

# Extending QM Notifications with Subscreens



Chris Seitz

Sr. SAP QM Consultant  
Enowa Consulting

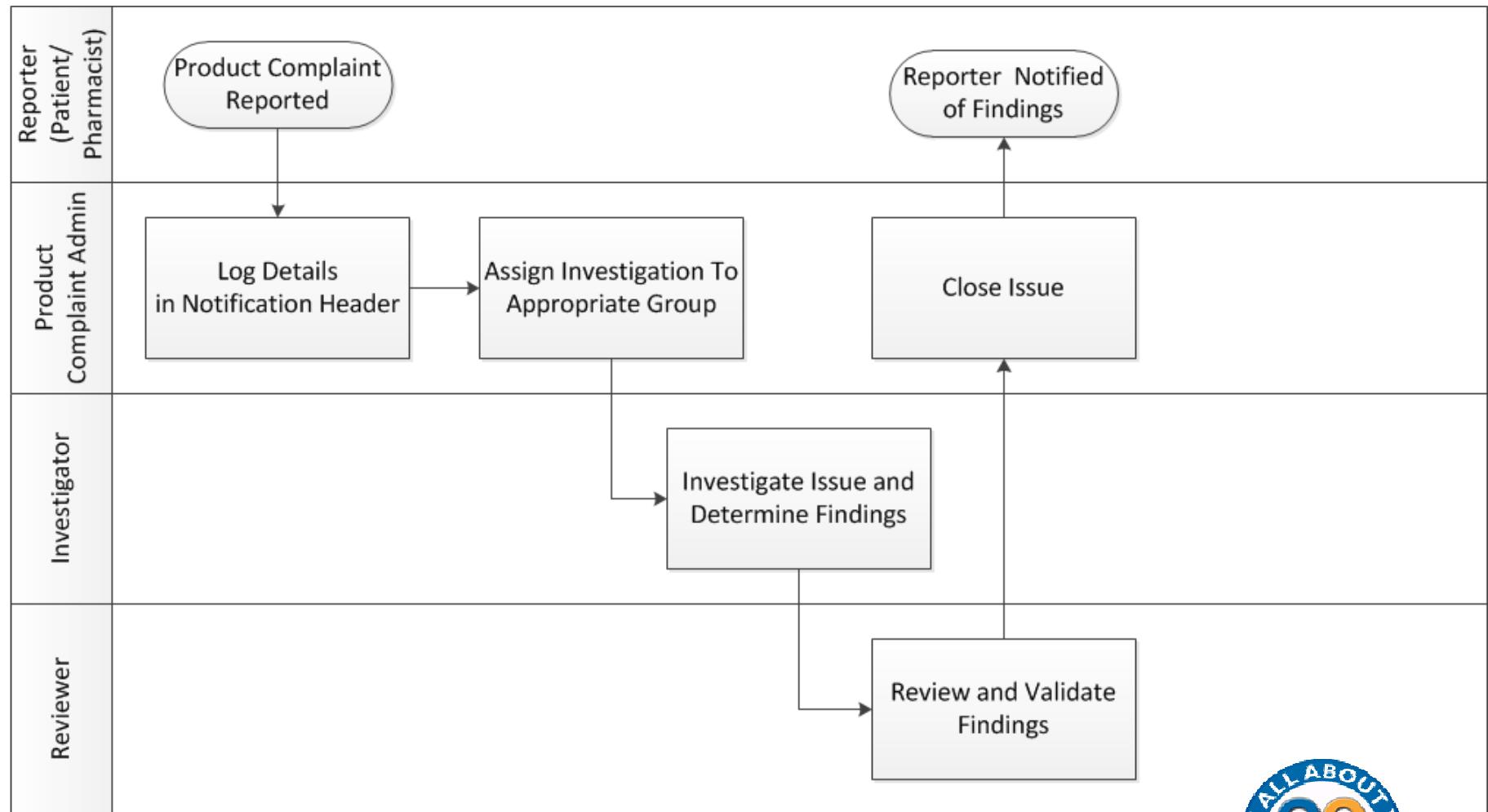


## [ Agenda

- Overview of notification process – Pharma product issue
- Configuration for custom screen areas
- User exits to build screens and process logic
- Append structures for adding fields
- Activating user function codes
- Generic Object Services example
- Action box configuration
- Badi example during save
- Learning points
- Return on investment
- Best practices



# [ Notification Process Overview - Flowchart



## [ Notification Process Overview – Example Key Drivers

- Confidentiality of “reporter” contact information
- In some cases, no material or SAP “customer”
- Ability to confirm that findings have been reviewed
- Ease transition from old system – users new to SAP
- Explicitly document certain checks such as batch review
- Make sure system meets FDA Audit requirements
- Quick replacement for out-of-support stand-alone system

