

Elevate SAP Engagement with App Engine for ERP

Maintain Vendor Master Data with Low Code

Creator Workflows

Vancouver

V1.0 Written by Shao Wei Tan

Introduction

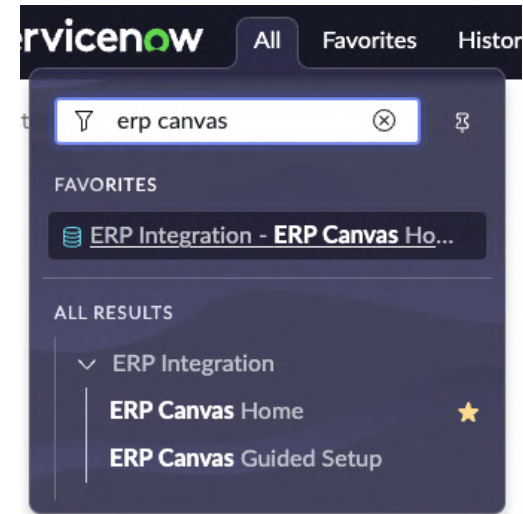
ACME Inc currently uses SAP S/4 HANA as their core Enterprise Resource Planning (ERP) software for managing their business operations. Like most enterprises, ACME is at the cusp of transforming their business processes using technological advancements to stay agile and ready for the ever-changing business environment.

You will play the part of Ellen in this lab. Ellen Sapphire is the Procurement Manager. Ellen and her team had previously been managing the Vendor master data in SAP, but this has taken a lot of their time for maintenance and changes. Recently, a few erroneous details in the Vendor records have caused monetary impact to ACME, so Ellen is tasked to streamline this process.

Ellen now wants to build an application that would give employees of ACME a self-service option of updating SAP Vendor data, and once approved by Finance, automatically integrated into SAP.

Steps	Extra Information
EXECERCISE 1 – SECTION 1 – ERP CANVAS	
1. On the top right, Impersonate Ellen Sapphire	
2. Set your Application Scope ERP Canvas	

3. Go to **All > ERP Integration > ERP Canvas Home**



You will land on the ERP models page

An ERP model functions as a staging area that contains all potential fields that you can add to remote and extraction tables. You can then use the remote tables and extraction tables as a data source on the Now Platform.

4. Open the **SAP Vendor** record

The screenshot shows the 'ERP models' page in ServiceNow. The page has a header with 'servicenow', navigation tabs ('All', 'Favorites', 'History', 'Workspaces'), and a search bar. Below the header, there is a section for 'ERP models' with a table of data. The table has columns for 'ERP model name', 'Short description', 'ERP tables', 'Extraction tables', 'Remote tables', and 'Updated'. The table lists various SAP models and their associated data sources.

ERP model name	Short description	ERP tables	Extraction tables	Remote tables	Updated
Procurement document flow	Procurement related subsequent document history	2	0	0	2023-09-04 12:17:31
Purchase order child documents	Purchase order related parent child search	3	0	0	2023-09-04 12:17:27
Sales document flow	Sales related subsequent document history	1	0	0	2023-09-04 12:17:38
Sales order child documents	Sales order related parent child search	3	0	1	2023-09-04 12:17:35
SAP Bill of Material	SAP Bill of Material	0	0	1	2023-09-08 04:38:55
SAP Change documents	SAP Document audit history	2	1	0	2023-09-07 13:02:03
SAP Company Code	SAP Company Code	0	1	1	2023-09-04 08:48:08
SAP Country	SAP Country	0	1	1	2023-09-04 08:48:29
SAP Currency	SAP Currency	0	1	1	2023-09-04 08:48:47
SAP Customer Invoice	SAP Customer Invoice	0	1	1	2023-09-04 08:49:14
SAP Distribution Channel	SAP Distribution Channel	0	1	1	2023-09-04 08:49:50
SAP Division	SAP Division	0	1	1	2023-09-04 08:50:12
SAP Language	SAP Language	0	1	1	2023-09-04 08:50:31
SAP Material Stock	SAP Material Stock	0	1	1	2023-09-04 08:51:04

5. Click **Model tables** tab.

There are 2 tables that we are getting information from in SAP to populate the SAP vendor model in ERP Canvas: LFA1 – Vendor Master, LFM1 - Vendor master record purchasing organization data

ERP models SAP Vendor

SAP Vendor

Details **Model tables** Table fields Joins Join conditions

Tables **2**
Last refreshed 2m ago

Name	Alias	Status
LFA1		Retrieved table data
LFM1		Retrieved table data

Showing 1-2 of 2

6. Click **Table fields** tab.

*These are the fields from all of the **Model tables** that are considered for the virtual model "ACME Material Stock".*

servicenow ERP Canvas

SAP Vendor

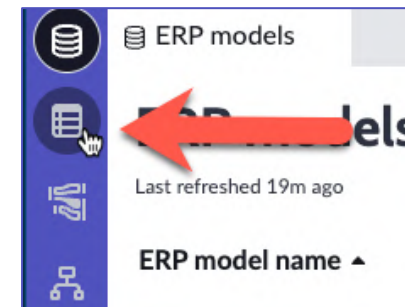
Details **Table fields** Joins Join conditions

Field name	Name	Mapped field name	Field label	Is custom	ERP data type	Is queryable	Updated
PTEL2	LFA1		P.O. Box Postal Code	false	char	false	2023-08-31 09:07:19
ANWB2	LFA1		Title	false	char	false	2023-08-31 09:07:19
ABWER	LFA1		Release Creation Profile	false	char	false	2023-08-31 09:07:22
HSCMAX	LFA1		Maximum handling surch...	false	decimal	false	2023-08-31 09:07:23
STAGING_TIME	LFA1		Staging Time	false	decimal	false	2023-08-31 09:07:23
VERNF	LFA1		Salesperson	false	char	false	2023-08-31 09:07:22
MSOPP	LFA1		Planning Calendar	false	char	false	2023-08-31 09:07:22
STRAS	LFA1		Street	false	char	false	2023-08-31 09:07:19
VBRED	LFA1		Shipping Conditions	false	char	false	2023-08-31 09:07:23
ACTIVITY_PROFIL	LFA1		Activity Profile	false	char	false	2023-08-31 09:07:23
INCDS	LFA1		Incidents	false	char	false	2023-08-31 09:07:22
USER	LFA1		Back jobbing	false	char	false	2023-08-31 09:07:22
VENDOR_BMA_REQ	LFA1		Supplier BMA Request	false	char	false	2023-08-31 09:07:23
KALSK	LFA1		Schema Cpy, Supplier	false	char	false	2023-08-31 09:07:22
BONND	LFA1		Schweg sett, Index	false	char	false	2023-08-31 09:07:22
MANNDT	LFA1		Client	false	char	false	2023-08-31 09:07:19
KALMELA	LFA1		Normal d	false	char	false	2023-08-31 09:07:19

EXERCISE 1 – SECTION 2 – REMOTE TABLES

Now that Ellen understands the ERP model for SAP Vendor, she will need to see the data that is currently extracted from SAP via remote table.

