Product Documentation
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Organizational Management

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1 Organizational Management

Overview

In the Organizational Management work center, you can create and edit an organizational (org) structure that reflects your company's requirements. This work center can be accessed from business configuration, where the creation of the org structure is a required activity in the Fine-Tune phase, or it can be directly accessed in a productive system by administrators to whom it is assigned.

Relevance

- Org Structures view
  Used to create the org structure that represents your company in the SAP Business ByDesign system. This defines the structure of your company and provides a single, consistent view of your organization from all perspectives of the business. It is comprised of org units that represent departments or divisions and provides a unified, graphical representation of your organizational data. The information entered in the here is used by the different business areas in the system to support business processes that require organizational information.
- Job Definition view
  Used to define jobs. When employees are assigned or hired to an org unit, they require an association with a job in the system.
- Work Distribution view
  Used to define the process of assigning work to an org unit or employee. By default, work items in SAP Business ByDesign are visible to all users that have the corresponding access rights. However, some business processes require determining the responsible org unit or employee for a work item. For these areas, you can define work distribution rules that enable you to automatically assign business documents and tasks to dedicated org units or employees.

2 Org Structures View

2.1 Org Structures Quick Guide

In the *Org Structures* view of the *Organizational Management* work center, you can create, edit, and display your enterprise's org structures. The initial screen of this view displays the active org structures that are available in the system in what is known as the *Active Area*. To create and edit org structures, you must switch to the *Planning Area* by choosing *Edit* or using the *Edit Org Structures* common task. You can only access the *Planning Area* if you have the authorization to do so.

Active Area

In the *Active Area*, the information shown is read-only. You can do the following:

- View the org structure for a particular date (past, current, or future)
- View the selected org structures in either table or chart format
- Navigate the org structure and find org units using the options under *Navigate*, the *Find* button, and by zooming
- Print an org structure by choosing *Print*.
- Select an org structure
  If there are more than five org structures activated in the system, the *Select Org Structures* button will appear. This allows you to select which org structures you want to display in the active area. You can choose to display the selected org structures in either table or chart format.

Planning Area

In the *Planning Area*, you can create and change your org structures as required. In addition to the functions available in the *Active Area*, you can also do the following:

- Enter the date from which changes are to be valid
- Create or edit an org structure and save your changes
- Check the consistency of part or all of your org structure
- Activate part or all of your org structure
- Perform a rollback to a previously activated org structure

When you activate your new org structure or your changes in the *Planning Area*, the org structure is moved to the *Active Area*.

> When working in organizational management, you should enable onscreen texts. Onscreen texts provide context-specific information when you move the cursor over a field. To do this, choose *Personalize* > *My Settings* > *Onscreen Help* > *Display Additional Onscreen Explanatory Texts*.

Business Background

Organizational Management

Organizational management (OM) is the central source of organizational information in SAP Business ByDesign. In the *Org Structures* view of the *Organizational Management* work center, you can model your company's org structure. This defines the structure of your company and provides a single, consistent view of your organization from all perspectives of the business. It is comprised of org units that represent departments or divisions and provides a unified, graphical representation of your organizational data. The org structure reflects your business's:

- Legal hierarchy - determines which org units belong to which company or business residence, for example
- Financial hierarchy - costs and profits are aggregated along this hierarchy
- Reporting line hierarchy - personnel-relevant tasks are forwarded along this hierarchy and it shows where personnel responsibility lies within the org structure
- Functional hierarchy - tasks and approvals related to functions are forwarded along this hierarchy and it is the basis for employee and organizational work distribution

The information you enter in the *Organizational Management* work center is used by the different business areas in the system to support business processes that require organizational information. It is used, for example, to automatically push work items, such as requests for approval, to the appropriate managers.

For more information, see Organizational Management [page 8].

Guide: Setting Up Your Org Structure

This document supports you in setting up your org structure, which you do in the *Org Structures* view of the *Organizational Management* work center.

> Follow this guide when setting up your org structure to avoid inconsistencies and problems at activation. Note that this document should be used in conjunction with the background information and instructions provided in the Org Structures Quick Guide [page 5].

Depending upon the size and complexity of your company, this task can take several hours. Be aware that there may be several ways to model your company in the system. You may need to adapt your org structure after activation to match your processes or to reflect organizational changes.

For more information, see Guide: Setting Up Your Org Structure [page 12].

Definitions

A definition is a property of an org unit. It can, for example, define an org unit as a cost center. It is used to describe the role of an org unit in the org structure. When you create your org structure in the *Org Structures* view of the *Organizational Management* work center, you must assign the relevant definitions to the org units. The *Definitions* tab displays the definitions and attributes that can be assigned to a selected org unit. You can assign several definitions to an org unit.

To assign definitions to an org unit, click Edit in the *Org Structures* view.

For more information, see Definitions [page 21].

Functions

A key part of org structure maintenance is the assignment of functions, such as sales, personnel administration, and cost management, to org units. The function reflects what the department represented by the org unit does. You can assign as many functions as required to org units in your structure. A function is used to determine an org unit's involvement in an area of business. This org unit is integrated into business processes in this area. For example, an org unit that is flagged as a sales unit, is used in sales processes and sales documents.

For more information, see Functions [page 20].

Business Constraints and Veto Checks

In the *Org Structures* view of the *Organizational Management* work center, you are free to model your org structure as you wish, but the system imposes certain constraints to ensure that the business areas can work with correct organizational data. The system uses a set of rules to ensure that the information you enter is consistent. If there are inconsistencies, the corresponding rules are displayed as messages on the UI. The rules are divided into the following types:

- Business constraints
  The system checks the org structure data to ensure your structure is correct. The data you enter is compared to the business area rules.
- Veto checks
  The system checks the org structure data for consistency with business area data, for example, the system prevents changes to the validity of data that is already used in the business areas.

For more information, see Business Constraints and Veto Checks [page 22].

Manager Assignment

Managers assigned in the *Org Structures* view of the *Organizational Management* work center are responsible for approving tasks. They are employees or service agents who have been assigned to an org unit as a manager.

For more information, see Manager Assignment [page 23].

Setting Up Approvals

For more information, see Setting Up Approvals [page 25].

External Business Identifiers

In Organizational Management, you can assign external business identifiers to org units. These identifiers are issued by external authorities for identification of your company, or parts of your company, in business to business transactions and in other transactions with external partners.

For more information, see External Business Identifiers in Organizational Management [page 25].

Deviating Business Residence Assignments

When you assign an org unit to a Business Residence that is not directly below in the org structure, the assignment is known as a deviating Business Residence assignment, because you are defining a deviation between the standard and legal hierarchies. You are stating that the org unit legally belongs to a different geographical area within the company. This functionality is needed for specific cases, where it allows you to correctly reflect your reporting structure and to avoid the duplication of Business Residences in the system.

For more information, see Deviating Business Residence Assignments [page 26].

Time Dependency

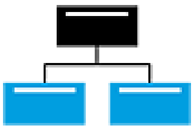
All information entered in the *Org Structures* view of the *Organizational Management* work center is time dependent. Time dependency supports the continuous change of your business – you can adapt your org structure in the system so that it changes as your business changes.

For more information, see Time Dependency: Effective-From Date, Start Date, and Validities [page 28].

Org Data Requirements for Applications

The following documents contain organizational management related data that is required for the applications:

- Organizational Data Requirements for Human Resources [page 34]
- Organizational Data Requirements for Financials [page 32]
- Organizational Data Requirements for Customer Relationship Management [page 30]
- Organizational Data Requirements for Supply Chain Management [page 40]
- Organizational Data Requirements for Supplier Relationship Management [page 39]
- Organizational Data Requirements for Projects [page 38]



Tasks

Create and Edit the Org Structure

For information about this task, see here [page 42].

Assign an Employee

For more information about this task, see here [page 45].

Assign a Manager

For more information about this task, see here [page 46].

Export Business Data Using Microsoft Excel®

You can download your org structure to Microsoft Excel from the table view of the Org Structures view. This download function is not available in the chart view. For more information about this task, see here.

2.2 Business Background

2.2.1 Organizational Management

Organizational management (OM) is the central source of organizational information in SAP Business ByDesign. In the *Org Structures* view of the *Organizational Management* work center, you can model your company's org structure. This defines the structure of your company and provides a single, consistent view of your organization from all perspectives of the business. It is comprised of org units that represent departments or divisions and provides a unified, graphical representation of your organizational data. The org structure reflects your business's:

- Legal hierarchy - determines which org units belong to which company or business residence, for example
- Financial hierarchy - costs and profits are aggregated along this hierarchy
- Reporting line hierarchy - personnel-relevant tasks are forwarded along this hierarchy and it shows where personnel responsibility lies within the org structure
- Functional hierarchy - tasks and approvals related to functions are forwarded along this hierarchy and it is the basis for employee and organizational work distribution

The information you enter in the *Organizational Management* work center is used by the different business areas in the system to support business processes that require organizational information. It is used, for example, to automatically push work items, such as requests for approval, to the appropriate managers.

As part of your go-live activities, you use your existing org charts, cost center structures, and reporting lines for personnel management, to identify the functions and work of the different departments or divisions across your enterprise. You create and activate the org structure in the *Organizational Management* work center based on this information. When your system is live, you can edit the org structure to reflect your changing business needs.

For more information about how to create your org structure, see Guide: Setting Up Your Org Structure [page 12] and Create and Edit the Org Structure [page 42].

In scoping, you can also migrate previously created org structures, for example, when you want to move from a test system to a productive system. For more information on the scoping and migration of Organizational Management, see Manual Setup or Import of the Org Structure.

Org Structure Information

Org Units

In the *Organizational Management* work center, you use org units to create your org structure. An org unit is a node that represents an element of your business, for example, it can be a department with employees assigned to it, or it can represent the legal entities in your business, such as a company. Once you have identified the structure that is most suitable for your needs using your existing org information, you can then create this structure by creating and linking the units, and assigning the definitions that you require within your enterprise. These definitions reflect the role of the org units in your enterprise, for example, you can define your org unit as a company, or a cost center. You can also define the functions of each unit. The functions you assign determine the work centers proposed by the system for end users.

For more information, see Definitions [page 21] and Functions [page 20].

> The org unit ID is the single ID that can be defined for an org unit. If you define an org unit as a cost center, then the org unit ID is also automatically that of the assigned definition, for example, cost center, and cannot be overwritten.