## [ Notification Process Overview – Design decisions

- Use workflow with IQS12 to simplify investigational input
- Manage confidential data in append fields
- Manage FDA requirements in append fields where appropriate
- Use custom screen areas to simplify screen input
- Make sure that any development is upgrade compliant
- Create prototype for analysis within 2-week timeframe

# [ Notification Process Overview – Main Screen – QM02

Change Notification: Product Complaint

Notification Edit Goto Extras Environment Inspection processing System Help

Notification 200000003 ZP Product Complaint

Status OSNO NOTI NOPT

Description product not effective

Initiation Investigation Correspondence/Closing

Reference object

Material [ ] Plant for mat. [ ]

Cust. Material PATCH XYZ Batch [ ]

NDC Number

NDC Number: 60101ABC

Customer Sample

Customer Sample Returned: [ ]

Contact Data

Contact Person: John Doe

Secondary Contact: [ ]

Address: 2021 ASUF Way

City: Orlando State: FL Zip: 10101

Phone: 888-999-1111 Fax: 999-999-9999

email: google@gmail.com

Coding PCCODE YES Confirmed Product Complaint

Description product not effective

11.01.2011 11:52:01 Chris Engelman (CENGELMAN)  
Test text

enowa®

Standard SAP Elements

Custom Screen Area



# [ Process Overview – Task processing in QM02

Change Notification: Product Complaint

Notification Edit Goto Extras Environment Inspection processing System Help

Notification: 2000000003 ZP Product Complaint

Status: OSNO NOTI OSTS NOPT

Description: product not effective

Initiation Investigation Correspondence/Closing

Investigation Required: YES Batch Record Review Performed: NO  
Customer Sample Tested: YES Product Quality Issue: YES  
Retain Sample Tested: YES Finding 1: Finding 2: Finding 3:

Display Attachment

Tasks

Item	Code group	Task..	Task code text	Task text	Ta...	Status	User Status	Task processor	Responsible	
	PCINV	CQA	Contract Quality Investigation		TSOS	init	PS Position	50000378	Prod	
							PS Position			
							PS Position			
							PS Position			
							PS Position			
							PS Position			

Custom Screen Area

enowa®



# [ Process Overview – WF Task processing – IQSI2

The screenshot shows the IQSI2 Process Task interface. At the top, there is a menu bar with options: Task, Edit, Goto, Environment, System, Help. Below the menu is a toolbar with various icons. The main title is "Process Task". A sub-header "Notification" displays the ID "200000003". The central area contains a form titled "Task for Product complaint CQA Group". The form fields include:

- Task code: Contract Quality Investigation
- Task text: (empty)
- Overall status: TSOOS Init
- INV. Req: Batch Rev
- Cu Samp Tst: Prod Q Is
- Rt Samp Tst: (empty)
- Find 1: (empty)
- Find 2: (empty)
- Find 3: (empty)

A blue rounded rectangle highlights the "Overall status" field and the "INV. Req" row. A blue callout bubble labeled "Custom Screen Area" points to the right side of the highlighted area. At the bottom left, there are links for "Basic Data" and "Planning".



# [ Notification Process Overview – Task Screen

Task Edit Goto Environment System Help

Process Task

Action Log Expand All Collapse All

Notification 200000003

Task for Product complaint CQA Group

Task code	Contract Quality Investigation				
Task text					
Overall status	TSOS_invt				
INV. Req	YES	Batch Rev	YES	Find 1:	
Cu Samp Tst	YES	Prod Q Is	NO	Find 2:	
Rt Samp Tst	YES			Find 3:	

03/15/2011 11:39:08 Chris Seitz (CSEITZ)  
Investigation found no issue with retain sample or with returned product from customer. This is Determined not to be a product Quality Issue.

Basic Data Planning

Data Transferred back to Header upon Saving

## Notification Process Overview – Task Screen



**enowa®**

## [ Configuration of Screen Areas – Activities

- Activate User Exit QQMA0001- User Subscreen for Notification Header (Screen 100 is default blank screen)
- Activate User Exit QQMA0011- User Subscreen for Additional Data on Task – 3 lines (Screen 100 is default blank screen)
- Customize Extended View: Tabstrips and Screen Areas
- Customize Notification Header and Screen Areas
- Activate User Exit QQMA0003- "User data" Function in "Goto" Menu if function codes are needed.
- Extend Append Structures for QMEL, QMSM, QMFE ...
- Activate Notification Save Badi