1. Click **Remote Tables** icon in left sidebar.



2. Scroll to the end of the list and open the **SAP Vendor** record.

SAP Sales Organization	SAP Sales Organization	sn_erp_integration_st
SAP Sales Revenue Recognition	SAP Sales Revenue Recognition	sn_erp_integration_st
SAP Transport	SAP Transport	sn_erp_integration_st
SAP Vendor	SAP Vendor	sn_erp_integration_st
SAP Vendor Invoice	SAP Vendor Invoice	sn_erp_integration_st

Showing 1-20 of 20

3. Click **Open remote table list** button to view the list of remote table with data.

Open remote table list

4. You should see a list of vendor records open in a new tab. These are extracted from SAP into the remote table (1000 records). As we do not have a live SAP instance to connect to, these are sample data for use in this lab.

SAP Vendors

Name

Search

Actions on selected rows...

All

Name

City

Plant

Postal code

Purchasing organization

Street

VAT registration number

Vendor number

Search

Search

Search

Search

Search

Search

Search

Abata

Lazaro Cardenas

Mexico

87326

Org E

975 Oakridge Parkway

1010

VM0001005

Abata

Gainesville

United States

32627

Org B

94403 Arapahoe Trail

1024

VM0001012

Abata

Emiliano Zapata

Mexico

96818

Org E

8 Orin Alley

3342

VM0001165

Abata

San Francisco

United States

94132

Org C

9 Elka Pass

6400

VM0001443

Abata

San Marcos

Mexico

36951

Org B

8 Artisan Junction

7324

VM0001527

Abata

San Antonio

Mexico

78436

Org B

84 Oak Valley Place

8919

VM0001672

Agimba

Miami

United States

33233

Org C

022 Farragut Crossing

2440

VM0001083

Agimba

Madison

United States

53716

Org E

608 Esker Drive

2682

VM0001105

Agimba

Erie

United States

16550

Org C

2757 Moose Hill

2825

VM0001118

Agimba

San Agustin

Mexico

36800

Org B

2708 Waywood Road

3199

VM0001152

Agimba

Corona

United States

92878

Org C

69 Pine Valley Lane

3870

VM0001213

1

to 20 of 1,000

5. Close the browser tab that opened for the **SAP Vendor** list view.

INFO

A remote table is a data structure that bridges the gap between the Now Platform and external data sources, allowing seamless integration and retrieval of external information.

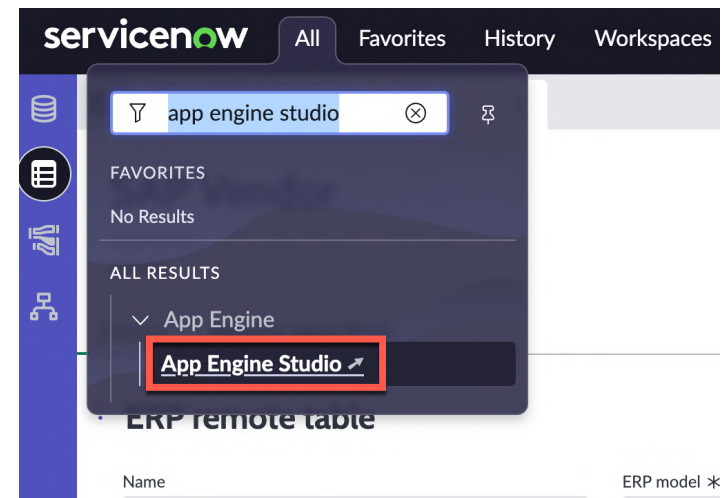
It serves as a virtual representation of data stored in external systems, enabling users to view, manipulate, and utilize this external data within the Now Platform's familiar interface.

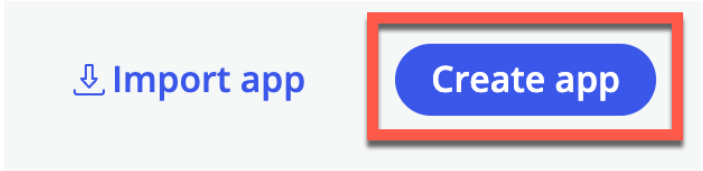
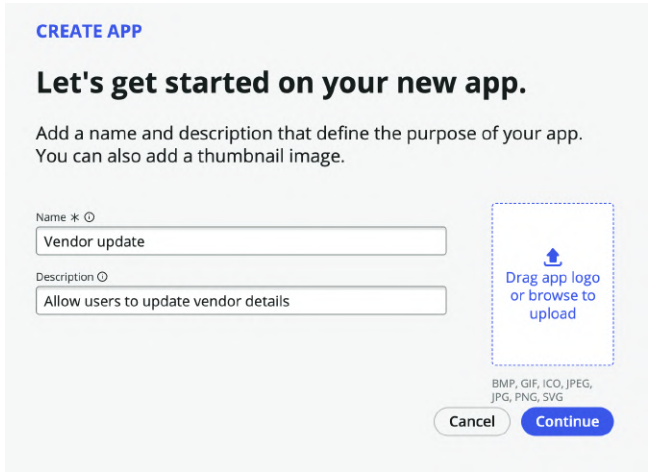
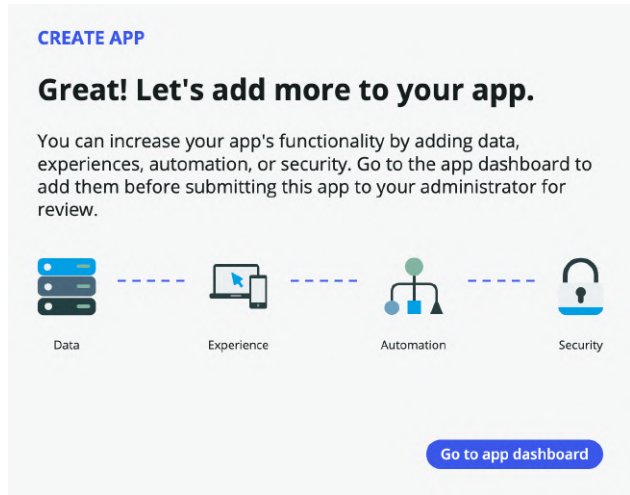
LINK: [Product Documentation: Using ERP remote tables in ERP Canvas](#)

EXERCISE 2 – BUILD THE APP

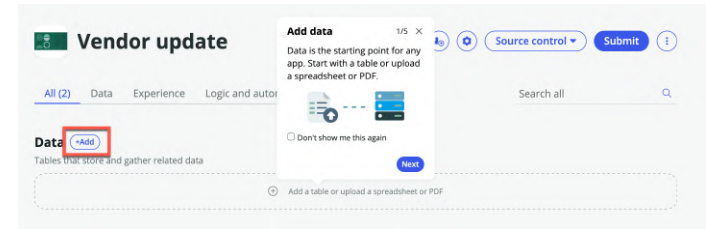
After understanding the data present in the SAP Vendor remote table, Ellen wants to create the app that allow an employee to update the Vendor's details.