Time Dependency: Effective-From Date, Start Date, and Validities

All information entered in the *Organizational Structures* view is time dependent. Time dependency supports the continuous change of your business – you can adapt your org structure in the system so that it changes as your business changes.

Effective-From Date

The effective-from date can be entered in the *Effective From* field. When you choose Go, the system loads the org structure that is valid on this date. Every change that you make will be effective from this date. For example, if you create a new org unit, the org unit will be valid from the current effective-from date and not from the current system date.

Due to the importance of the effective-from date, check that the correct date is set before making any change in a new session in the *Planning Area*. Note that the system supports you by memorizing the effective-from date you used when you last saved the org structure.

You can make changes within the org structure for different effective-from dates in one session. When you activate the org structure, this activation is not time-dependent, that is, all of your changes for all of your dates are transferred to the active version. It does not make a difference which effective-from date is set at the time of activation, that is, the effective-from date that you set for your data and the date of activation are independent of each other.

Start Date

The start date is the initial effective-from date that you use when you first set up your org structure. This date should be carefully chosen. Specify the unique start date that is to be used for the entire org structure prior to creating any org units. It should be close to the transition into the SAP Business ByDesign system, so that the data maintained in the system represents the reality of your company at that time. Use the oldest date from the following list as the start date for your org structure:

- First day of the migration fiscal period for general ledger opening balances. This is typically one month prior to your go-live date.
- First day of the current fiscal year if you wish to migrate fixed assets. Note that "in service dates" of your fixed assets are irrelevant here.
- First day of the oldest fiscal month for any general ledger balances. If you wish to post amounts in previous fiscal periods, the fiscal period must be opened and the corresponding organizational data (company, cost centers, and so on) needs to be maintained.
- The migration date for your employees, that is, the date from which you wish to assign employees to org units. An employee assignment is the prerequisite for assigning an employee as manager to an org unit. Note that you may migrate employees into the system for dates prior to the start date of the org structure, so there is no need to set the start date to the first hiring date of your employees.

Once you have chosen your start date, use it as the only effective-from date for all initial structure set-up activities, and for definition or function assignments.

Timelines and Validities

The effective-from date and the start date are used to determine the validities of org units. You can use the *Timelines* tab to change the validities of your org units and their properties. You can change the validity of an org unit as follows:

- Change the start date to a future date
- Change the end date to an earlier date
- Change both the start date and the end date

Changing the dates is only possible if no business documents from applications are using the org data within the changed timeframe. Otherwise, the system will generate error messages. You can view open business documents in the *Org Unit Overview* to avoid shortening timelines that may create inconsistencies in the business documents.

The timeline of a unit is limited by the timeline of its parent unit – you cannot extend the timeline of a child unit before or after that of its parent. Also, if you extend the timeline of a parent unit into the past (change the start date to an earlier date) on the *Timelines* tab, the system automatically extends the timeline of the child units to match the parent timeline. If you need to shorten the timeline of a parent unit, but want to keep the timelines of the child units, you can relocate the child units to other parent units with matching timelines. You must always ensure that you have adapted all child units to the new timelines or relocated them. If there are any inconsistencies, there will be a corresponding error message when you check your org structure or at activation.

- If you wish to extend the validity of the org units, start with the top org unit, and work downwards. If you wish to reduce the validity of your org units, for example, by setting a later start date, start with the org units at the bottom of the tree and work upwards.
- Set the first date on the *Timelines* tab to the new desired date. You will notice that all other dates for properties of this org unit will also change to this date, unless the properties of the org unit already had different start or end dates. In this case the system will not change the validity of these properties.
- Go through the hierarchy and repeat for each org unit.

Org Unit Overview

The *Org Unit Overview* displays a snapshot of a selected org unit for the specified *Effective From* date. It provides details of the properties of the org unit, for example, whether the org unit is a *Reporting Line Unit* or *Cost Center*. It also lists the assigned functions and provides an overview of the organizational work distribution for this org unit.

The *Org Unit Overview* also displays open business documents in the system. It calls these up with reference to the current date and not the effective-from date that has been maintained. If you then want to change or restrict the validity of an org unit, you can consult the *Org Unit Overview* before setting the end date of an org unit to see the number of open documents in the system, for example, to see the amount of open invoices for a cost center of an org unit.

You can access the *Org Unit Overview* in the following ways:

- Using the context menu of an org unit (you can access this by clicking the triangle at the bottom right of the org unit)
- By selecting the org unit and clicking the Navigate button
- By clicking any org unit ID or name that is available as a hyperlink on the user interface

The View All button within the *Org Unit Overview* displays in detail the breakdown of the Definitions, Functions, Work Distribution, and Employees belonging to the org unit. The information displayed in the *Org Unit Overview* is only relevant for the selected org unit. If a subtree exists below the selected org unit, the overview does not summarize the data contained in the child org units below.

Constraints and Checks

You can model your org structure freely in the *Organizational Management* work center; but the business areas in the system must work with consistent data. The system uses a set of rules to ensure that the information you enter is consistent with the business area requirements. For example, in the system, financial data requires at least one org unit to be flagged as a cost center.

When you check your structure using the Check button, the system displays these inconsistencies in the form of error messages. You must resolve these messages before you can activate your org structure. There are two types of system checks; business constraints and veto checks. Business constraints are the mandatory relationships between org units or properties that you must ensure exist in your structure. For example, a company must always have a default address.

Veto checks are imposed in the system by the different business areas to ensure that your organizational changes do not invalidate business processes or business area data. For example, the financial data does not allow a change in the validity of an org unit that is a cost center with an open balance.

For more information, see Business Constraints and Veto Checks [page 22].

Activating Your Org Structure

To activate your org structure, all constraints must be resolved for each point in time. When you model your org structure there will be temporary inconsistencies, so the system allows for the org structure to exist in two areas, the *Planning Area* and the *Active Area*.

The *Active Area* is the read-only view in the *Organizational Management* work center. It is the default view that appears when you select the *Org Structures* view. Only the org structure displayed in the *Active Area* contains active data that is used by the business areas in the system.

You can access the *Planning Area* by using the *Edit Org Structures* common task or by choosing Edit in the *Active Area*. The *Planning Area* is where you create, edit, plan, and test your structure. You can only activate your org structure when all constraints have been resolved. When you activate your org structure the data in the planning area is immediately available to all business areas in the system, and your changes are merged into the existing active structure and appear in the *Active Area*.

Tips for Activation:

Resolving Business Constraints and Veto Checks

- Always check your changes before activation by using the Check button.

- Review the timelines of the org units displayed in the error message. When you change your org structure, the relationship between the org units may be broken at a point in time because of the changes.
- Use the *Org Unit Overview* as guidance when you need to change the validity of an org unit. Any open business documents on that org unit should be closed before you change the validity of the org unit.

> If you are activating a large org structure, use a background run to activate your changes. This greatly improves system performance. To do so, choose Activate *Activate Selected and Dependent Org Units in Background*

Work Distribution

Work distribution defines the process of assigning work to an org unit or employee. By default, work items in SAP Business ByDesign are visible to all users that have the corresponding access rights. However, for some business processes the org unit or employee responsible for a work item has to be determined. For these areas, you can define work distribution rules that enable you to automatically assign business documents and tasks to dedicated org units or employees.

For more information, see Work Distribution [page 51].

2.2.2 Guide: Setting Up Your Org Structure

This document supports you in setting up your org structure, which you do in the *Org Structures* view of the *Organizational Management* work center.

> Follow this guide when setting up your org structure to avoid inconsistencies and problems at activation. Note that this document should be used in conjunction with the background information and instructions provided in the Org Structures Quick Guide [page 5].

Depending upon the size and complexity of your company, this task can take several hours. Be aware that there may be several ways to model your company in the system. You may need to adapt your org structure after activation to match your processes or to reflect organizational changes.

> When working in organizational management, you should enable onscreen texts. Onscreen texts provide context-specific information when you move the cursor over a field. To do this, choose *Personalize* > *My Settings* > *Onscreen Help* > *Display Additional Onscreen Explanatory Texts*.

General Considerations

Gather all Relevant Information

Before you start to model your org structure, gather the following information:

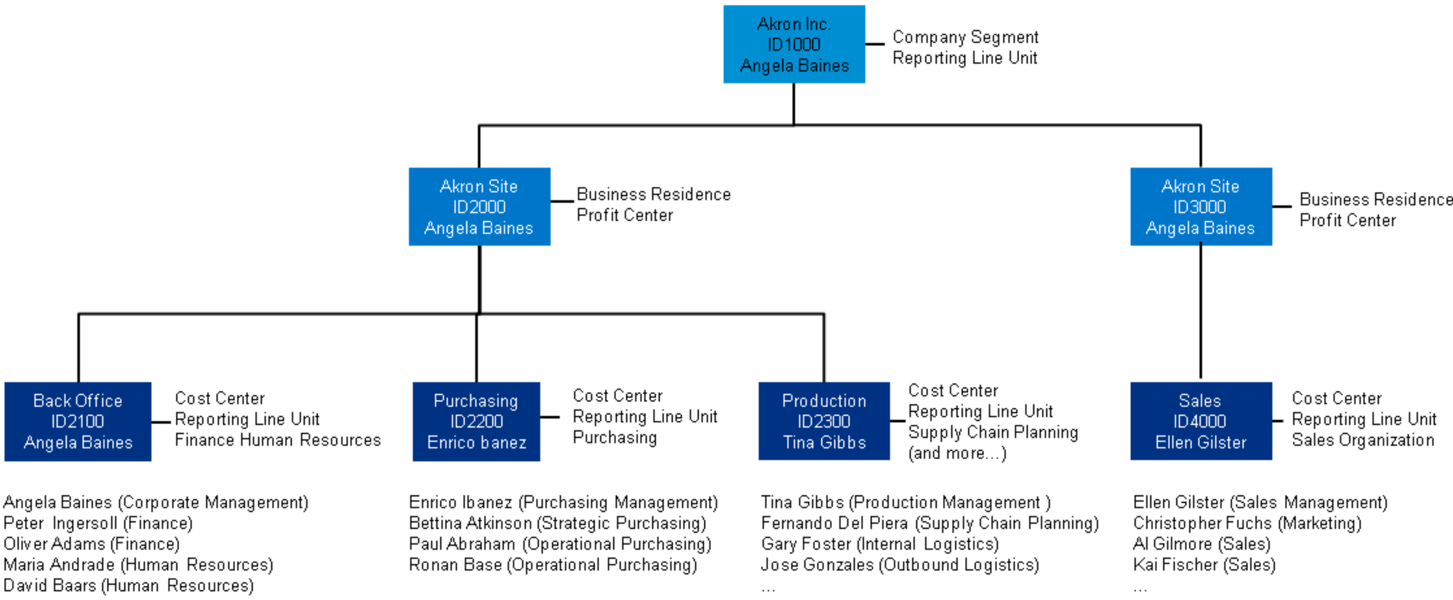
- A list of all legally registered entities (companies)
- A list of the major locations where parts of these companies reside
- An overview of your reporting line (employees and managers)
- An overview of the tasks and responsibilities taken over by your employees (departments and their responsibilities)

- Information on the structure of your internal and external financial reporting (cost centers, profit centers, segments)

Sketch your Org Structure

It may prove useful for you to gather the relevant information in a sketch before you model the org structure in the system. A sketch is easy to change while you are gathering information. However, if you feel confident enough, you can work directly in the system.