# [ User Exit for custom screen areas - Header

**Code to adopt subscreen changes**

The screenshot shows the SAP transaction ZQQMA001. In the enhancement assignments tab, there is an enhancement for 'Subscreen for Notification Header'. The code editor displays a large block of ABAP code. A callout box points to the code with the text 'Code to adopt subscreen changes'.

```

*&
*& Include      ZXQQMU08
*&-
*MOVE VIQMEL- to E_VIQMEL
MOVE VIQMEL-ZZPROD_QUAL to E_VIQMEL-ZZPROD_QUAL.
MOVE VIQMEL-ZZBATCH_REV to E_VIQMEL-ZZBATCH_REV.
MOVE VIQMEL-ZZCUS_SAMP to E_VIQMEL-ZZCUS_SAMP.
MOVE VIQMEL-ZZRETAIN_SAMP to E_VIQMEL-ZZRETAIN_SAMP.
MOVE VIQMEL-ZZNAME1 to E_VIQMEL-ZZNAME1.
MOVE VIQMEL-ZZNAME2 to E_VIQMEL-ZZNAME2.
MOVE VIQMEL-ZZSTRAS to E_VIQMEL-ZZSTRAS.
MOVE VIQMEL-ZZORT01 to E_VIQMEL-ZZORT01.
MOVE VIQMEL-ZZPSTLZ to E_VIQMEL-ZZPSTLZ.
MOVE VIQMEL-ZZREGIO to E_VIQMEL-ZZREGIO.
MOVE VIQMEL-ZZEMAIL to E_VIQMEL-ZZEMAIL.
MOVE VIQMEL-ZZFAX_NUMBER to E_VIQMEL-ZZFAX_NUMBER.
MOVE VIQMEL-ZZPHONE_NUMBER to E_VIQMEL-ZZPHONE_NUMBER.
MOVE VIQMEL-ZZINVEST_CODE to E_VIQMEL-ZZINVEST_CODE.
MOVE VIQMEL-ZZINVEST_CODE2 to E_VIQMEL-ZZINVEST_CODE2.
MOVE VIQMEL-ZZINVEST_CODE3 to E_VIQMEL-ZZINVEST_CODE3.
MOVE VIQMEL-ZZcus_resp to E_VIQMEL-ZZcus_resp.
MOVE VIQMEL-ZZcredit to E_VIQMEL-ZZcredit.
MOVE VIQMEL-ZZMCN_NUMBER to E_VIQMEL-ZZMCN_NUMBER.
MOVE VIQMEL-ZZNDC_NUMBER to E_VIQMEL-ZZNDC_NUMBER.
MOVE VIQMEL-ZZ_INVEST_REQ to E_VIQMEL-ZZ_INVEST_REQ.
MOVE VIQMEL-ZZ_ADVERSE_EV to E_VIQMEL-ZZ_ADVERSE_EV.
move viqmel-zz_cust_samp_R to e_viqmel-zz_CUST_samp_r.

```

A callout box on the right side contains the text 'Subscreens 0100 – blank Others - active'.

0100
0101
0102
0103
0104
0105
0110
0115
0120
0125
0130
0135
0140
0145
0150
0155
0160
0161
0162
0163
0164
0165
0166
0167
0168
0169
0170



## User Exit for custom screen areas - Task



**enowa®**

# [ Customizing Screen Areas for Header Tabstrip

Display View "Extended View: Tabstrips and Screen Areas": Details

Dialog Structure

- Notification Types
  - Notification Header and Scr
  - Simplified View: Screen Are
  - Extended View: Tabstrips a

Notifictn type ZP Product Complaint  
Notification category 02 Quality Notification

Function

Activity cat.  
Tab 10\TAB01 Notification 1

Tabstrip control

Tab header Initiation  
Icon ICON\_CREATE\_TEXT  
Tab Tab Page Allocatn 0

Screen area

Screen area	Code	Description	Screen 1	Screen 2	Screen 3	Screen 4	Screen 5
Screen area 1	005	Reference object					
Screen area 2	091	Customer Subscreen (>1 Screen/Not.Type)		0102			
Screen area 3	031	Subject and long text (Windows 32bit)					
Screen area 4	091	Customer Subscreen (>1 Screen/Not.Type)				0105	
Screen area 5	015	Item with first cause					

Linking Subscreen to Tabstrip



# Customizing Screen Areas for Task Overview

Display View "Extended View: Tabstrips and Screen Areas": Details

Dialog Structure

- Notification Types
  - Notification Header and Scr
  - Simplified View: Screen Are
  - Extended View: Tabstrips a

Notification type ZP Product Complaint  
Notification category 02 Quality Notification