1. Click **All** on the top menu, and search **App Engine Studio**, then click to open in a new tab

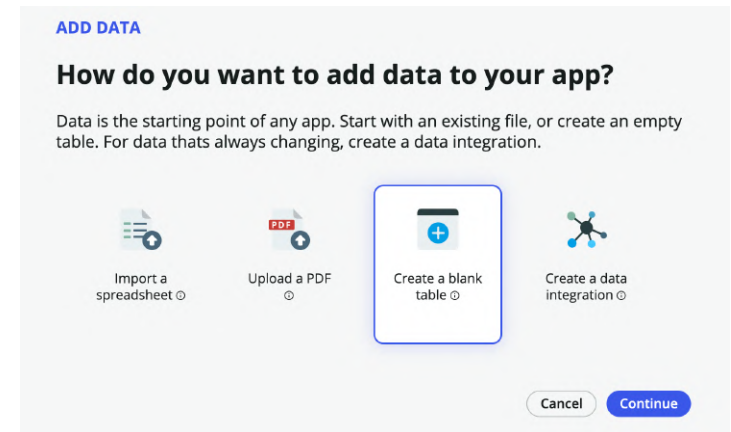


<p>2. Close the GETTING STARTED pop up, and click Create app on the top right of the screen.</p>	
<p>3. Enter "Vendor update" under Name, and "Allow users to update vendor details" under Description</p> <p>4. Click Continue</p> <p>5. Leave all the information as it is on the next page, and click Continue</p>	
<p>6. The app will take a few moments to get created, then on the screen, click Go to app dashboard</p>	

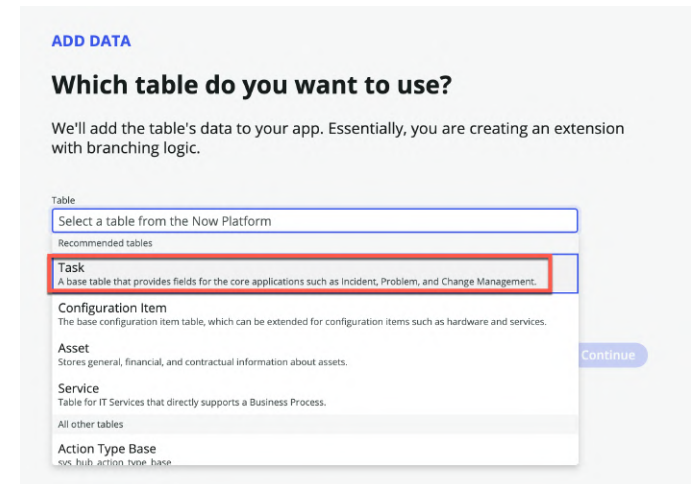
7. Click **Add** under **Data**



8. Click **Create a blank table** and click **Continue**
9. On the next screen, click **Create from an extensible table**, and click **Continue**



10. Under the **Table** dropdown, select **Task**, then click **Continue**



11. Under **Table label**, enter **Vendor update request**

12. Check the box for **Auto number**

13. Under **Prefix**, enter **VUR**

14. Click **Continue**

ADD DATA

Now, let's get more info about your new table

Define the properties of your new table.

Table label *

Table name prefix * Table name *

☐ Make extensible ☒ Auto number

Prefix * Starting number * Number of digits *

15. Follow the configurations for the user permissions, then click **Continue**

16. Once the loading is complete, click **Edit table**

ADD DATA

Let's add permissions to your table.

Create roles and define how much control each role has of this table. Note: at least one role needs to have 'read' access for you to 'preview' the data in your table.

Role Name	Description	All	Create	Read	Write	Delete
admin	Default admin role	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
user	Default user role	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

17. Close the pop up, then click **Forms** on top of the screen

Forms

Vendor update request

Number

Priority

4 - Low

18. Create a new section on the form by hovering between 2 sections and clicking **+ Add section**

The screenshot shows a 'Vendor update request' form. It includes fields for 'Number', 'Priority' (set to '4 - Low'), 'Assigned to' (set to 'User [sys_user]'), and 'State' (set to 'Open'). A 'Short description' field is at the bottom. A red box highlights the '+ Add section' button, which is located between the 'Assigned to' field and the 'Short description' field. A tooltip 'Add section above' is visible above the button.

19. On the right side column on the screen, enter **Vendor details** under **Section label**

The screenshot shows a 'Section' configuration dialog. The 'Section label' field contains 'Vendor details'. The 'Section layout' section shows two options: 'One column' (selected) and 'Two columns'. A 'Merge with section above' button is at the bottom.

20. In the middle column, add a new field by clicking the + icon

21. In the pop-up click **+ Add a field in the table**

The screenshot shows the 'Vendor details' section configuration. The 'Section label' is 'Vendor details' and the 'Section layout' is 'One column'. A red box highlights the '+ Add a field in the table' button in the 'Add form elements' pop-up. The pop-up also shows a search bar and a list of fields to add, including 'Active', 'Activity due', 'Actual end', 'Actual start', 'Additional assignee list', 'Approval', and 'Approval history'.

22. Under **Column label**, enter **Vendor record to update**
23. Under **Type**, search for **Reference**
24. Under **Table to reference**, search **SAP Vendor**
25. Select the record which is **sn_erp_integration_sap_vendor**
26. Click **Add**

Add a new field in the Vendor update request table

The field will be added to the table.

Column label *: Vendor record to update

Column name *: vendor_record_to_update

Type *: Reference

Table to reference *: SAP Vendor

Advanced settings

Other tables:

- SAP Vendor (sn_erp_integration_sap_vendor)
- SAP Vendor Invoice (sn_erp_integration_sap_vendor_invoice)
- SAP Vendor Invoice (sn_erp_integration_st_sap_vendor_invoice)

27. Your screen should look like the following
28. Click the **plus icon** to add another field below

Assigned to: User [sys_user]

State: Open

Vendor details

Vendor record to update

SAP Vendor [sn_erp_integration_st_sap_vendor]

Merged with Vendor details section

Short description

29. In the pop-up click **+ Add a field in the table**
30. Under **Column label**, enter **Vendor registration number**
31. Leave **Type** as **String**
32. Click **Add**, then **Done**

Add a new field in the Vendor update request table

The field will be added to the table.

Column label *: Vendor registration number

Column name *: vendor_registration_number

Type *: String

Advanced settings

Cancel Add

33. Repeat steps 28 to 32 but this time, enter **Vendor address** in the **Column label**

34. Once added, your form will look like this

35. Click **Save** on the top right of the form

Vendor details

Vendor record to update

SAP Vendor [sn_erp_integration_st_sap_vendor]

Vendor registration number

Vendor address

Preview Save

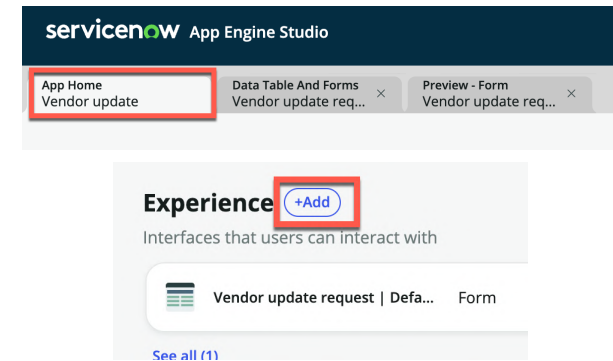
INFO

You have created a table to store all the **Vendor Details Change Requests**. Do note that we have only added 2 fields to be amended for the purpose of this lab. In the real world, you will be defining more fields that can be changed and edited following your ERP data model.