Here is an example of a draft org structure:



Activate Only When the Org Structure is Complete

Once you have a clear idea of what your org structure should look like, you can implement your ideas in the system.

The activation of the model should be the last step of the setup process. When you activate, the following elements of the org structure are fixed and can no longer be changed:

- All IDs of your org units will be fixed permanently. There is no way to change them after activation.
- For each company, a corresponding business partner will be created. After activation, a company can no longer be deleted.
- For each business residence, a corresponding site will be created. After activation, the relationship between the company and the business residence can no longer be changed and the business residence can no longer be deleted.

When modeling the org structure, it is advisable to regularly test it for correctness by using the Check button. As the org structure needs to adhere to a set of business constraints that ensure the correctness of the data, you could have a long list of error messages at the end if you do not perform checks in between. For more information on business constraints, see Business Constraints and Veto Checks [page 22].

Note that you can make changes within the org structure for different effective-from dates in one session. When you activate the org structure, this activation is not time-dependent, that is, all of your changes for all of your dates are transferred to the planning version. It does not make a difference which effective-from date is set at the time of activation.

General Aspects of the Org Structure

There are two directions from which you should gather the organizational information for entry in the system:

- The top-down view consisting of legal entities (companies and business residences) in your enterprise
- The bottom-up view that looks at how people and work are organized in the enterprise

Both views must be brought together in the org structure, while at the same time considering any further aspects, such as financial reporting.

Start Date

You define the unique start date that is to be used for the entire org structure prior to creating any org units. It should be close to the transition into the SAP Business ByDesign system, so that the data maintained in the system represents the reality of your company at that time. Use the oldest date from the following list as the start date for your org structure:

- First day of the migration fiscal period for general ledger opening balances. This is typically one month prior to your go-live date.
- First day of the current fiscal year if you wish to migrate fixed assets. Note that “in service dates” of your fixed assets are irrelevant here.
- First day of the oldest fiscal month for any general ledger balances. If you wish to post amounts in previous fiscal periods, the fiscal period must be opened and the corresponding organizational data (company, cost centers, and so on) needs to be maintained.
- The migration date for your employees, that is, the date from which you wish to assign employees to org units. An employee assignment is the prerequisite for assigning an employee as manager to an org unit. Note that you may migrate employees into the system for dates prior to the start date of the org structure, so there is no need to set the start date to the first hiring date of your employees.

Once you have chosen your start date, use it as the only effective-from date for all initial structure set-up activities, and for definition or functional assignments. Check that the correct date is set before making any change in a new session in the *Planning Area*. Note that the system supports you by memorizing the effective-from date you used when you last saved the org structure.

If necessary, you can correct the start dates of your org units via the user interface as follows:

1. Go to the *Timelines* tab. If you wish to extend the validity of the org units, start with the top org unit, and work downwards. If you wish to reduce the validity of your org units, for example, by setting a later start date, start with the org units at the bottom of the tree and work upwards.
2. Set the first date on the *Timelines* tab to the new desired date. You will notice that all other dates for properties of this org unit will also change to this date, unless the properties of the org unit already had differing start or end dates. In this case the system will not touch the validity of these properties.
3. Go through the tree and perform step 2. for each org unit.

Org Unit IDs and Names

When assigning IDs to org units, keep in mind that end users will frequently enter the IDs when working in the system, for example to identify a cost center, or the company of a profit center. Make sure that the org unit IDs are easy to key in. A proposal is to use a character, followed by 3 to 4 digits, for example C1000, C1100, C1200. The character C indicates an area in the enterprise and the numbering is hierarchical.

Do not embed meanings in the unit ID itself like CC for cost centers and PC for profit centers. After the first activation of an org unit, its ID can no longer be changed.

Make sure that all your org units have a unique name across the whole organization. This is because when working with org data in the system, sometimes only the name will be visible on screen – therefore, having three departments named "Sales" (even across company boundaries) is not helpful.

Legal Structure

Companies

All your legal entities should be modeled as companies in the system. Even companies without any fixed assets, such as letterbox companies, should be created as a separate node in the structure. However, no legal entity should be modeled as two org units in the org structure.

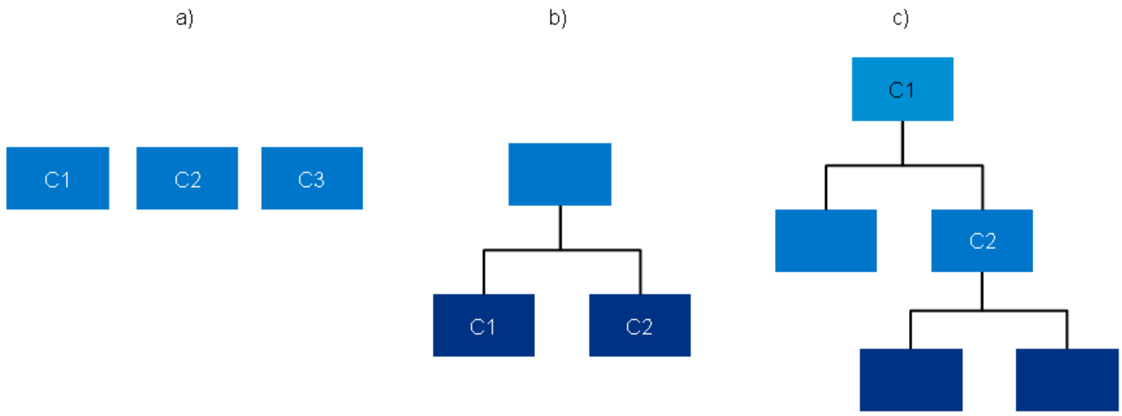
The system will create a business partner for each company and link it to this company on activation. This business partner can then be used to represent the company in the relevant business processes, such as intercompany transfers. The business partner will have the same ID as the company. Note that if you wish to use a different ID, you can specify this in the Internal Business Partner field in the External Business Identifiers of your company, which you can find on the General tab of the Org Structures view.

It is recommended that you do not set the *Company* and *Business Residence* definitions on the same org unit. You should set the *Company* at the top level and the *Business Residence* at the level below, as shown in the graphic above.

Multi-Company Environments

If you need to model more than one company in your org structure, there are several ways to do so:

- Side by side as separate structures
- Side by side with a collective superior node
- Stacked, for example to express legal inter-company constellations



The modeling should be chosen based on the preferred display of the org structure. All options are correct. This choice has no influence on the system's functionality. Stacking the companies will not imply any explicit or implicit consolidation of the financial data of the companies.

Business Residences

A business residence defines the org unit as a representation of the company within a geographic area that underlies similar taxation and has a unique material valuation. As such, a business residence can be, for example, a town or city, even if your company has several addresses within this town or city.

You must create at least one business residence for every company in the system. It is recommended that you assign the *Business Residence* definition to an org unit a level below the *Company* org unit. To decide if you should model a location of your company as a separate business residence, adhere to the following:

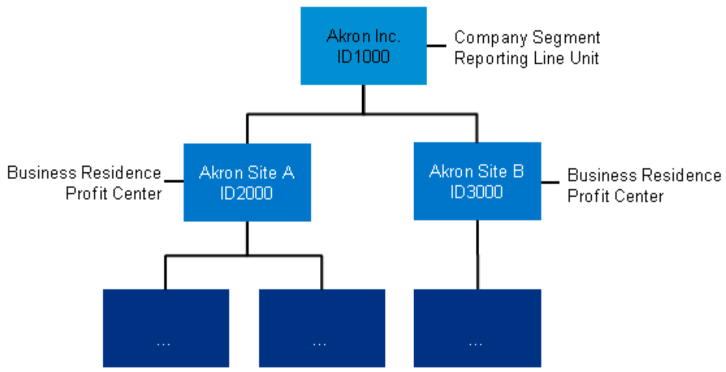
- All business activity is subject to uniform tax processing; for example, all employees at this location have the same tax authority

- The valuation of material is separate from other locations
- Financial data for materials is maintained separately from other locations

When the business residence is activated, a site is automatically created and linked to the business residence. The business residence represents the legal aspects of the location, whereas the site represents the geographical and logistical aspects. The site can then be used in the supply chain and logistics area to define further logistical entities below it, for example warehouses, service points, storage locations, and so on.

Adhere to the following when creating your business residence:

- Choose the business residence's name based on its location and company. For example, the London residence of Akron Heating could be named "Akron Heating London".
- Do not aggregate the Company and Business Residence definitions on the same node. If at a later point in time the company needs to be moved, or its address needs to be changed, it is not possible without moving the business residence. All business residences should be below the company level.



Note that especially if a major part of your company, for example, your headquarters, resides at one of your business residences, you should still proceed as described above and model the business residence below the company.

Reporting Line and Departmental Structure

Setting up the departmental structure of your enterprise will help you establish what org units you will need in the system. If you already have your enterprise organized in departments, you should model these first. Then you can assign the employees who are working in these departments.

If you do not have a departmental structure in your enterprise, proceed by listing and grouping the individuals working in your company by answering the following questions for each of them:

- What work centers will they use? (for example, General Ledger, Purchase Requests and Orders, Customer Invoicing)
- To which cost center are they assigned?
- Who will be their line manager?
- In which company and business residence will they be employed? Note that currently an employee can only have one employment at a time, so the employee can only be assigned to one org unit at a time.