Function

Activity cat.  
Tab 10\TAB02 Additional data 1

Tabstrip control

Tab header Investigation  
Icon  
Tab  Tab Page Allocatn 0

Screen area

Screen area 1	091	Customer Subscreen (>1 Screen/Not.Type)	Screen 1	101
Screen area 2	091	Customer Subscreen (>1 Screen/Not.Type)	Screen 2	103
Screen area 3	017	Tasks	Screen 3	
Screen area 4	091	Customer Subscreen (>1 Screen/Not.Type)	Screen 4	110
Screen area 5	010	Processing		

Linking Subscreen to Tabstrip



# [ Customizing Header Screen Areas

Table View Edit Goto Selection Utilities System Help

Display View "Notification Header and Screen Areas": Details

Dialog Structure

- Notification Types
  - Notification Header and Scr
  - Simplified View: Screen Are
  - Extended View: Tabstrips a

Notifictn type ZP Product Complaint  
Notif.cat 02

Notification Header and Screen Areas

Screen type hdr	H500	Header quality notification
ScrnType Object	0500	Object for customer complaint / batch
Cust.scrn. area		
Cust. SA item		
Cust. SA cause		
Cust. SA task	0420	
Cust. SA act.		

Subscreen in Task Processing (3 lines)



# [ User Exit for function code

Display ZQQMA003

Project Edit Goto Environment System Help

Enhancement assignments Enhancement

Project				ZQQMA003 User Status code activation
Enhancement	Impl		Exp	QQMA0003 QM: "User data" Function in "Goto" Menu
Function exit				EXIT_SAPMIW00_004
Menu exit	✓			SAPLQM00 +US1

User Function Code to process Attachment list directly



# [ Append Structures for adding fields - QMEL ]

The screenshot shows the SAP Dictionary interface. In the foreground, a dialog box titled "Append for QMEL" is open, listing several append structures. One row is selected: "ZPROD\_COMP\_H". Below the dialog, a table displays various fields with their corresponding data elements and initial values.

Field	Key	Initial...	Data element
MANDT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MANDT
QMNUM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QMNUM
QMART	<input type="checkbox"/>	<input type="checkbox"/>	QMART
QMTXT	<input type="checkbox"/>	<input type="checkbox"/>	QMTXT
ARTPR	<input type="checkbox"/>	<input type="checkbox"/>	ARTPR
PRIOK	<input type="checkbox"/>	<input type="checkbox"/>	PRIOK
ERNAM	<input type="checkbox"/>	<input type="checkbox"/>	ERNAM
ERDAT	<input type="checkbox"/>	<input type="checkbox"/>	ERDAT
AENAM	<input type="checkbox"/>	<input type="checkbox"/>	AENAM
AEDAT	<input type="checkbox"/>	<input type="checkbox"/>	AEDAT
MZEIT	<input type="checkbox"/>	<input type="checkbox"/>	MZEIT
QMDAT	<input type="checkbox"/>	<input type="checkbox"/>	QMDAT
QMNAME	<input type="checkbox"/>	<input type="checkbox"/>	QMNAME

Object Name	Status	Short text
/ISDFPS/QMEL	Active	Fields for /ISDFPS/ Enhancements
COCF_SHN	Active	QMEL Append: Reference Work Center/Hierarchy Shift No
IUID_QMEL	Active	IUID Append
ZPROD_COMP_H	Active	Product Complaint

By Adding Custom fields to a QMEL append Structure, they are automatically extended to the underlying data structures that are available during notification processing.