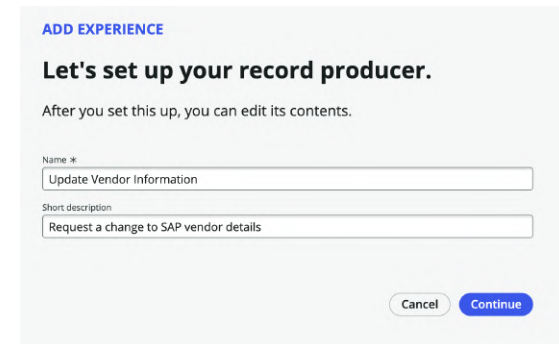
EXECERCISE 3 – BUILD THE FORM

Now Ellen wants to expose this form on the Service Portal so that users can request for this Vendor update directly

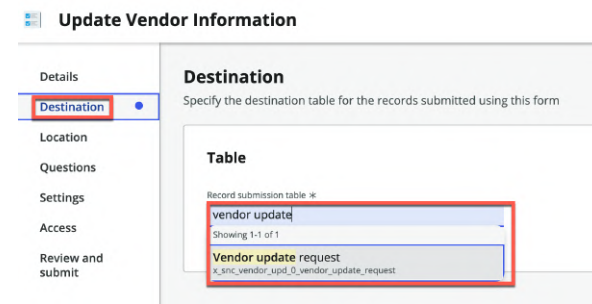
1. Click **+Add** under **Experience**
2. On the next screen, click **Record Producer**
3. Click **Begin**

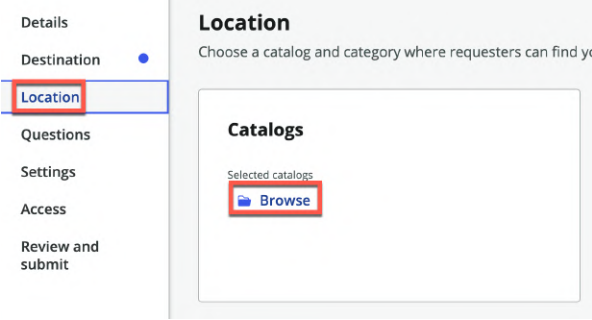
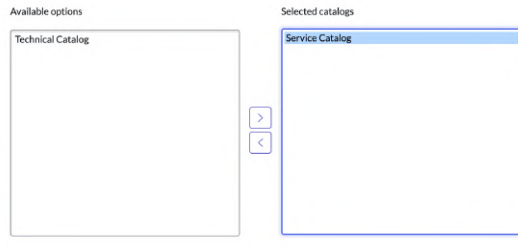
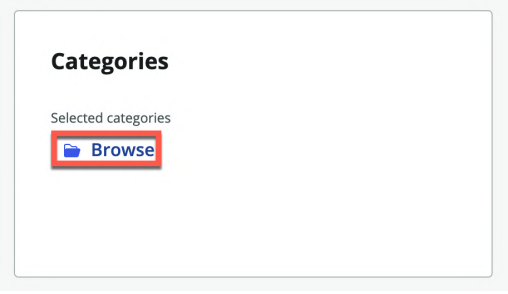
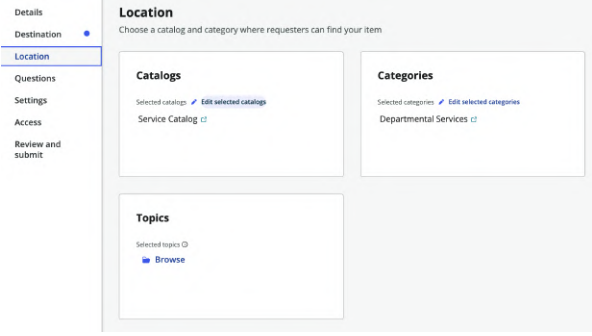


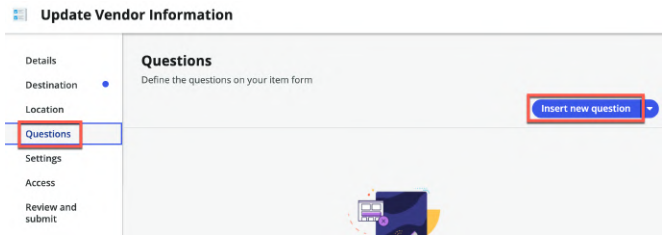
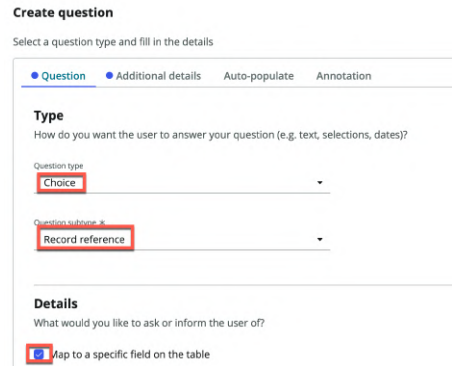
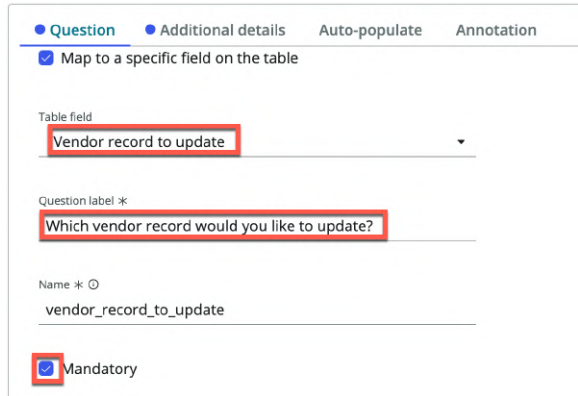
4. Under **Name**, enter **Update Vendor Information**
5. Under **Short description**, enter **Request a change to SAP vendor details**
6. Click **Continue**
7. Click **Edit record producer**



8. Click **Destination** on the left side column
9. Under **Record submission table**, select **Vendor update request**



<p>10. Click Location on the left side column</p> <p>11. Click Browse under Catalogs</p>	
<p>12. Double click Service Catalog to add it to the Selected catalogs</p> <p>13. Click Save selections on the bottom right</p>	
<p>14. Click Browse under Categories</p> <p>15. Add Departmental Services to the Selected categories</p> <p>16. Click Save selections</p>	
<p>17. Your screen should look like the following</p>	

