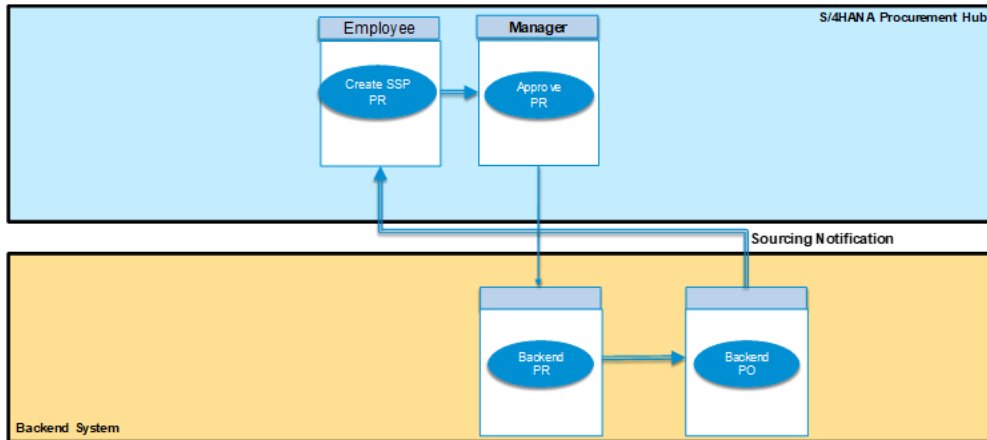


Self-Service Requisitioning in Central Procurement - Error Handling



Central Procurement uses the Application Interface Framework (AIF) and Forward Error Handling (FEH) for error monitoring and reprocessing of SOA interface message communications.

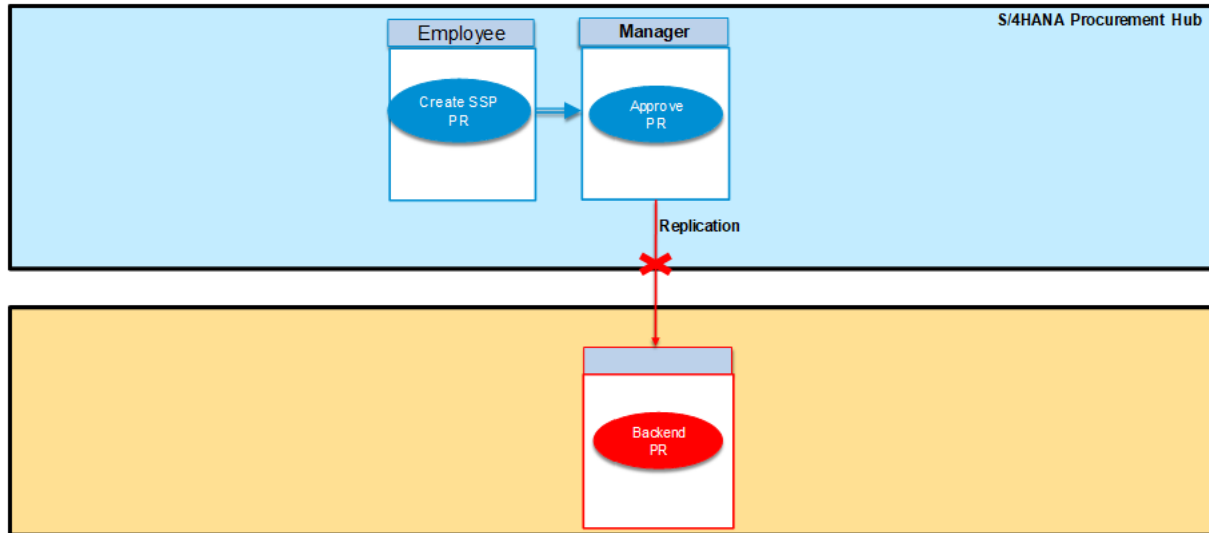
An error monitoring Fiori app "Central Procurement Operation Monitor" (CPOM) provides the capability to monitor the errors in the Central Procurement business scenarios. The CPOM lists the errors for this business case under the card section "Central Requisitioning".

Central Contract Management		Central Purchasing		Central Requisitioning	
Need Attention in Hub System	26	Failed Purchase Requisition Extraction Jobs	18	Need Attention in Hub System	3
Need Attention in Connected System	226	Failed Purchase Order Extraction Jobs	5	Need Attention in Connected System	130
Failed Release Order Update Jobs	4	Failed Text Extraction Jobs	4	Failed Source of Supply Extraction Jobs	5

1. Scenario: Failure of Purchase Requisition Replication

Business Use Case

In the SAP S/4 HANA procurement hub system, an employee creates a shopping cart for a laptop. All the required information is entered through the Create Purchase Requisition FIORI application and on ordering the cart, a self-service purchase requisition (SSP PR) is created. The SSP PR goes for an approval and after successful approval, the replication of the shopping cart fails, and a purchase requisition is not created in the connected system.



Details:

The replication of the purchase requisition to the connected system happens asynchronously through SOA interfaces after the hub PR gets created and approved in the hub system. On successful replication of the purchase requisition to the connected system, the details of the backend PR can be seen in the business process flow of the SSP PR in the My Purchase Requisition FIORI application. If the data for the backend PR is not visible in the business process flow, it means that the PR replication was not successful and possibly has run into errors.

PR replication failure due to Business errors

- In case, the PR replication process in the connected system encounters business errors, the PR gets created in held status in the connected system (provided the held functionality is supported in the system). Split use cases as per connected system release.