# [ Append Structures for adding fields – QMEL cont'd

**Dictionary: Display Append Structure**

Structure Edit Goto Utilities Extras Environment System Help

Append Structure ZPROD\_COMP\_H Active  
Short Description Product Complaint

Attributes Components Entry help/check Currency/quantity fields

Component	RType	Component type	Data Type	Length	Decim...	Short Description	Group
ZZPROD_QUAL	<input type="checkbox"/>	ZZ_PROD_QUAL	CHAR	4	0	Product Quality Issue	
ZZBATCH_REV	<input type="checkbox"/>	ZZ_BATCH_REVIEW	CHAR	4	0	Batch Review	
ZZCUS_SAMP	<input type="checkbox"/>	ZZ_CUS_SAMP	CHAR	4	0	Customer Sample Tested	
ZZRETAIN_SAMP	<input type="checkbox"/>	ZZ_RETAIN_SAMP	CHAR	4	0	Retain Sample Tested	
ZZNAME1	<input type="checkbox"/>	NAME1_ADRS	CHAR	40	0	Name 1 of an address	
ZZNAME2	<input type="checkbox"/>	NAME2_ADRS	CHAR	40	0	Name 2 of an address	
ZZSTRAS	<input type="checkbox"/>	STRAS_GP	CHAR	35	0	House number and street	
ZZORT01	<input type="checkbox"/>	ORT01_GP	CHAR	35	0	City	
ZZPSTLZ	<input type="checkbox"/>	PSTLZ_BAS	CHAR	10	0	Postal code	
ZZREGIO	<input type="checkbox"/>	REGIO	CHAR	3	0	Region (State, Province, County)	
ZZEMAIL	<input type="checkbox"/>	AD_SMTPADR	CHAR	241	0	E-Mail Address	
ZZFAX_NUMBER	<input type="checkbox"/>	AD_FXNMBR	CHAR	30	0	Fax number: dialling code+number	
ZZPHONE_NUMBER	<input type="checkbox"/>	AD_TLNMBR	CHAR	30	0	Telephone no.: dialling code+number	
ZZINVEST_CODE	<input type="checkbox"/>	ZZ_INVEST_CODE	CHAR	4	0	Investigator defect code	
ZZINVEST_CODE2	<input type="checkbox"/>	ZZ_INVEST_CODE	CHAR	4	0	Investigator defect code	
ZZINVEST_CODE3	<input type="checkbox"/>	ZZ_INVEST_CODE	CHAR	4	0	Investigator defect code	
ZZMCN_NUMBER	<input type="checkbox"/>	ZZ_MCN_NUMBER	CHAR	20	0	MCN Number	
ZZCUS_RESP	<input type="checkbox"/>	ZZ_PROD_QUAL	CHAR	4	0	Product Quality Issue	
ZZCREDIT	<input type="checkbox"/>	ZZ_PROD_QUAL	CHAR	4	0	Product Quality Issue	
ZZNDC_NUMBER	<input type="checkbox"/>	ZZ_EAN11	CHAR	18	0	Article Number for QMEL	
ZZ_INVEST_REQ	<input type="checkbox"/>	ZZ_PROD_QUAL	CHAR	4	0	Product Quality Issue	
ZZ_ADVERSE_EV	<input type="checkbox"/>	ZZ_ADVERSE_EV	CHAR	1	0	Adverse Event Flag	
ZZ_CUST_SAMP_R	<input type="checkbox"/>	ZZ_CUS_SAMP	CHAR	4	0	Customer Sample Tested	



# Append Structures for adding fields – QMSM

Same is true for QMSM, QMFE, QMMA – they also transfer to Processing structures automatically



# [ Generic Object Services Example – linking an F-code

Change Notification: Product Complaint

Notification Edit Goto Extras Environment Inspection processing System Help

Notification 200000003 ZP Product Complaint

Status OSNO NOTI OSTS NOPT

Description product not effective

Initiation Investigation Correspondence/Closing

Investigation Required: YES Batch Record Review Performed: NO  
Customer Sample Tested: YES Product Quality Issue: YES  
Retain Sample Tested: YES Finding 1: Finding 2: Finding 3:

Display Attachment

Tasks

Item	Code group	Task...	Task code text	Task text	Ta...	Status
	PCINV	CQA	Contract Quality Investigation		<input checked="" type="checkbox"/> TSOS	TSOS

Service: Attachment list

AttachmentForproduct not effective

Title	Creator Name	Created On
object_create	Chris Seitz	03/14/2011

Button only shows up if attachments exist

```
WHEN '+US1'.
  CALL METHOD manager->start_service_direct
    EXPORTING
      ip_service      = 'VIEW_ATTA'
      is_object       = obj
    EXCEPTIONS
      no_object       = 1
      object_invalid  = 2
      execution_failed = 3
      OTHERS          = 4
```