<p>18. Click Questions on the left side column</p> <p>19. Click Insert new question</p>	
<p>20. Change Question type to Choice</p> <p>21. Change Question subtype to Record reference</p> <p>22. Check Map to a specific field on the table</p>	
<p>23. Scroll down</p> <p>24. Change Table field to Vendor record to update</p> <p>25. Change Question label to Which vendor record would you like to update?</p> <p>26. Check Mandatory</p>	

27. Click **Additional details** at the top of the box
28. Change Source table to **sap vendor [sn_erp_integration_sap_vendor]**
29. Click **Insert question** on the bottom right

● Question ● **Additional details** Default value Auto-populate Annotation

Source

The options for this question will be sourced from a table instead of specifying the values now

Source table *

SAP Vendor

Showing 1-4 of 4

SAP Vendor	sn_erp_integration_sap_vendor
SAP Vendor	sn_erp_integration_st_sap_vendor
SAP Vendor Invoice	sn_erp_integration_sap_vendor_invoice
SAP Vendor Invoice	sn_erp_integration_st_sap_vendor_invoice

▼ Enter value

Condition set

30. Back on the questions screen, click **Insert** for another new question

Questions

Define the questions on your item form

Expand all Insert new question

Which vendor record would you like to update? Choice - Record references

Insert

Insert component

Questions

New question Question set Deactivated questions

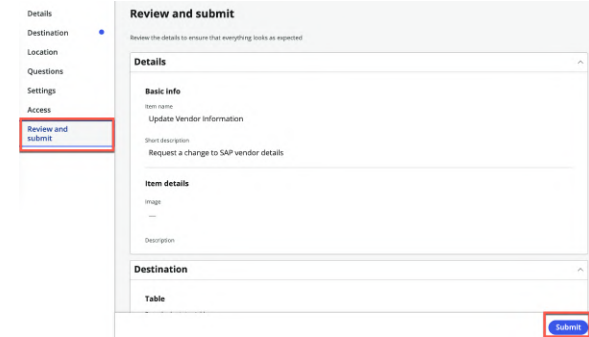
Structure

Single column container Two column container Line break

<p>31. Leave Question type as Text</p> <p>32. Set Question subtype to Single-line</p> <p>33. Check Map to specific field on the table</p>	<p>Type</p> <p>How do you want the user to answer your question (e.g. text, selections, date)</p> <p>Question type</p> <p>Text ▾</p> <p>Question subtype *</p> <p>Single-line ▾</p> <p>Details</p> <p>What would you like to ask or inform the user of?</p> <p><input checked="" type="checkbox"/> Map to a specific field on the table</p>
<p>34. Set Table field to Vendor registration number</p> <p>35. Set Question label to New vendor registration number</p> <p>36. Click Insert question</p>	<p>Details</p> <p>What would you like to ask or inform the user of?</p> <p><input checked="" type="checkbox"/> Map to a specific field on the table</p> <p>Table field</p> <p>Vendor registration number ▾</p> <p>Question label *</p> <p>New vendor registration number</p> <p>Name *</p> <p>vendor_registration_number</p>
<p>37. Repeat the steps above for another question as follows</p> <p>Question type: Text</p> <p>Question subtype: Single-line</p> <p>Map to a specific field on the table: Checked</p> <p>Table field: Vendor address</p> <p>Question label: New vendor address</p> <p>38. Click Insert question</p>	<p>Questions</p> <p>Define the questions on your item form</p> <p>Expand all</p> <p>Which vendor record would you like to update? * Choice - Record references</p> <p>New vendor registration number Text - Single-line</p> <p>New vendor address Text - Single-line</p> <p>+</p>

39. Click **Review and submit** on the left side column

40. Click **Submit**



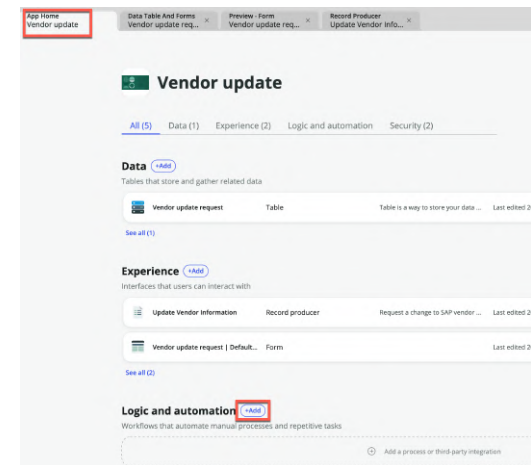
Info

You've add the form to be available on the ServiceNow Portal! We will test this out soon, after we complete the flow.

EXECERCISE 4 – BUILD AN APPROVAL WORKFLOW

Now we will create the flow to get approval on the vendor update record, and then directly integrating those changes into the vendor record within SAP S/4

1. Go back to the **App Home** tab
2. Click **+Add** under **Logic and automation**
3. Click **Flow**
4. Click **Build from scratch**



5. Under **Name** enter **Vendor update flow**
6. Under **Description** enter **Get approval when new vendor update request is created before updating vendor details in SAP**
7. Click **Show advanced options**
8. Change **Run as** to **System User**
9. Click **Continue**
10. Once loaded, click **Edit this flow**

ADD AUTOMATION

Let's set up your flow

This flow needs a name, description, and other details.

Name *

Description

Hide advanced options ^

Application

Protection

Run as

[Cancel](#) [Continue](#)

11. Click **Add a trigger**
12. Under **Record** select **Created**

Vendor update flow Inactive

TRIGGER

[Abort trigger creation](#)

Trigger

Q Search Triggers

- ☒ Record Record
- ☐ Scheduled Created
- ☐ Application Created or Updated
- ☐ Application Updated

ACTIONS [Select multiple](#)

[+ Add an Action, Flow](#)

13. Change **Table** to **Vendor update request**

14. Click **Done**

TRIGGER

Record Created

Trigger: Created

* Table: Select a Table

Condition: vendor update request

Vendor update request

[x_snc_vendor_upd_0_vendor_update_request]

15. Under **Actions**, click **Add an Action, Flow Logic, or Subflow**

16. Click the **Action** pill, then search for **Update Record**

17. Click **Update Record**

TRIGGER

Vendor update request Created

ACTIONS

Select multiple

Action Flow Logic Subflow

Update Record

ServiceNow Core

Global

Visual Task Board (VTB)

Create or Update Record

Update Record

18. From the right data pill picker column, drag and drop the **Vendor update request Record** data pill into the **Record** field

Update Record

Record

Vendor update request Record

Vendor update request Table

Run Start Time UTC

Run Start Date/Time

Record

Table

Action Status

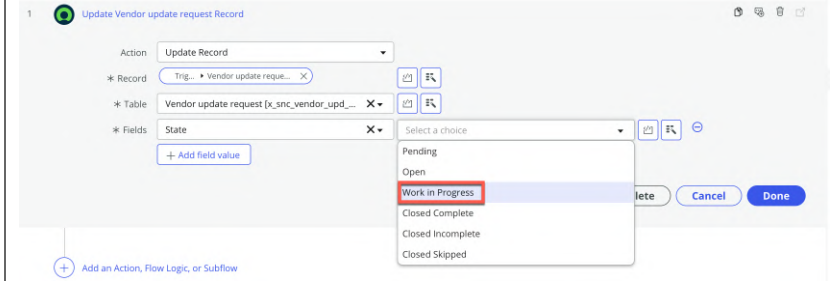
19. Under **Fields**, click **+Add field value**

