from drop-down | ~~Specify the employee’s blood group.~~ |
| Border Entry No.: enter value | Relevant for non-Saudi dependents only.  This is the number that the border official entered on the visa upon the first entry with this visa. This number stays the same if the visa is extended. |
| Port of Entry: enter value | Relevant for non-Saudi dependents only.  This is the place where the dependent first entered the country with the given visa. |
| Entry Date (Islamic): select from calendar help | Relevant for non-Saudi dependents only.  This is the date in the Hijri calendar when the dependent first entered the country with the given visa. |
| Name Of Employer*:* enter value | ~~Specify the dependent’s employer.~~ |
| Drivers License Number: enter value | ~~Specify the dependent’s driving license details.~~ |
| Driving License Expiry Date: select from calendar help | ~~Specify the dependent’s driving license expiry date.~~ |
| Passport Number: enter value | ~~Enter the dependent’s passport details.~~ |
| Passport Expiry Date: select from calendar help | ~~Enter the dependent’s passport expiry date.~~ |
| Visa Number*:* enter value | Relevant for non-Saudi dependents only.  ~~Enter the dependent’s visa number.~~ |
| Visa Expiry Date: select from calendar help | Relevant for non-Saudi dependents only.  ~~Enter the dependent’s visa expiry date.~~ |
| Iqama Number: enter value | Relevant for non-Saudi dependents only.  ~~Enter the dependent’s Iqama permit details.~~ |
| Iqama Expiry Date: select from calendar help | Relevant for non-Saudi dependents only.  ~~Enter the dependent’s Iqama permit expiry date.~~ |
| Spouse ID (if in same company): enter value | Relevant only for dependents for which the Relationship field is set to Spouse, else it can be ignored.  ~~Enter the employee’s Spouse ID.~~ |
| Leave Passage Entitlement Quota: select from drop-down in case the dependent is non-Saudi national, else leave empty | By law, expatriate employees and their dependents are eligible to the leave passage benefit. Choose the leave passage entitlement quota. |
| Applicable for Leave Passage?: select Yes from drop-down in case the dependent is non-Saudi national, else leave No | By law, expatriate employees and their dependents are eligible to the leave passage benefit. Indicate if the dependent is eligible for leave passage benefits. |
| Is Eligible For Scholarship Travel Ticket: select Yes or No from drop-down | ~~Indicate if the dependent is eligible for a scholarship travel ticket.~~ |

### United States (US)

| User Entries: Field Name: User Action and Value | Additional Information |
| --- | --- |
| Country: select United States from drop-down | A list of global information fields for the United States are displayed in the Dependents dialog box and are editable.  ~~The Country field defaults to the country where the employer is located.~~  ~~In case you choose another country, different fields have to be filled, since the address is country-specific.~~ |
| Challenged: select Yes or No from drop-down | ~~Specify if the dependent is challenged.~~ |
| Date of Determination of Challenge Status: select from calendar help, if appropriate | ~~Enter the date of the dependent’s determination of challenge status.~~ |
| Student*:* select Yes or No from drop-down | ~~Specify if the dependent is a student.~~ |
| Medicare*:* select Yes or No from drop-down | ~~Specify if the dependent has medicare.~~ |
| Smoker*:* select Yes or No from drop-down | ~~Specify if the dependent smokes.~~ |
| On Military Service*:* select Yes or No from drop-down | ~~Specify if the dependent is in military service.~~ |
| Financially Independent: select Yes or No from drop-down | ~~Specify if the dependent is financially independent.~~ |
| Physician Name: enter the dependent’s physicians’ details | ~~Enter the dependent’s physicians’ details.~~ |
| Physician ID Number*:* enter the dependent’s physician’s ID number in the correct format | ~~Enter the dependent’s physician’s ID Number.~~ |
| Legal Separation Date*:* select from calendar help, if appropriate | ~~Enter the date of the employee’s legal separation from their spouse.~~  This field is only relevant for dependents for which the Relationship field is set to Spouse, else it can be ignored. |

# Appendix

## Process Chains

The process to be tested in this test case is part of a chain of integrated processes.

### Preceding Processes

You should first have completed the following business processes and conditions before you start with the test steps:

| Process | Business Condition |
| --- | --- |
| Add New Employee / Rehire (FJ0) | Employees must have been hired (or rehired) and already exist in the system. |

### Succeeding Processes

After completing the activities in this test case, you can continue testing the following business processes:

| Process | Business Condition |
| --- | --- |
| Manage Global Assignment (1ZA) (Optional) | In case employees have applied for a Global Assignment and have dependents maintained in the system, the accompanying dependents can be chosen in the global assignment creation process. |
| Manage Employee Benefits (2OB) (Optional) (for US only) | In case the company has implemented the Benefits module, the employees’ dependents can be enrolled in benefit plans. |

Typographic Conventions

| **Type Style** | **Description** |
| --- | --- |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbutton 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. |

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