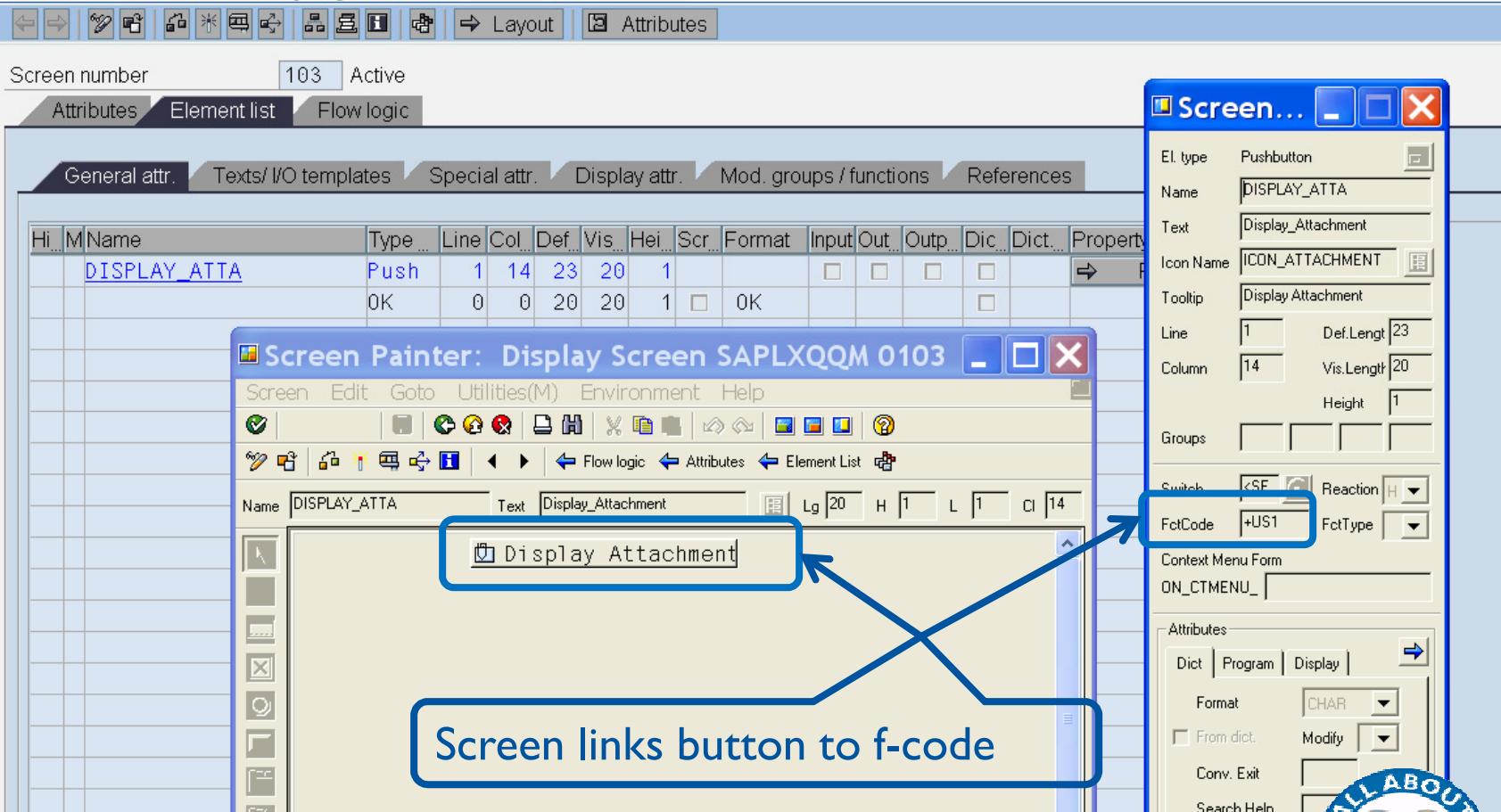
enowa®

G Real Experience. Real Advantage.



# [ Generic Object Services Example – screen layout

## Screen Painter: Display Screen for SAPLXQQM



## Example Badi Code – Task data move to header

**Set filter to determine when code is executed**



# [ Example Badi Code – Task data move to header cont'd

Implementation Edit Goto Utilities Environment System Help

Business Add-In Builder: Display Implementation ZZ\_NOTIF\_EVENT\_SAVE

Def. documentatin Documentation

Implementation Name	ZZ_NOTIF_EVENT_SAVE	Active
Implementation Short Text	Move Fields to Header when Saving Task	
Definition name	NOTIF_EVENT_SAVE	

Attributes Interface

Interface name	IF_EX_NOTIF_EVENT_SAVE
Name of implementing class:	ZCL_IM_Z_NOTIF_EVENT_SAVE

Method	Implementati...	Description
CHANGE_DATA_AT_SAVE	ABAP ABAP	Change of Notification Data Depending on...