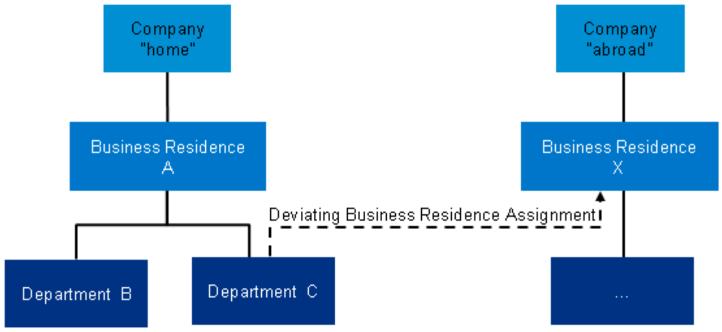
Deviations Between the Legal and the Reporting Hierarchy

When you have identified the departments in your org structure, you must arrange them hierarchically in the system. While most of the time, the reporting hierarchy (who do you report to) and the legal hierarchy (where does a department legally and geographically belong) are the same, there are cases where these hierarchies differ. In such a case, in our model, the reporting hierarchy is the leading and visible hierarchy and the legal hierarchy can be maintained by entering a deviating assignment to the correct business residence.

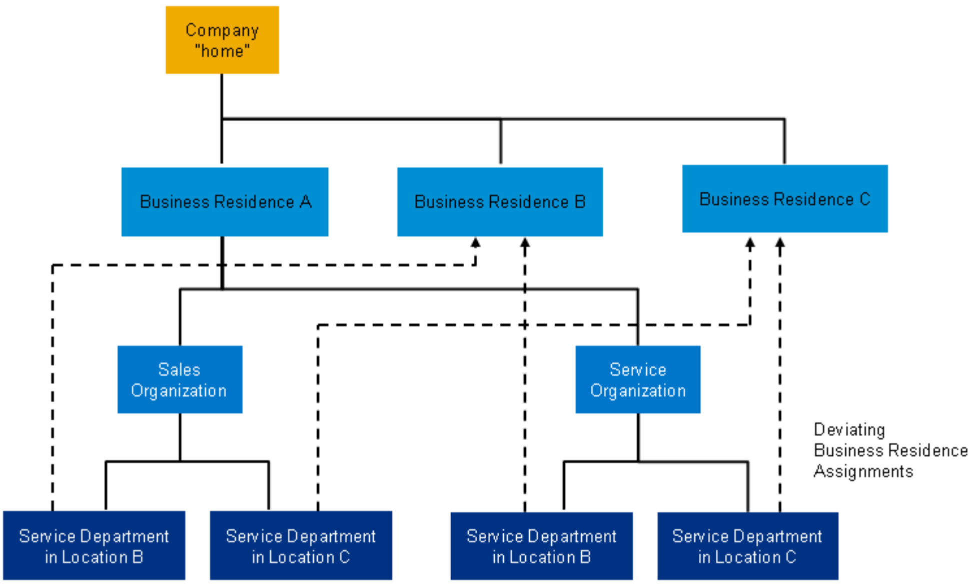
You should first set up all departments based on their reporting lines. If, subsequently, a department is not below the correct business residence, set the correct business residence in the “Belongs to” field on the Definitions tab of the Org Structures view.

Typical examples for deviations are the following:

- Line management across regional, company, or country borders. In this example, Department C is locally and legally placed in the company abroad, while reporting to the home company.



- Centralized line management for decentralized functions. In this example, the sales and service departments are spread among two business residences, while they report to their head of sales and head of service departments (represented by the Sales Organization and Service Organization functions) in the main business residence.



For more information, see Deviating Business Residence Assignments [page 26].

Functions and Work Distribution

When you have modeled the departments and any additional org units that you require in your org structure, you need to mark the org units that have functional responsibilities. You have a choice of several functions in application-specific groupings. Assigning one or more functions to an org unit makes that org unit part of the functional organization of the enterprise. This means that the system proposes the corresponding work centers for assignment to employees who are assigned to such org units. If the Quality Assurance function is assigned to an org unit, any employees assigned to this org unit will have the work centers Quality Planning and Quality Control proposed for assignment to them in the Application and User Management work center.

In addition, the functions are used to determine the default owners for tasks and documents in the areas Supply Chain Planning, Customer Relationship Management, and Supplier Relationship Management. This defaulting is performed through work distribution rules. These rules contain a specific set of parameters, based on which a document is assigned to an org unit. For example, you could choose to assign all sales orders relating to France, Spain, and Portugal to your sales unit “Sales South Europe”.

For more information, see Functions [page 20] and Work Distribution [page 51].

Application-Specific Aspects of the Org Structure

This section provides useful information on application-specific aspects of the configuration of your org structure.

Customer Relationship Management

In sales and in service, the most important functions are the Sales Organization and the Service Organization functions. These functions define the top (highest-level) org unit of your sales or service hierarchy. You then define your sales and service processes for these org units in the relevant work centers.

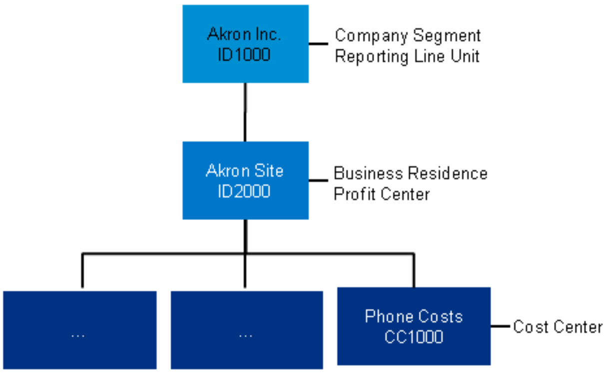
All other sales and service units must be placed below this level. For this reason there cannot be a Sales Organization above or below another Sales Organization. The same is true for the Service Organization function.

For more information, see Organizational Data Requirements for Customer Relationship Management [page 30].

Financials

Cost Centers

If an org unit represents a cost center in reality, you should assign the corresponding definition to it in the org structure. Most departments in your company could be cost centers. Cost centers that do not represent physical org units of the enterprise that generate cost, but exist solely to collect and distribute costs of specific kinds, such as the corporate phone bill, should be modeled as org units as well. We recommend that you also maintain the cost center type. For more information, see Cost Center.



Profit Center Accounting

A prerequisite for setting this up is that you have enabled Profit Center Accounting in business configuration. Once enabled, you must model at least one org unit with the profit center definition for each business residence, and one segment within each org structure. A segment is the top node of a profit center hierarchy.

For more information on the configuration of the org structure for Financials, see Organizational Data Requirements for Financials [page 32].

Supply Chain Management

A prerequisite for the setup of supply chain management is the setting of the definitions company, business residence, and cost center in your org structure. Once you activate the business residence, the system will automatically create a site with the same ID as the business residence, which then can be used to set up all supply chain relevant master data.

For more information, see Organizational Data Requirements for Supply Chain Management [page 40].

Supplier Relationship Management

A prerequisite for the setup of supplier relationship management is the setting of the definitions company, business residence, and cost center in your org structure. Once you activate the business residence, the system will automatically create a site to which goods can be delivered. You should also set the functions Operational Purchasing, Strategic Purchasing, and Supplier Invoicing where appropriate.

For more information, see Organizational Data Requirements for Supplier Relationship Management [page 39].

Human Resources

A prerequisite for the setup of human resources is the setting of the definitions company, business residence, cost center, and reporting line unit in your org structure. You should also define jobs and maintain managers for your org units.

For more information, see Organizational Data Requirements for Human Resources [page 34].

Finalization and Checklist

Activate your org structure to make it available for all business processes in your system. If the system throws error messages on activation, resolve these one by one and follow the instructions provided.

If the system successfully activates the org structure and you encounter unexpected behavior in your processes or applications, check the following list of aggregated hints before reporting an incident:

- Start date of your org structure
  Have you defined the correct start date for your org structure? Choose the same effective-from date for all org units when setting up your org structure for the first time.
- Legal entities
  Are all your legal entities represented by exactly one company in the system?
- Major locations of your enterprise
  Are all business residences modeled in your system? There must be at least one business residence for each company. However, you should model your business residences below the company, not at the same level.
- Sales and service structure
  If you are using sales or services, have you modeled a Sales Organization, or a Service Organization above your sales or service units?
- Departments and functions
  Have you gathered your employees into departments? Have you configured all org units with the correct functions? Note that you should not assign employees or select any functions at company level. Only managers should be assigned at company level.
- Managers
  Have you assigned managers to your org units? A manager can only be assigned after they have been assigned or hired as an employee first.
- Deviations between the standard (reporting) and legal hierarchy
  After modeling all org units and assigning employees, have you noticed that an org unit or an employee is below the wrong business residence? If this is the case, have you maintained a deviation to the correct business residence?

2.2.3 Functions

Overview

A key part of org structure maintenance is the assignment of functions, such as sales, personnel administration, and cost management, to org units. The function reflects what the department represented by the org unit does. You can assign as many functions as required to org units in your structure. A function is used to determine an org unit's involvement in an area of business. This org unit is integrated into business processes in this area. For example, an org unit that is flagged as a sales unit, is used in sales processes and sales documents.

In the *Org Structures* view of the *Organizational Management* work center, the *Functions* tab in the *Active Area* displays the functions that have been assigned to an org unit. To edit the assignment of functions, you must be in the *Planning Area*, which you can access by choosing *Edit* in the *Active Area* of the *Org Structures* view.

Work Center Assignments

All functions are used to propose work centers for users. Users are assigned to org units as employees. The functions assigned to these org units determine the work center proposals for the users. For example, if you assign an employee to an org unit to which the function general ledger has been assigned, the *General Ledger* work center and all of its work center views are proposed for this user. These work center assignment proposals are visible in the *Application and User Management* work center, where user data can be maintained. Here, you can assign the proposed work centers, assign additional work centers, and update other information, such as passwords.

Related Work Categories

Some functions in the areas of purchasing, sales, and supply chain management are linked to one or several work categories. Based on the configuration of these work categories, org units are proposed in business documents in the business areas. For example, you could set up a work rule within a work category that specifies that sales orders that start with a certain postal code must be assigned to a specific sales unit (org unit with the function Sales assigned to it) in your org structure. For more information about work categories, see Work Categories [page 53].