20. Select the **State** field

21. Change the choice to **Work in Progress**

22. Click **Done**

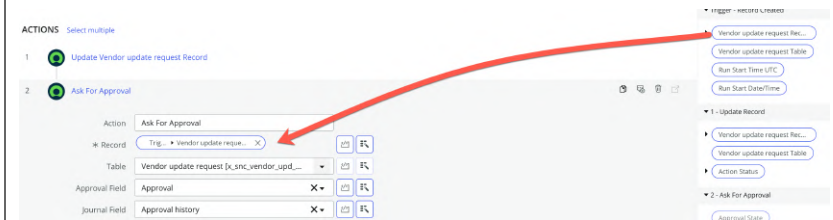
23. Click **Save** on the top right of the flow designer page



24. Click **Add an Action, Flow Logic, or Subflow**

25. Click the **Action** pill, then search and click **Ask for Approval**

26. From the right data pill picker column, drag and drop the **Vendor update request Record** data pill into the **Record** field

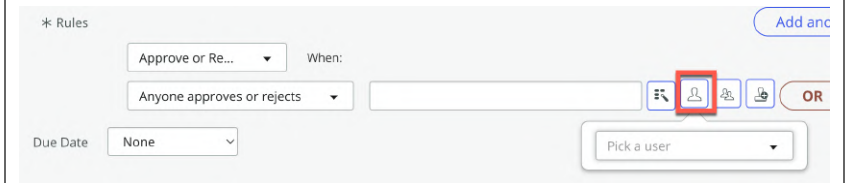


27. Under **Rules**, change **Approve** to **Approve or Reject**

28. Under **-Choose approval rule**, change to **Anyone approves or rejects**

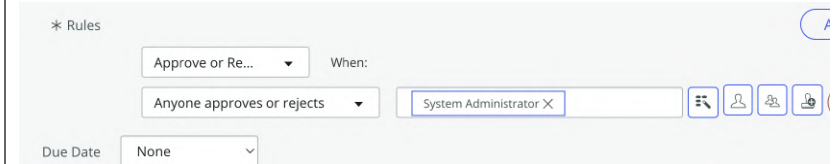
For ease of use in this lab, we will set the approver to the System Administrator. In a real world scenario, you would be routing this approval to someone like the SAP system admins and the Finance admins for approval

29. Click the **user** icon



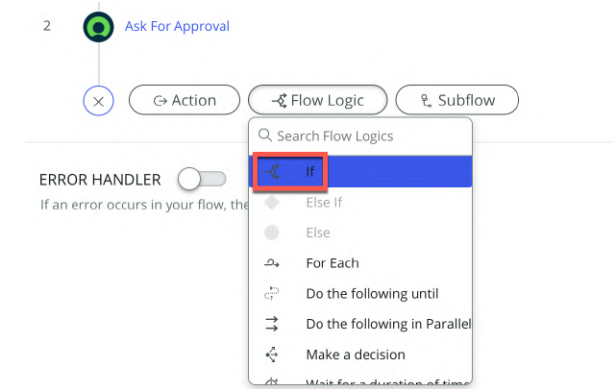
30. Click **Pick a user**, then search and select **System Administrator**

31. Click **Done**



32. Click **Add an Action, Flow Logic, or Subflow**

33. Click **Flow Logic**, in the dropdown, select **If**

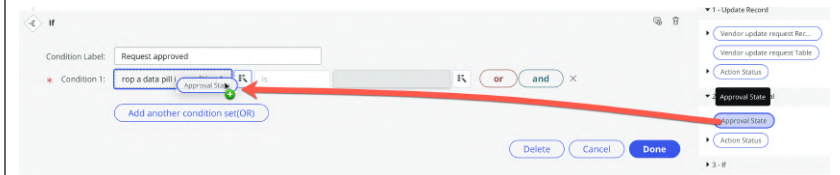


34. Under **Condition Label**, enter **Request approved**

35. From the right data pill picker column, drag and drop the **Approval State** data pill into the **Condition** field

36. Change **Select a choice** dropdown to **Approved**

37. Click **Done**

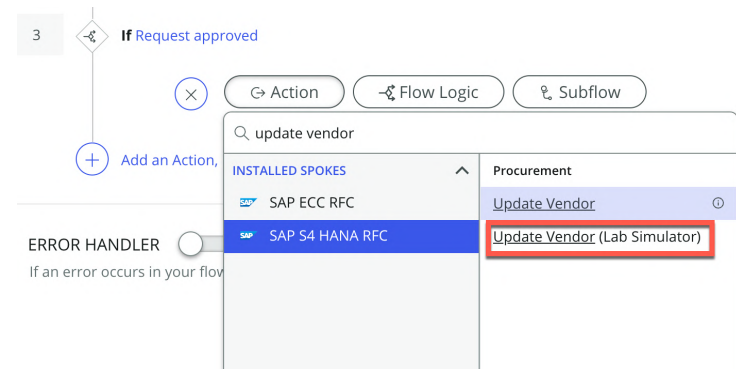


38. Nested under **If Request Approved**, click **Action**

39. Under **INSTALLED SPOKES**, select **SAP S4 HANA RFC**

40. Click **Update Vendor (Lab Simulator)**

As the title mentions, this is a simulated integration as your lab instance is not connected to any live SAP instances. In the real world scenario, you would have established the connection to your SAP instance and use one of the out of the box integration actions instead



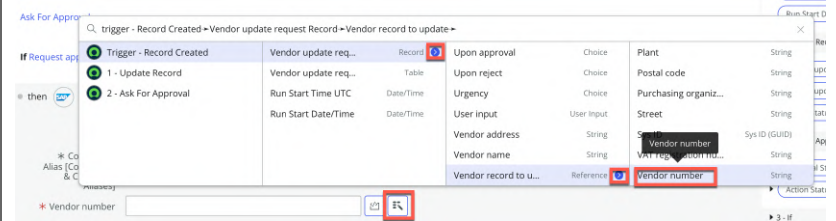
41. Next to Vendor number, click the **Data Pill Picker** icon

42. In the pop-up, click **Trigger – Record Created**

43. Click on the circled arrow next to **Vendor update req...**

44. Scroll to the bottom of the next list and click the circled arrow next to **Vendor record to u...**

45. Select **Vendor number**

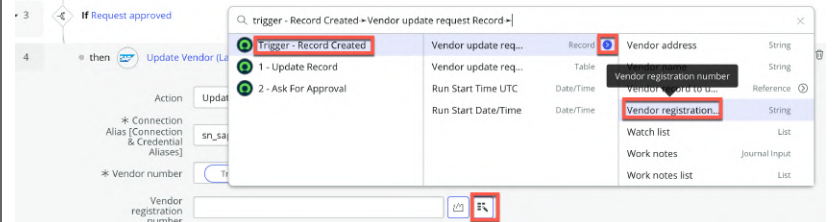


46. Next to Vendor registration number, click the **Data Pill Picker** icon

47. In the pop-up, click **Trigger – Record Created**

48. Click on the circled arrow next to **Vendor update req...**

49. Scroll to the bottom of the next list select **Vendor registration...**



55. Click **Done**

3 < If Request approved

4 • then Update Vendor (Lab Simulator)