Default implementation class  
Example implementation classe

```

method IF_EX_NOTIF_EVENT_SAVE~CHANGE_DATA_AT_SAVE.
DATA: wa_ct_iwqmsm LIKE LINE OF ct_iwqmsm.
LOOP AT ct_iwqmsm INTO wa_ct_iwqmsm.
  IF wa_ct_iwqmsm-mngrp = 'PCINV'.
    IF cs_viqmel-zzprod_qual IS INITIAL.
      MOVE wa_ct_iwqmsm-zzprod_qual TO cs_viqmel-zzprod_qual.
    ENDIF.
    IF cs_viqmel-zzbatch_rev IS INITIAL.
      MOVE wa_ct_iwqmsm-zzbatch_rev TO cs_viqmel-zzbatch_rev.
    ENDIF.
    IF cs_viqmel-zzcus_samp IS INITIAL.
      MOVE wa_ct_iwqmsm-zzcus_samp TO cs_viqmel-zzcus_samp.
    ENDIF.
    IF cs_viqmel-zzretain_samp IS INITIAL.
      MOVE wa_ct_iwqmsm-zzretain_samp TO cs_viqmel-zzretain_samp.
    ENDIF.
    IF cs_viqmel-zzinvest_code IS INITIAL.
      MOVE wa_ct_iwqmsm-zzinvest_code TO cs_viqmel-zzinvest_code.
    ENDIF.
    IF cs_viqmel-zzinvest_code2 IS INITIAL.
      MOVE wa_ct_iwqmsm-zzinvest_code2 TO cs_viqmel-zzinvest_code2.
    ENDIF.
    IF cs_viqmel-zzinvest_code3 IS INITIAL.
      MOVE wa_ct_iwqmsm-zzinvest_code3 TO cs_viqmel-zzinvest_code3.
    ENDIF.
    IF cs_viqmel-zz_invest_req IS INITIAL.
      MOVE wa_ct_iwqmsm-zz_invest_req TO cs_viqmel-zz_invest_req.
    ENDIF.
  ENDIF.
ENDLOOP.
endmethod.
```

Badi is even accessed during defects recording,  
unlike older user exits



# [ Action box Configuration - Uses

- Communication
- Tracking activities
- Material movements
- Sales order creation
- Regenerate CoA
- Launch workflows
- Use function group QM06 as template
- (In some cases, forms are hard coded)

Function	100	Send mail
Notifctn type	ZA	King Audit Notif.
Control data		
Scenario		
Sort number	400	
Usage	S4 Simplified view (create, change )	
and	Notification and task	
Documentation	As task	
Function		
Function module	QM06_FM_TASK_SEND_PAPER_ATTACH	
Bus.Transaction		
User interface		
Icon	ICON_CREATE	
Quick info	Send Mail	
Coding for generated task/activity		
Code group	ACTION	Action Box Tasks
Code	MAIL	Send Email



# Action box Configuration – Example Functions QM06

## Function Builder: Initial Screen

QM06\*

Repository Info System: Function Modules Find (53 Hits)

Function group	Function group short text
Function Module Name	Short text for function module
QM06	Examples of follow-up functions
QM06_CLAIM_SEND_PAPER_STEP2	Versenden verschiedener Dokumente als Aktivität (2.Schritt)
QM06_CLAIM_SEND_PAPER_STEP3	Versenden verschiedener Dokumente als Aktivität (3.Schritt)
QM06_CLAIM_SEND_PAPER_STP3_PDF	Versenden verschiedener Dokumente als Aktivität (3.Schritt)
QM06_FA_ACTION_INTERNAL_NOTE_1	Aktion interner Vermerk mit Table Control
QM06_FA_ACTION_INTERNAL_NOTE_2	Interner Vermerk mit Text-Control (OCX nur mit Windows 32 bit)
QM06_FA_ACTION_TELEPHONCALL_1	Aktion Telefonanruf mit Table Control
QM06_FA_ACTION_TELEPHONCALL_2	Aktion Telefonanruf mit Text-Control (OCX nur mit Windows 32 bit)
QM06_FA_ACTION_TELEPHONCALL_3	Aktion Telefonanruf über SAPhone-Funktionalität
QM06_FM_PARTNER_ACTION	Antrag auf Abweicherlaubnis
QM06_FM_PARTNER_ACTION_FA	Antrag auf Abweicherlaubnis: Folgeaktion (Hüllbaustein)
QM06_FM_PARTNER_ACTION_START	Antrag auf Abweicherlaubnis: Folgeaktion (Kernbaustein)
QM06_FM_TASK CLAIM_SEND_PAPER	Versenden von Claiminformationen als Folgeaktivität
QM06_FM_TASK CLAIM SND_PR_PDF	Sending claim information as a result of activity
QM06_FM_TASK_CONFIRM_REPLY	Obsolete - Vorbereiten eines Endbescheids als Folgeaktivität
QM06_FM_TASK_CONFIRM_REPLY_2	Obsolete - Vorbereiten eines Endbescheids als Folgeaktivität (OCX)
QM06_FM_TASK_CREATE_8DREPORT	Maßnahme: Erstellung eines 8D-Reports in Richtung Kunde (Folgeaktivität)
QM06_FM_TASK_CREATE_QM_NOTIFIC	Maßnahme: Anlegen einer neuen QM-Meldung mit Übernahme von Positionen
QM06_FM_TASK_CRT_8DREPORT_PDF	Maßnahme: Erstellung eines 8D-Reports in Richtung Kunde (Folgeaktivität)
QM06_FM_TASK_FINAL_REPLY	Obsolete - Vorbereiten eines Endbescheids als Folgeaktivität
QM06_FM_TASK_FINAL_REPLY_2	Obsolete - Vorbereiten eines Endbescheids als Folgeaktivität (OCX)
QM06_FM_TASK_GOODS_MOVEMENT	Maßnahme: Warenbewegungen zum Reparaturauftrag
QM06_FM_TASK_GOODS_MOVEMENT_2	Maßnahme: Warenbewegungen zum Reparaturauftrag