Functions

For more information about each function, see the following links:

- Cash Flow Management Function
- Customer Invoicing Function
- Customer Service Function
- Financial and Management Accounting Function
- Human Resources Function
- Logistics Master Data Management Function
- Marketing Function
- Master Data Function
- Operational Purchasing Function
- Production Function
- Quality Assurance Function
- Sales Function
- Sales Organization Function
- Service Organization Function
- Strategic Purchasing Function
- Supplier Invoicing Function
- Supply Chain Planning and Control Function
- User Management Function
- Warehousing Function

2.2.4 Definitions

A definition is a property of an org unit. It can, for example, define an org unit as a cost center. It is used to describe the role of an org unit in the org structure. When you create your org structure in the *Org Structures* view of the *Organizational Management* work center, you must assign the relevant definitions to the org units. The *Definitions* tab displays the definitions and attributes that can be assigned to a selected org unit. You can assign several definitions to an org unit.

To assign definitions to an org unit, click Edit in the *Org Structures* view.

Definitions

For more information on each definition, see the links below:

- Business Residence
- Company
- Cost Center
- Profit Center
- Program
- Reporting Line Unit
- Segment

2.2.5 Business Constraints and Veto Checks

In the *Org Structures* view of the *Organizational Management* work center, you are free to model your org structure as you wish, but the system imposes certain constraints to ensure that the business areas can work with correct organizational data. The system uses a set of rules to ensure that the information you enter is consistent. If there are inconsistencies, the corresponding rules are displayed as messages on the UI. The rules are divided into the following types:

- Business constraints
  The system checks the org structure data to ensure your structure is correct. The data you enter is compared to the business area rules.
- Veto checks
  The system checks the org structure data for consistency with business area data, for example, the system prevents changes to the validity of data that is already used in the business areas.

The check for business constraints and veto checks occurs automatically when you activate your org structure using one of the options under Activate. The business constraints and business areas are checked and the system will notify you if there is any inconsistency; this is displayed as a message on the user interface. You can also trigger a check of the business constraints and veto checks using Check.

You must resolve all business constraints and veto checks before you can activate the org structure.

Business constraints ensure the availability of required organizational properties (such as definitions and functions) in the correct place in the org structure. A business constraint will be raised by the system, for example, if there is not at least one company in the org structure, or if a cost center does not have a company above it in the org structure.

Veto checks prevent you from moving, deleting, or changing the timelines of organizational properties when they are used by application areas or in business documents. A veto check will be raised by the system, for example, if you try to delete or change the timeline of a cost center when there are already postings on this cost center.

> It is important to recognize the impact of time dependency when assigning definitions and functions; be aware of the timeline of each org unit and its interdependency with other org units. A business constraint or veto check may apply at a specific point in time and not at other points in time, so you must check the timelines to ensure consistency.

> If you change your scoping, your business constraints and veto checks will change accordingly. You will only see messages for functions you have scoped.

General Constraints

To activate the org structure successfully, and to allow business processes to run in the system, the following guidelines must be adhered to:

> Regardless of what you have selected when scoping your system, the following constraints must be met:
> 1. You must flag at least one org unit in an org structure as a Company. All data in the system references the Company unit, and this must be defined to enable all system business processes to run.
> 2. You must flag at least one org unit in an org structure as a Business Residence. The business residence flag establishes a geographical connection (site) between the org structure and physical locations.
> 3. It is recommended that you do not flag the same org unit as both a company and a business residence.

Dealing with Messages

Each inconsistency will lead to an individual message, which means that a lot of messages may appear when you first try to activate your org structure. Each of these messages must be resolved before activation is possible. There is frequently additional information available to help you deal with the message under the *More* link that appears with the message.

For more information about how to set up your org structure correctly and thereby avoid business constraint and veto check messages on activation, adhere to the instructions in Guide: Setting Up Your Org Structure [page 12] and Create and Edit the Org Structure [page 42].

2.2.6 Manager Assignment

Overview

Managers assigned in the *Org Structures* view of the *Organizational Management* work center are responsible for approving tasks. They are employees or service agents who have been assigned to an org unit as a manager.

When a business process requires manager approval, the system accesses the org structure and searches for the responsible manager. For example, if the business process needs to identify a cost center manager for a shopping cart that has been created in the system, the system accesses the hierarchy at the level of the employee who created the shopping cart and searches up the hierarchy until it finds the responsible cost center manager. The shopping cart then appears for approval in this manager's worklist in the *Approvals* view of the *Managing My Area* work center.

In the *Managing My Area* work center, the manager can see a list of their pending approvals and other information based on the type of org unit to which they are assigned. For example, they can see sales reports if the org unit is a sales unit. They can also see figures related to sales from their level in the org hierarchy or below, but not above. For more information about approvals, see the Approvals Quick Guide.

For more information about setting up approvals so that they get sent to the correct manager and can be approved, see Setting Up Approvals [page 25].

Management Responsibilities

The definitions and functions assigned to an org unit define the responsibilities of the manager of that org unit. The following table shows the properties available in organizational management and their corresponding management responsibility:

Definition	Management Responsibility	Title	Used for Approvals
Company	Managing Director	Managing Director	No
Reporting Line Unit	Personnel Responsibility	Reporting Line Unit Manager	Yes
Cost Center	Cost Responsibility	Cost Center Manager	Yes
Profit Center	Profit Responsibility	Profit Center Manager	No
Segment	Segment Responsibility	Segment Manager	No
Program	Program Responsibility	Program Manager	No
Business Residence	No management responsibility	Not applicable	No
Any Org Function	Functional Responsibility	Functional Manager	Yes

Project managers are an exception. They are assigned as the *Person Responsible* when creating a project in the *Project Management* work center.

If a function is assigned to an org unit, the manager is a functional manager. There is only one manager responsibility for all of the org functions that are available on the *Functions* tab. If managers have functional responsibility, they are responsible for all functions in their org unit and all the org units below it, down to the level of the next functional manager, even if only one function is directly assigned in his or her unit.

Management responsibility is passed down the org structure to the point in the org structure where another manager is assigned for the same responsibility. If, for example, a manager is responsible for an org unit with a *Reporting Line Unit* definition, then this manager will be responsible for approving all holiday requests for employees in this org unit and below, to the point where another manager is assigned to an org unit with the *Reporting Line Unit* definition.

Managers cannot act as their own managers - for example, a reporting line unit manager cannot approve their own leave requests. In these cases, the system searches up the org structure to the next responsible manager, who is then asked for approval for the approval task in question.

In addition to manager assignment via the organizational hierarchy, it is also possible to manually assign additional appraisers for approval tasks via work distribution assignments in the *Employee Work Distribution* view in the *Organizational Management* work center.

Assigning an Employee as a Manager

The employee or service agent you want to assign as a manager must be available in the system and must be assigned to an org unit as an employee:

- If *Human Capital Management* is active in your system, you create and assign employees in the *Personnel Management* work center. You create service agents in the *Business Partner Data* work center and assign them in the *Organizational Management* work center.
- If *Human Capital Management* is inactive, you create both employees and service agents in the *Business Partner Data* work center and assign them to org units in the *Organizational Management* work center.

Once the employee or service agent is assigned to an org unit, you can assign them as the manager of one or several org units. In the *Organizational Management* work center, you choose *Edit Org Structures* in the *Common Tasks*. Then you select the relevant org unit and assign the manager on the *General* tab. You will have to activate this change, before the assignment is available in the system.

Employees with management responsibility also need access to the *Managing My Area* work center. This work center can only be assigned via the *Application and User Management* work center. Even if an employee or service agent has management responsibility, the *Managing My Area* work center will not automatically appear in his or her list of assigned work centers.

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Only one manager can be assigned to each org unit, even if there are several definitions and/or functions assigned to this unit. The selected manager is then the manager for all of the definitions and/or functions that are assigned to this org unit.

2.2.7 Setting Up Approvals

You can set up approval processes in SAP Business ByDesign in the following ways:

- Maintain managers in the *Org Structures* view of the *Organizational Management* work center.
  When a business process requires manager approval, the system accesses the org structure and searches for the responsible manager. For example, if the business process needs to identify a cost center manager for a shopping cart that has been created in the system, the system accesses the hierarchy at the level of the employee who created the shopping cart and searches up the hierarchy until it finds the responsible cost center manager. The shopping cart then appears for approval in this manager's worklist in the *Approvals* view of the *Managing My Area* work center.
  For more information, see the Org Structures Quick Guide [page 5] and Manager Assignment [page 23].
- Define rules for employee work distribution in the *Work Distribution* view of the *Organizational Management* work center.
  Certain business processes require that employees responsible are determined for a business document (for example, the sales account manager responsible for an account). For specific business processes, you also have to use employee work distribution to define an employee as an approver or alternative approver .
  For more information, see Work Distribution [page 51] and Types of Approvals.

  Using employee work distribution, you can define approvers for financial processes. We recommend maintaining these approvers when configuring your solution.

- Ensure that all managers maintained in the *Org Structures* view of the *Organizational Management* work center and all approvers maintained elsewhere in the system have access to the *Managing My Area* work center. This allows the managers to view and approve their pending approvals. If an employee is assigned as a manager in organizational management or as an alternative approver elsewhere in the system, but does not have the *Approvals* view of the *Managing My Area* work center assigned, they cannot manage their approvals.
  For more information, see User and Access Management and the Approvals Quick Guide.

2.2.8 External Business Identifiers in Organizational Management

In Organizational Management, you can assign external business identifiers to org units. These identifiers are issued by external authorities for identification of your company, or parts of your company, in business to business transactions and in other transactions with external partners.

You maintain general business identifiers in the *Org Structures* view of the *Organizational Management* work center. To maintain external business identifiers for an org unit, choose Edit to access the *Planning Area*, select your org unit, and choose *General Business Identifiers* on the *General* tab.

There are different types available:

1. Dun and Bradstreet Number
   The Dun and Bradstreet Number (D-U-N-S) supports business-to-business transactions with external systems and communications. In the system, you can assign at least one unique D-U-N-S number to the org structure by assigning it to the appropriate org unit.
2. Global Location Number
   The Global Location Number (GLN) also supports business-to-business transactions. You can assign this ID to any org unit in the org structure.
3. ID at Payroll Provider
   If you have selected Human Resources and Payroll Processing during scoping, your payroll provider may require different identifiers for your departments than those internally used. Align with your payroll provider and assign the identifiers to the appropriate org units using this field.
4. Company Number
   The Company Number (Betriebsnummer) is valid only for Germany. It is used in business-to-business external and internal human resource transactions and it is recommended wherever an org unit is defined as a Business Residence in the system. The company number as the identification of the employer is prerequisite for any payroll related processes with social insurance funds, for example, contribution payments or DEUEV notifications.
5. Internal Business Partner ID
   When an org unit is defined as a company, a business partner is automatically created by the system when the company is activated. You can overwrite the proposed system ID before the company is activated, if required.
6. SEPA Creditor Identifier
   The SEPA Creditor Identifier uniquely identifies a company as a creditor in the Single Euro Payments Area (SEPA). The identifier is used in payments made by SEPA Direct Debit. This identifier should only be maintained for org units that have been flagged as a Company. For more information, see Incoming Payments by SEPA Direct Debit.