Possible Reasons	How to detect	How to fix
Blocking of cost center, G/L Account, Asset, Internal order etc., deletion of purchasing group, budget exhaustion,	CPOM - Central Requisitioning-Need Attention in Connected System	Resolve the cause of the error in the connected system. After that the PR replication SOA message

blocking of material or supplier for purchasing		can be retrigged from the error monitor
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PR replication failure due to Technical errors

- In case of the technical errors, the PR replication SOA message would fail to go out of the hub system.

Possible Reasons	How to detect	How to fix
Connected system down	CPOM - Central Requisitioning-Need Attention in Hub System	The message needs to be reprocessed once the system is up and running at a later point of time
Error with the service configuration in the connected system/hub system	CPOM - Central Requisitioning-Need Attention in Hub System	Follow the Set-Up Instructions in the below link https://rapid.sap.com/bp/#/scopeitems/1XI
Communication arrangement issue, only in case of cloud as hub	CPOM - Central Requisitioning-Need Attention in Hub System	Follow the Set-Up Instructions in the below link https://rapid.sap.com/bp/#/scopeitems/1XI

PR replication failure due to issue with attachment replication

- The PR replication could fail even if the replication of the attachments fail in the connected system

Possible Reasons	How to detect	How to fix
Incomplete DMS attachments setup in connected system	CPOM - Central Requisitioning-Need Attention in Connected System	Complete the DMS setup in the connected system. Test PR creation with similar attachments in the connected system using the GUI transactions to ensure that DMS setup is complete. Once this is done, reprocess the PR replication SOA message from the error monitor.

PR replication failure due to issue with the PR creation confirmation

- PR replication can be considered complete only once the PR is created in the connected system and the PR ID is updated back on the HUB PR.

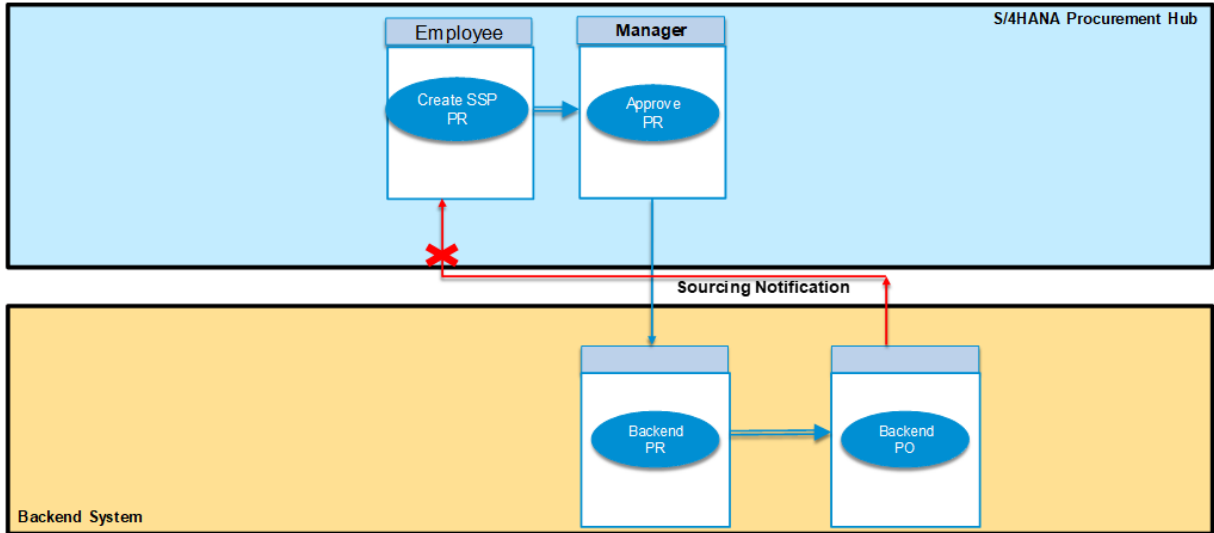
- The updating of the connected system PR ID on the hub PR is done through a SOA message for replication confirmation which is triggered once the PR creation is complete in the connected system.

Possible Reasons	How to detect	How to fix
Error with the service configuration in the connected system/hub system	CPOM - Central Requisitioning-Need Attention in Connected System	Go through section 5 of the Set-Up Instructions Document available at the below link: https://rapid.sap.com/bp/#/scopeitems/1Xl
Communication arrangement issue, only in case of cloud as connected system	CPOM - Central Requisitioning-Need Attention in Connected System	Follow the Set-Up Instructions in the below link https://rapid.sap.com/bp/#/scopeitems/1Xl
Hub system down when connected system tried to trigger the confirmation	CPOM - Central Requisitioning-Need Attention in Connected System	The message needs to be reprocessed once the system is up and running at a later point of time.

2. Scenario: Failure of Sourcing Notification from Connected System

Business Use Case 2 :

In the SAP S/4HANA procurement hub system, once the hub PR successfully replicates to connected system, it can be converted into the purchase order automatically or via transactions in the connected system. On creating the purchase order, a sourcing notification is triggered and sent to the hub system to update the backend PO number in the HUB PR. This sourcing notification could run into an error which results in the hub PR showing incomplete business process flow.



Sourcing notification failure due to Technical errors

Possible Reasons	How to detect	How to fix
Error with the service configuration in the connected system/hub system	CPOM - Central Requisitioning-Need Attention in Connected System	Follow the Set-Up Instructions in the below link https://rapid.sap.com/bp/#/scopeitems/1XI
Hub system down when connected system tried to trigger the sourcing notification	CPOM - Central Requisitioning-Need Attention in Connected System	The message needs to be reprocessed once the system is up and running at a later point of time
Communication arrangement issue	CPOM - Central Requisitioning-Need Attention in Connected System	Follow the Set-Up Instructions in the below link https://rapid.sap.com/bp/#/scopeitems/1XI