## [ Learning Points

- Custom screen areas can enhance usability and comfort
- Satisfy legal, process requirements directly without trying to change the business process to match SAP
- Allow for input into transaction design process without breaking the development bank
- Perilous to move away from standard, like SAP address management – where does the migration to Z-code stop?
- Action box can help streamline transaction strings

## [ Return on Investment

- Notification development offers an alternative to best of breed solutions (systems like Trackwise), which required redundant support structures and licensing
- Integration to score-carding, reporting, feedback to the design process, easier to achieve with one data source.

**enowa**<sup>®</sup>

**G** Real Experience. Real Advantage.

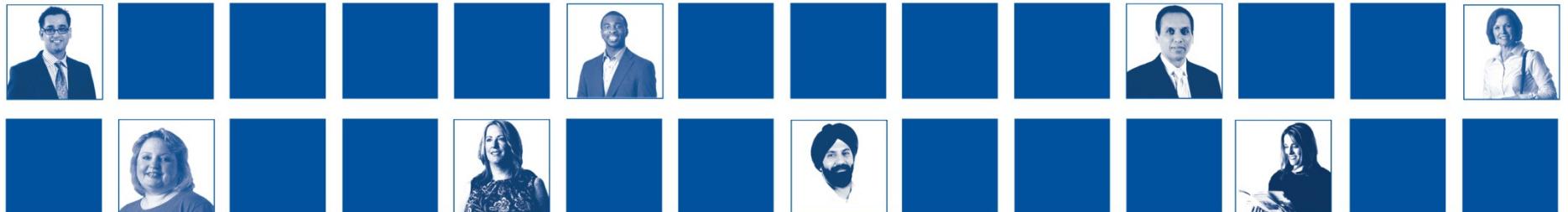
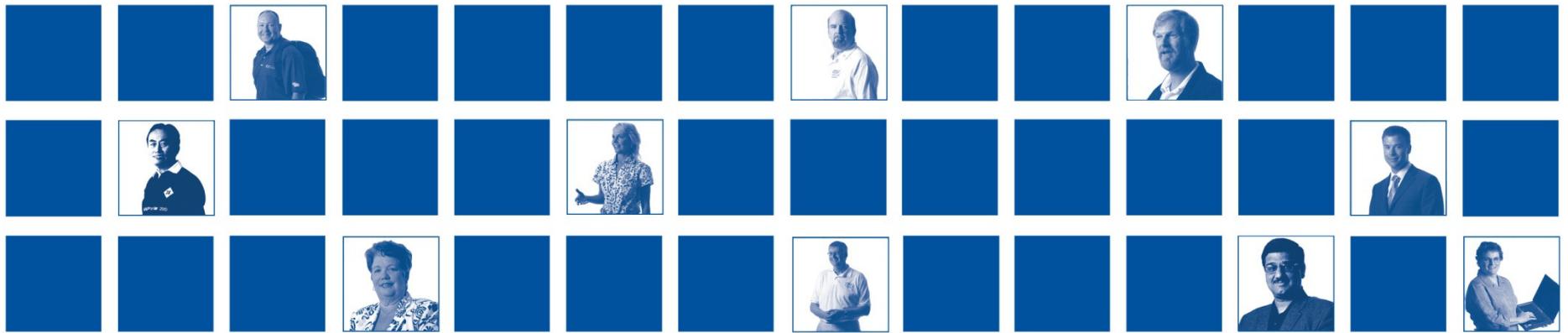


## [ Best Practices

- Development can be done in an SAP compliant way, minimizing issues with patching/upgrading and keeping SAP support in place.
- Using notifications leverages investment in SAP & support
- Workflow integration can be used to facilitate participation by infrequent users

## [ Key Learnings

- User subscreens are easily implemented with minimal coding.
- Notifications provide flexible approach to managing event driven processes
- Integration to other SAP components can be leveraged through action box integration



# Thank you for participating.

Please remember to complete and return your evaluation form following this session.

For ongoing education in this area of focus, visit [www.asug.com](http://www.asug.com).

**SESSION CODE: 2811**