2.2.9 Deviating Business Residence Assignments

Overview

In the *Org Structures* view of the *Organizational Management* work center, the *Business Residence* is a definition that defines an org unit as a representation of the company within a geographical area. Note that you can also assign an org unit to an existing business residence that is not in the same structure as the org unit. This can be done by entering the target business residence in the *Currently Belongs To* field in the *Definitions* tab. Note that all child units of the org unit will inherit this business residence.

Where you assign an org unit to a business residence that is not directly inherited, the assignment is known as a deviating business residence assignment, because you define a deviation between the standard and legal hierarchy. You are stating that the org unit legally belongs to a different geographical area within the company. This functionality is needed for specific cases, where it allows you to correctly reflect your reporting structure and to avoid duplicate business residences in the system at the same time.

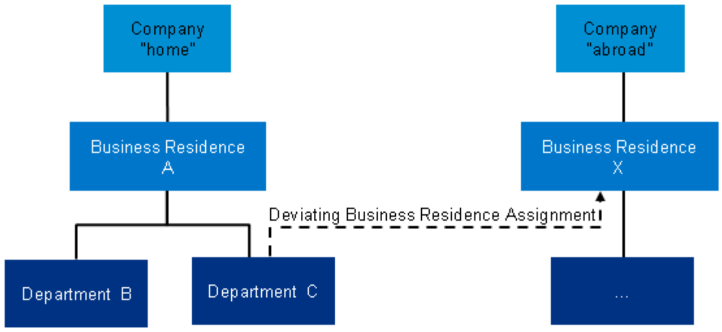
For more information about the *Business Residence* definition, see Business Residence.

Case 1

Cross Reporting in the Org Structure

This is where an org unit does not report to the business residence to which it geographically belongs. The org unit is located in business residence A, but reports to business residence B. In the system, you would generally model the org unit below business residence B for reporting reasons. Then define the deviation and assign the org unit to business residence A as outlined above.

A subsidiary of your company is in a different geographical location. The subsidiary does not report to the affiliated company that is in the same geographical location, but instead reports to the head offices in your home country. In this case you would model the subsidiary below your headquarters to reflect the reporting structure. Then you would define the deviating business residence assignment, and assign it to the affiliated company which will correctly model the legal structure of the companies.



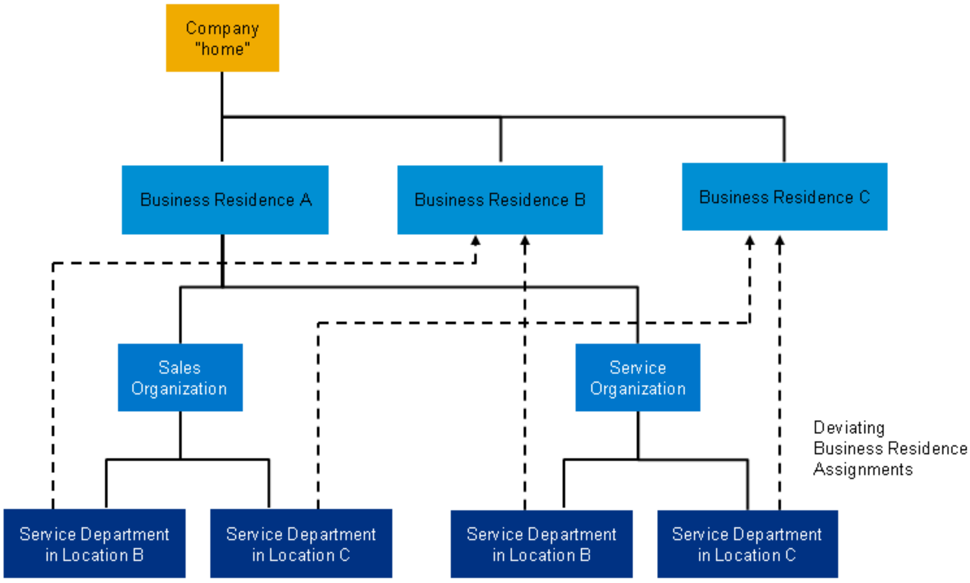
Deviating Business Residence Example 1

Case 2

Central Management for Decentrally Located Org Functions

This is where an org function is centrally managed, but decentrally executed at different locations. For example, your company may have a central sales department and several sales offices in different regions. All sales offices report to the sales department. To correctly model this in your org structure, you should model all business residences on the level below the company. Then you should model the central sales department below the corresponding business residence. All sales offices in your regions then need to be modeled below the sales department and need to be assigned to their corresponding business residence by using the deviating business residence assignment. In this way, both the reporting and the legal perspective is correctly modeled.

In the example below, the sales and service departments are in two business residences, while they report to their head of sales and head of service departments in the main business residence.



Deviating Business Residence Example 2

2.2.10 Time Dependency: Effective-From Date, Start Date, and Validities

Overview

All information entered in the *Org Structures* view of the *Organizational Management* work center is time dependent. Time dependency supports the continuous change of your business – you can adapt your org structure in the system so that it changes as your business changes.

Effective-From Date

The effective-from date can be entered in the *Effective From* field. When you choose Go, the system loads the org structure that is valid on this date. Every change that you make will be effective from this date. For example, if you create a new org unit, the org unit will be valid from the current effective-from date and not from the current system date.

Due to the importance of the effective-from date, check that the correct date is set before making any change in a new session in the *Planning Area*. Note that the system supports you by memorizing the effective-from date you used when you last saved the org structure.

You can make changes within the org structure for different effective-from dates in one session. When you activate the org structure, this activation is not time-dependent, that is, all of your changes for all of your dates are transferred to the active version. It does not make a difference which effective-from date is set at the time of activation, that is, the effective-from date that you set for your data and the date of activation are independent of each other.

Start Date

The start date is the initial effective-from date that you use when you first set up your org structure. This date should be carefully chosen. Specify the unique start date that is to be used for the entire org structure prior to creating any org units. It should be close to the transition into the SAP solution, so that the data maintained in the system represents the reality of your company at that time. Use the oldest date from the following list as the start date for your org structure:

- First day of the migration fiscal period for general ledger opening balances. This is typically one month prior to your go-live date.
- First day of the current fiscal year if you wish to migrate fixed assets. Note that "in service dates" of your fixed assets are irrelevant here.
- First day of the oldest fiscal month for any general ledger balances. If you wish to post amounts in previous fiscal periods, the fiscal period must be opened and the corresponding organizational data (company, cost centers, and so on) needs to be maintained.
- The migration date for your employees, that is, the date from which you wish to assign employees to org units. An employee assignment is the prerequisite for assigning an employee as manager to an org unit. Note that you may migrate employees into the system for dates prior to the start date of the org structure, so there is no need to set the start date to the first hiring date of your employees.

Once you have chosen your start date, use it as the only effective-from date for all initial structure set-up activities, and for definition or function assignments.

Timelines and Validities

The effective-from date and the start date are used to determine the validities of org units. You can use the *Timelines* tab to change the validities of your org units and their properties. You can change the validity of an org unit as follows:

- Change the start date to a future date
- Change the end date to an earlier date
- Change both the start date and the end date

Changing the dates is only possible if no business documents from applications are using the org data within the changed timeframe. Otherwise, the system will generate error messages. You can view open business documents in the *Org Unit Overview* to avoid shortening timelines that may create inconsistencies in the business documents.

The timeline of a unit is limited by the timeline of its parent unit – you cannot extend the timeline of a child unit before or after that of its parent. Also, if you extend the timeline of a parent unit into the past (change the start date to an earlier date) on the *Timelines* tab, the system automatically extends the timeline of the child units to match the parent timeline. If you need to shorten the timeline of a parent unit, but want to keep the timelines of the child units, you can relocate the child units to other parent units with matching timelines. You must always ensure that you have adapted all child units to the new timelines or relocated them. If there are any inconsistencies, there will be a corresponding error message when you check your org structure or at activation.

To change the validity, proceed as follows:

- If you wish to extend the validity of the org units, start with the top org unit, and work downwards. If you wish to reduce the validity of your org units, for example, by setting a later start date, start with the org units at the bottom of the tree and work upwards.

- Set the first date on the *Timelines* tab to the new desired date. You will notice that all other dates for properties of this org unit will also change to this date, unless the properties of the org unit already had different start or end dates. In this case the system will not change the validity of these properties.
- Go through the hierarchy and repeat for each org unit.

2.2.11 Organizational Data Requirements for Customer Relationship Management

Overview

This document provides you with the information you need to set up Customer Relationship Management (CRM) data that is related to Organizational Management.

Org Data and Org Structure Requirements for Sales, Service, and Marketing

General Requirements for Sales and Service

To prepare your system for sales and service, you must do the following in your org structure:

- Assign the definition Company to an org unit
  In the context of sales and services, the company represents the seller party for each sales and service document. The seller party is required to document the business contract from a legal point of view and is used for financial accounting integration.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Company* on the *Definitions* tab.
- Enter a Company Address
  This address is the basis for calculating sales taxes in sales and service documents.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, highlight your company and go to the *Addresses* tab.
- Assign managers to org units or maintain alternative approvers
  Org unit managers are required for approval processes. If approval processes are in scope, then the system tries to evaluate a manager of an org unit that has function assigned to it (functional manager) as the responsible approver.
  An alternative approver can also be maintained in employee work distribution. Even if a functional manager can be found, this alternative approver can also see the approval task.
  If no functional manager and no alternative approver are maintained, then the system cannot find an approver and the approval task cannot be processed.
  To assign managers: In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and assign managers to org units in your org structure using the *General* tab.
  To assign alternative approvers go to the *Application and User Management* work center, choose *Taks Distribution* > *Employee Work Distribution*.

Requirements for Sales

To prepare the system for sales, you must do the following in your org structure:

- Assign the definition Sales Organization to an org unit

This assignment is essential for sales processes. The sales organization assignment is required for all sales and service documents. It represents sales regions or countries, for example. It typically represents the top unit of an organizational sales hierarchy. Sales-relevant master data, such as accounts, products, or prices, is defined in relation to the sales organization. This org function is also relevant for the determination of the profit center for financials. This definition must be assigned to an org unit in every selling company.
In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as the *Sales Organization* on the *Functions* tab.