Action: Update Vendor (Lab Simulator)

* Connection Alias [Connection & Credential Aliases]: sn_sap_s4_hana_rfc:SAP_S4HANA_RFC

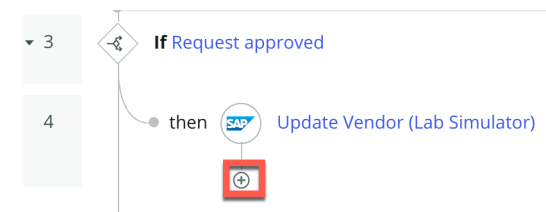
* Vendor number: Trigger -> Vendor no...

Vendor registration number: Trl... -> Vendor registration...

Vendor address: Trigger -> Vendor ad...

Buttons: Delete, Cancel, Done

58. Click **Update Record**



59. From the right data pill picker column, drag and drop the **Vendor update request Record** data pill into the **Record** field



The screenshot displays the Microsoft Power Automate interface. On the left, the 'TRIGGER' section shows 'Vendor update request Created'. Below it, the 'ACTIONS' section lists several steps: 'Update Vendor update request Record', 'Ask For Approval', 'If Request approved', 'Update Vendor (Lab Simulator)', and 'Update Vendor update request Record'. A red arrow points from the 'Update Vendor update request Record' action in the flow to the 'Update Record' action in the 'Actions' pane on the right. The 'Update Record' action is configured with a table of data, including 'Vendor update request Table', 'Run Start Time LfTc', and 'Run Start Date/Time'. The 'Data' pane on the right shows the flow variables and the 'Update Record' action's configuration.

60. Click **+Add field value**

61. Under **Select a field**, search and click **State**

62. Next to it in **Select a choice**, select **Closed Complete**

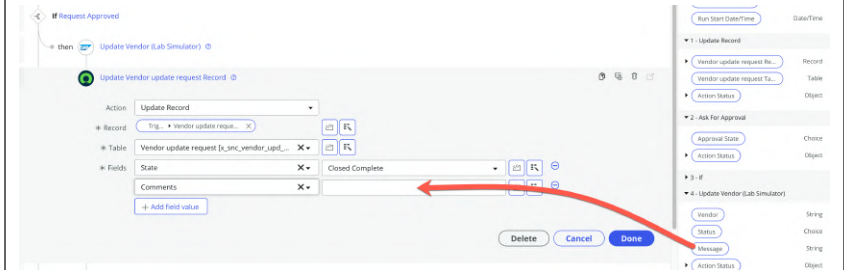
63. Click **+Add field value**

64. Under **Select a field**, search and click **Comments**

65. From the right data pill picker column, drag and drop the **Message** data pill into the blank field next to **Comments**

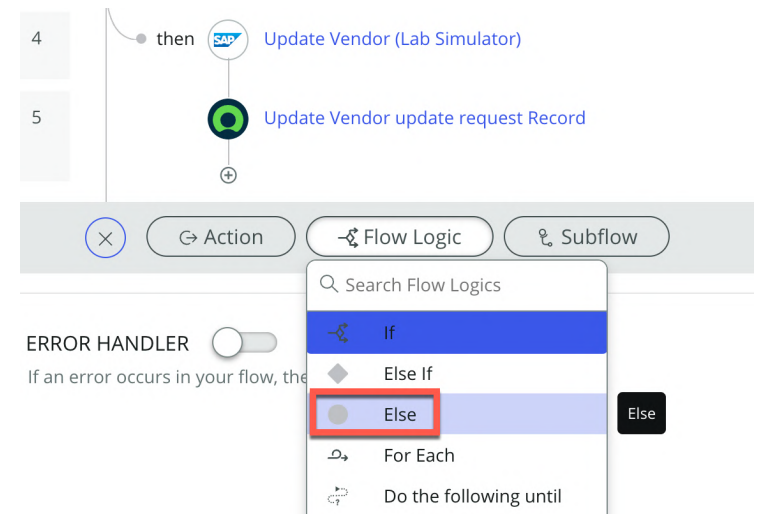
66. Click **Done**

67. On the top right, click **Save**

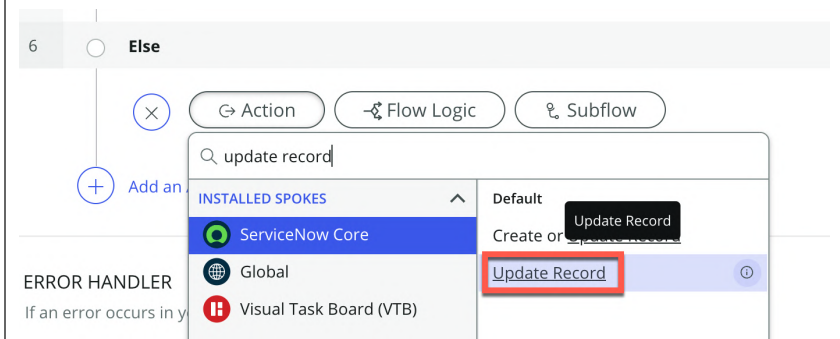


68. Click **Add an Action, Flow Logic, or Subflow**

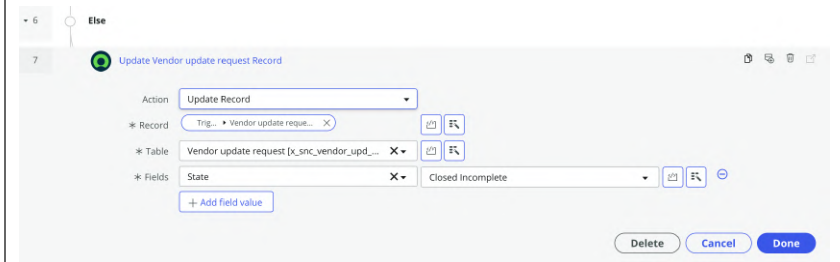
69. Click **Flow Logic**, then select **Else**



70. Click the circled plus icon nested under **Else**
71. Click the **Action** pill, then search for **Update Record**
72. Click **Update Record**
73. From the right data pill picker column, drag and drop the **Vendor update request Record** data pill into the **Record** field



74. Click **+Add field value**
75. Under **Select a field**, search and click **State**
76. Next to it in **Select a choice**, select **Closed Complete**
77. Click **Done**
78. On the top right of flow designer, click **Activate**
79. Click **Activate** on the pop up box