- Assign the function Sales to an org unit
  The sales function is required for all sales and service documents. In these documents, it is known as a sales unit. It represents sales offices or sales departments, for example.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and set the *Sales* flag for the relevant org unit on the *Functions* tab.

Requirements for Service

To prepare the system for services, you must do the following in your org structure:

- Assign the definition Service Organization to an org unit
  The service organization assignment is required for all service documents. It represents service regions or countries, for example.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as the *Service Organization* on the *Functions* tab.
- Assign the function Customer Service to an org unit
  The service function is required for all service documents. In these documents, it is known as a service and support team or a service execution team. It represents helpdesk departments or field service units, for example.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and set the *Customer Service* flag for the relevant org unit on the *Functions* tab.

Requirements for Marketing

To prepare the system for marketing activities, you must do the following in your org structure:

- Assign the function Marketing to an org unit
  The marketing function is used for generating leads. In the relevant business documents, this is known as a marketing unit.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and set the *Marketing* flag for the relevant org unit on the *Functions* tab.

Other Requirements for Sales, Service, and Marketing

You must also do the following if you want to set up sales, service, and marketing in your company:

- Maintain distribution channels
  The distribution channel describes the path through which your products or services reach your customers. It is required for all sales and service documents, except the service request. In combination with a sales organization, it is known as a distribution chain. This combination is used to determine customer master data, product master data, and sales prices. However, distribution channels may also be assigned at the sales unit level.

The system provides two predefined distribution channels. If you wish to change them or add others, you can do so in the *Business Configuration* work center, in the *Activity List* of your *Implementation Project*. In the *Fine-Tune* phase, choose the activity *Distribution Channel*.
To assign distribution channels to sales units, go to the *Organizational Management* work center, in the *Organizational Work Distribution* view, maintain the work category *Relevant Distribution Channels*.

- Define jobs
  Labour resources are used to calculate the cost of services within projects and sales and service documents. These labour resources are either assigned to a job or a cost center. However, assigning a labour resource to a job allows a more granular set up of cost rates. If you want to do this, you must define jobs in addition to your cost center structure.
  In the *Organizational Management* work center, in the *Job Definition* view, create the relevant jobs.
- Optional: Maintain Work Distribution Rules for Sales and Service
  Within sales and service, work distribution rules can be set up for every company. This allows you to define sales and service territories at company level, and automates the finding of the responsible sales and service units for an opportunity, a sales quote, a sales order, and a service order.
  If you do not maintain work distribution rules, the system will try to evaluate the responsible unit(s) based on the org structure. You will be able to overwrite the system's proposed default values.
  Example: Two subsidiaries in an enterprise have the same customers. The subsidiaries are represented by companies in the org structure. The system allows you to set up rules that determine that a specific subsidiary is responsible for the sales quote or sales order in each company.
  You can maintain the work distribution rules in the *Organizational Management* work center, in the *Organizational Work Distribution* and *Employee Work Distribution* view. Edit the relevant work categories.

2.2.12 Organizational Data Requirements for Financials

Overview

This document provides you with the information you need to set up Financials (FIN) data that is related to Organizational Management.

Org Data and Org Structure Requirements

To prepare your system for FIN, you must do the following:

- Assign the definition Company to all org units that represent a company
  All companies, including affiliated companies, have to be represented as a company in Organizational Management. For these companies, business partners are automatically created by the system. These companies and business partners are used in FIN for partner – company determination.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org units as a *Company* on the *Definitions* tab.
- Assign the definition Segment to the relevant org unit
  The segments within your structure are used for segment reporting. The assignment of segments in a journal entry is derived from profit centers. Therefore, profit centers are prerequisites for segment reporting.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Segment* on the *Definitions* tab.
- Assign the definition Profit Center to the relevant org units
  This is required to provide profit center accounting and segment accounting.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Profit Center* on the *Definitions* tab.

- Assign the definition Cost Center to the relevant org units
  Cost centers are required for cost center accounting.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Cost Center* on the *Definitions* tab.
- Assign the definition Business Residence to the relevant org unit
  Materials and account determination groups are always evaluated at business residence level. In the selling process, materials are evaluated at the level of the supplying business residence and account determination groups are determined based on the selling business residence.

  > We recommend that you do not flag the Business Residence definition on the same org unit as the Company definition. The Business Residence definition should be set at the level directly below a Company.

  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Business Residence* on the *Definitions* tab. Business residences represent the legal aspect of a geographical location and are legally bound to their company after activation of the organizational structure.
- Assign managers to org units
  Org unit managers are required for approval processes. If approval processes are in scope, then the system tries to evaluate a manager of an org unit that has function assigned to it (functional manager) as the responsible approver. If there is no active manager on the org unit to which an approval task is sent, the next functional manager upwards in the hierarchy receives the task for approval.
  An alternative approver can also be maintained in employee work distribution. Even if a functional manager can be found, this alternative approver can also see the approval task.
  If no functional manager and no alternative approver are maintained, then the system cannot find an approver and the approval task cannot be processed.
  To assign managers: In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and assign managers to org units in your org structure using the *General* tab.
  To assign alternative approvers: In the *Application and User Management* work center, choose *Utilities* and then *Employee Work Distribution*.

Other Requirements

You may also have to do the following if you want to set up FIN in your system:

- Assign the company to a set of books
  When you have created and activated the companies, each company must be assigned to at least one set of books.
  In the *Business Configuration* work center, in the *Activities* view, choose *All Activities*, then select the *Integrate and Extend* phase, then the activity *Set of Books*.
- Define company account determination
  This must be done for each company.
  In the *Business Configuration* work center, in the *Activities* view, choose *All Activities*, then select the *Fine-Tune* phase, then the activities *Charts of Accounts*, *Financial Reporting Structures*, and *Account Determination*.
- Activate profit center accounting
  This is activated at the set of books level.
  In the *Business Configuration* work center, in the *Activities* view, choose *All Activities*, then select the *Integrate and Extend* phase, then the activity *Set of Books*.
- Assign cost center types to functional areas

This relationship is required for income statements by functions of expense or earned profit analysis. A prerequisite for this assignment is the definition of functional areas and cost center types
In the *Business Configuration* work center, in the *Activities* view, choose *All Activities*, then select the *Fine-Tune* phase, then the activities *Settings for Income Statements* and *Definition of Cost Center Types*.

- Define resources
  Resources are required for time and activity confirmation.
  In the *Cost and Revenue* work center, choose the *Master Data Allocations* view, then the *Resources* subview. Here, you can create new resources with reference to a cost center, or edit existing resources. Resources can also be created and edited in the *Supply Chain Design Master Data* work center.

2.2.13 Organizational Data Requirements for Human Resources

Overview

This document provides you with the information you need to set up Human Resources (HR) data that is related to Organizational Management. For each scope variant of HR, it lists the required and optional data from an organizational perspective. It also provides suggestions for customers who want to switch to different HR scope variants. It describes, for instance, which organizational data should be maintained when the scope is enhanced from People Master Data Management to include Personnel Administration or Time and Labor Management.

People Master Data Management

Only basic employee data is maintained using People Master Data Management. This allows you to assign employees to the organizational structure and to assign jobs to them. You do this in the Organizational Management work center and in the Business Partner work center. In the People Master Data Management scope, the Personnel Administration work center is not in use, so no explicit hire, transfer, or termination of employees is possible.

To prepare your system for People Master Data Management, you must do the following:

- Create a Basic Org Structure
  A basic org structure should be available for employees and service agents. At least one org unit should be maintained. It is not necessary to assign employees to any org units.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task. You can create or edit your org structure in this view.

If you plan to upgrade to Personnel Administration, we recommend that you do the following:

- Maintain the Org Structure
  Ensure that your org structure contains org units with the following definitions assigned to them: Company, Business Residence, Cost Center, and Reporting Line Unit. Employees should be assigned only to org units that themselves are or that lie below reporting line units and cost centers. The system can then determine these attributes for each employee.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant definitions for the org units on the `Definitions` tab.

Personnel Administration

To prepare your system for Personnel Administration, you must do the following:

- Assign the Definition Company to an Org Unit

The company, including the country of registration, represents the legal employer of each employee and is mandatory for the work agreement. It enables the system to determine a company for each employee and is used to check whether the hire country is the same as the country of registration of the company. A warning that the hire country may be incorrect is issued when this is not the case. The system does not enforce the same countries for hire and the company. This is to support the Societas Europaea (SE) or "European Company". In these companies, the country of registration of the company can differ from the hire country.
In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Company* on the Definitions tab. You will then be asked to specify the *Country of Registration* and the system will propose a *Default Currency* based on this.

- Assign the Definition Business Residence to an Org Unit and Specify an Address
  A business residence is required for Personnel Administration. Employees can only be assigned to org units that themselves are or that lie below business residences. The setup of your org structure will impact the way legal reporting is done. Equal Employment Opportunity (EEO) reporting requirements should, for instance, be taken into consideration when determining the business residences within an organizational structure.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Business Residence* on the Definitions tab. You maintain the address of this business residence on the *Addresses* tab.
- Assign the Definition Reporting Line Unit to an Org Unit
  Reporting line units are required for Personnel Administration. Employees can only be assigned to org units that are or are below reporting line units. The start date of an employee's assignment (work agreement) may not be prior to the effective-from date of the reporting line unit. The start date of an employee's work agreement is either the hire date (for new hires) or the date of the first system record (for migrated employees).
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Reporting Line Unit* on the Definitions tab.
- Assign the Definition Cost Center to an Org Unit
  Cost centers are required in the org structure. Employees can only be assigned to org units that themselves are or that lie below cost centers.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Cost Center* on the Definitions tab.
- Define Jobs and Assign Employees
  A job describes the tasks and functions of the employees assigned to the job. Employees are identified via the job for staffing of org units or projects. Jobs are mandatory for the hire process and for Personnel Administration. Jobs and cost centers are used in the definition of labor resources, which in turn are required for internal cost assignment of employees.
  In the *Organizational Management* work center, you can create jobs in the *Job Definition* view.
- Maintain Standard Working Time
  Standard working time is the working time that a full-time equivalent (FTE) in the company would work. This is defined in a Go-Live Activity. The defined values are valid for the selected company and are inherited along the org structure below.

> Configuration settings are usually performed by an administrator. If you do not have the required authorization, contact your administrator.