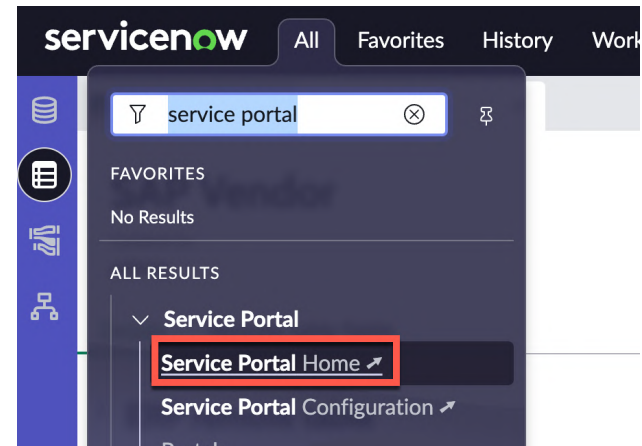


Info

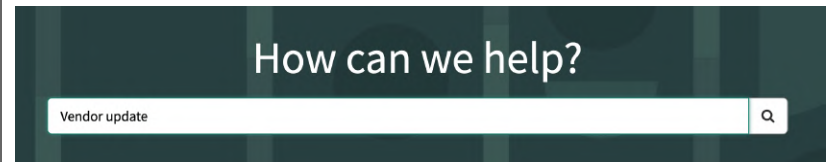
Congratulations! Your flow is now complete and we are ready to test

EXERCISE 6 – TEST YOUR APP

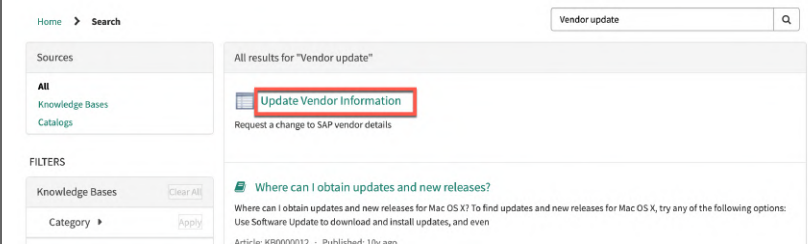
1. Navigate back to the main ServiceNow UI
2. Click **All**
3. Search **Service Portal**
4. Click **Service Portal Home**, it should open in a new tab



5. Under **How can we help**, search **Vendor update**
6. Press enter or click on the magnifying glass icon to search



7. On the search result page, you should see the first item: **Update Vendor Information** (this is what we created before)
8. Click **Update Vendor Information** to get to the form



9. Under **Which vendor record would you like to update?**, search and select **Flashpoint**

If you recall, this is our remote table that is pulling the data in directly from SAP into the ERP Canvas data model for SAP Vendor

Home > Service Catalog > Departmental Services > Update Vendor Information

Search Catalog

Update Vendor Information

Request a change to SAP vendor details

Submit

*Which vendor record would you like to update?

Flashpoint

New vendor registration number

New vendor address

Add attachments

10. Enter any value into the **New vendor registration number** and **New vendor address** fields

11. Click **Submit**

Home > Service Catalog > Departmental Services > Update Vendor Information

Search Catalog

Update Vendor Information

Request a change to SAP vendor details

Submit

*Which vendor record would you like to update?

Flashpoint

New vendor registration number

459291024

New vendor address

1 ACME Drive

Add attachments

12. The requestor can now use this page to track all updates to the request, and communicate with the fulfillers of this request

13. Notice how the **State** field on the top right changes almost immediately as per our design in the flow

Created just now Updated just now State Work in Progress

VUR0001011

Activity Attachments

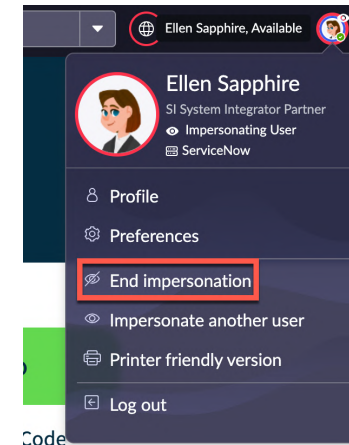
Type your message here... Post

Ellen Sapphire
VUR0001011 Created just now

Start

14. Navigate back to the main **ServiceNow UI** browser tab

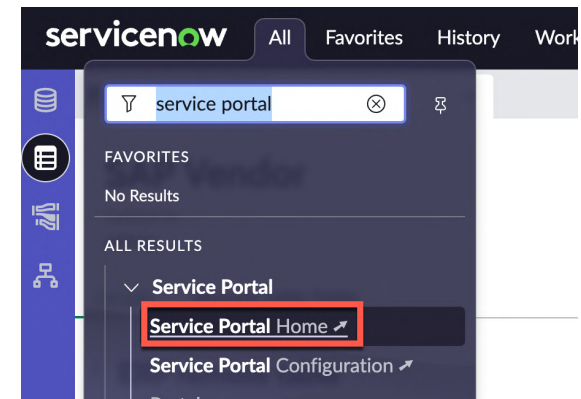
15. Click on the **profile picture icon** at the top right of the screen, then click **End impersonation**



16. Click **All**

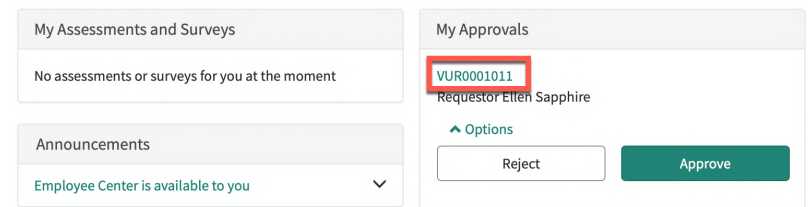
17. Search **Service Portal**

18. Click **Service Portal Home**, it should open in a new tab



19. Notice that now under the **My Approvals** widget, there is an approval record from **Requestor Ellen Sapphire** (Your record number might be different from this screenshot if it is your first creation)

20. Click on the record which starts with **VUR000....**



21. Click **Approve**

22. The **State** should be changed to **Approved**, and you should see the successful integration message appear in the comments stream

This Vendor update request requires your approval

State: Requested
Created: 3m ago

Approve Reject

Approval request for Vendor update request VU0001001

Opened by Ellen Sapphire

Options

Which vendor record would you like to update?
Flashpoint

New vendor registration number
ABN201024

New vendor address
1 ACME Drive

Activity Stream for Vendor update request

Type your message here... Send

Approved by System Administrator

State
Approved
Created
3m ago
Updated
3m ago

Activity Stream for Vendor update request

Type your message here... Send

System
2024-03-20 02:07:45 • Comments
Vendor VU0001001 has been successfully updated.

System Administrator
2024-03-20 02:07:55
VU0001001 Created

Start

Info

Congratulations! You have completed the lab and now understand how you can easily retrieve data from SAP via ERP Canvas, as well as make changes or transform and get approval on the data before sending it back to SAP!

References

Product Documentation

- [ERP Canvas](#)
- [ERP Customization Mining \(ERP-CM\)](#)
- [Process Mining](#)
- [Building spokes using Spoke Generator](#)
- [Process Automation Designer](#)