Prerequisites:
Working time is enabled in your solution configuration. To find this business option, go to the *Business Configuration* work center and choose the *Implementation Projects* view. Select your implementation project and click Edit Project Scope . In the *Scoping* step of the project, ensure that *Personnel Administration* is selected within *Human Resources*.

To find this activity, go to the *Business Configuration* work center and choose the *Implementation Projects* view. Select your implementation project and click Open Activity List. Select the *Fine Tune* phase, then select the *Working Time* activity from the activity list.

We recommend that you also do the following:

- Assign Managers to Org Units
  Each org unit should have an assigned manager so that the system can route documents, such as expense reports and purchase requests, to the employee's line manager. If no manager can be found for the org unit of the employee, the system will try to determine this from reporting line units higher up in the organizational structure. This is not mandatory for Personnel Administration.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and assign managers to org units in your org structure using the General tab.
- Create Employees of Countries Not Supported by the System as Service Agents
  HR supports a limited number of countries. If you have employees in countries that are currently not supported by HR, you should define the org structure for these countries and then assign the employees to the structure as service agents. Currently, the following countries are supported: DE, US, CN, FR, IN, UK.

If you want to extend your scope to include Personnel Administration, you should take the following into consideration:

- Maintain Requirements and Recommendations for Personnel Administration
  You should do this before you extend your scope to include personnel administration.
- Maintain Standard Working Time in Fine-Tuning
  This must be maintained as an activity in the fine-tune phase during the scope enhancement itself and cannot be done beforehand.
- Assign Jobs to Employees
  This can be done during the employee migration phase of the scope enhancement. The job of an employee can be selected from within the migration screens.

Time and Labor Management

To prepare your system for Time and Labor Management, you must do the following (in addition to the requirements for Personnel Administration):

- Assign Managers to Org Units with the Definition Reporting Line Unit
  This is mandatory when approval processes are in scope. If HR approval processes are in scope, the system attempts to assign a manager of a reporting line unit as the responsible approver. If no reporting line unit manager can be found for the reporting line unit of the employee, the system will try to determine a manager from reporting line units higher in the organizational structure. The determination of an approver is needed for the routing of approval tasks.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and assign managers to org units in your org structure using the General tab.
- Assign the Definition Business Residence to an Org Unit
  The business residence is a prerequisite for the working day calendar. If you want to define working day calendars with local holidays, then you must maintain business residences.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Business Residence* on the Definitions tab.
- Maintain a Working Day Calendar
  Defines the valid working days and is a prerequisite for implementing the (local) holiday calendar.
  You define your working day calendar in the *Business Configuration* work center, in the *Activity List* view. In the *Fine-Tune* phase, choose the activity *Working Day Calendar*. You assign your working day calendar to the

organizational structure in the *Organizational Management* work center. For more information, see Create a New Working Day Calendar with a New Holiday.

- Maintain a Holiday Calendar
  A holiday calendar is assigned to the working day calendar and defines which days of the year are public or company-specific holidays. The system uses the holiday calendar to evaluate time recordings. For instance, vacation taken on a public holiday should not be deducted from the vacation account.
  You define your holiday calendar as part of the definition of the working day calendar. For more information, see Create a New Working Day Calendar with a New Holiday.

If you want to extend your scope to include Time and Labor Management, you should take the following into consideration:

- Maintain the Requirements for Time and Labor Management
  You should do this before you extend your scope to include Time and Labor Management.
- Assign Managers to Reporting Line Units
  This can be maintained after the scope enhancement has been completed.
  You assign your managers to the org structure in the *Organizational Management* work center. Choose the *Edit Org Structures* common task, and assign managers on the General tab.

Compensation and Payroll

Compensation and Payroll are always in scope together. To prepare your system for Compensation and Payroll, you must do the following (in addition to the requirements for Time and Labor Management):

- Maintain a company currency
  The currency selected for the company is relevant for compensation and payroll.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag your org unit as a *Company* on the Definitions tab. You will then be asked to specify the *Country of Registration* and the system will propose a *Default Currency* based on this. On the *Addresses* tab, you can add your company address.
- Maintain cost centers in the SAP system and in the Payroll system
  Cost centers must be maintained in the SAP system and in the external payroll system. The cost center of an employee is included in the interface data from the SAP system to the payroll system, because payroll processing requires cost center data for posting payroll results into financials. Employees should be assigned only to org units that are or are below cost centers. The system can then determine the cost center for each employee.
- Map the IDs of companies, business residences and cost centers in the Payroll system and the SAP system
  If SAP data is to be uploaded into the payroll system, a mapping is needed between the IDs of companies, business residences, and cost centers. This mapping must be performed either in the external payroll system or during the uploading process. It is recommended that the business residences remain in sync with the locations established within the payroll vendor's system. An employee's business residence is included in the payroll extract for tax reporting purposes.
- Payroll US: Maintain the ID at Payroll Provider
  Some payroll systems in the US need the reporting line unit of the employee for payroll reporting. If the ID at Payroll Provider is maintained as an external business identifier for the reporting line unit, this information is included in the interface data transferred from the SAP system to the payroll provider's system.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and select your reporting line unit. On the *General* tab, choose *External Business Identifiers*.
- Payroll US: Maintain a Company Tax Arrangement (Federal Level)
  A company tax arrangement (federal level) is required to maintain federal tax information for employees. An employee's company, as assigned within the org structure, should be aligned with the appropriate Federal

Employer Identification Number (FEIN) for W-2 or 1099 reporting purposes. The FEIN number is also transferred to the payroll system of the payroll provider.
You define your Company Tax Arrangements in the *Business Configuration* work center, in the *Activity List* view. In the *Fine-Tune* phase, choose the activity *Tax Regulations by Other Providers - US*.

We also recommend that you do the following:

- Payroll US: Maintain a Company Tax Arrangement (State Level)
  A company tax arrangement (state level) is used by the system to provide default tax information for employees. Depending on the business residence of an employee, the appropriate state tax authority is provided as a default value during the hire process. The Employer Identification Number (EIN) is required for this.
  You define your Company Tax Arrangements in the *Business Configuration* work center, in the *Activity List* view. In the *Fine-Tune* phase, choose the activity *Tax Regulations by Other Providers - US*.

If you want to extend your scope to include Compensation and Payroll, you should take the following into consideration:

- Maintain the requirements for Compensation and Payroll
  You should do this before you extend your scope to include Compensation and Payroll.

See Also

Org Structures Quick Guide [page 5]
Job Definition Quick Guide [page 47]

2.2.14 Organizational Data Requirements for Projects

Overview

This document provides you with the information you need to set up Projects data that is related to Organizational Management.

Org Data and Org Structure Requirements

To prepare your system company for Projects, you must do the following:

- Maintain All Relevant Cost Centers for Your Projects
  Projects are assigned to a responsible cost center. The responsible cost center is required to determine the company and the profit center. Overhead cost project are also assigned to a requesting cost center. This is then used for the settling of costs.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, select the relevant org units, and select the *Cost Center* checkbox on the Definitions tab.
- Assign Managers to Cost Centers
  In some cases, an approval is needed before a project can be released or a project baseline can be changed. In this case the system tries to find the manager of the requesting cost center if one is available, otherwise it tries the manager of the responsible cost center.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and enter the relevant employee as an *Org Unit Manager* on the General tab of the relevant org units.
- Assign the Definition Company to an Org Unit
  The company for a project is evaluated via the responsible cost center.

In the *Organizational Management* work center, choose the *Edit Org Structures* common task, select the relevant org unit, and select the *Company* checkbox on the Definitions tab.

- Optional: Specify the Company Currency
  The company currency is used as the default currency for project expenses.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task. On the Definitions tab, choose *Details* next to the *Company* checkbox to find the company's properties.
- Optional: Assign the Function Cost Management to an Org Unit
  The Cost and Revenue work center will be proposed for employees assigned to org units with this function. Employees with this work center, for example, financial analysts, can then access projects assigned to companies for which they are authorized.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and select the *Cost Management* checkbox for the relevant org unit on the Functions tab.
- Optional: Assign the definition Program to an Org Unit
  If you need to group several projects together to benefit from aggregated reporting, projects can be assigned to a program. Any org unit can be flagged as a program.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and select the relevant org unit, and choose the *Program* checkbox on the Definitions tab.

2.2.15 Organizational Data Requirements for Supplier Relationship Management

Overview

This document provides you with the information you need to set up Supplier Relationship Management (SRM) data that is related to Organizational Management.

Org Data and Org Structure Requirements for SRM

To prepare your system for SRM, you must do the following

- Assign the definition Company to an org unit
  The company address that you specify when creating the company is required for tax calculation purposes. Tax calculation is required for supplier invoices and for purchase orders. In the United States, this address needs to include the jurisdiction code.
  The company currency is required for SRM processes. It is a prerequisite for the shopping cart in SRM and will be automatically used for purchase orders and purchasing contracts.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Company* on the *Definitions* tab. You will then be asked to specify the *Country of Registration* and the system will propose a *Default Currency* based on this. On the *Address* tab, you can add your company address.
- Assign the definition Business Residence to an org unit
  When you assign a business residence in the Organizational Management work center, the system automatically creates a site. Attributes such as the ID, name, working day calendar, address, global location number, and D-U-N-S number are copied from the business residence to the site. The site then represents the geographical aspect of the business residence and can be used in logistical processes.
  In SRM, the business residence is required to determine the account for supplier invoices in Financials.

The site is required for purchase orders in stock and non-stock procurement. If the site is also used as a location to which goods are shipped, the site address is required for suppliers, so that they know where to deliver the ordered goods. In this case, the site must be flagged as a ship-to location.
In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Business Residence* on the *Definitions* tab. If you need to define the generated site as a ship-to location, use the link that is displayed upon activation of the business residence. In the *Details* of the business residence, you can access site maintenance.
If you need to maintain the site after you have created the business residence, you can access it in the *Supply Chain Design Master Data* work center, in the *Locations* view. Select the location that is associated with your site and choose *Edit Location*.

- Assign the definition Cost Center to an org unit
  A cost center is required for supplier invoices and purchase orders in non-stock procurement processes.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Cost Center* on the *Definitions* tab.
- Optional: Assign the functions Operational Purchasing, Strategic Purchasing, and Supplier Invoicing to an org unit
  If you assign these org functions to one or several org units, the system will propose the relevant work centers for employees who are assigned to these org units. If, during scoping, you have chosen to use approval processes, the managers of these org units will receive tasks for approval.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org units with the functions listed above on the *Functions* tab.
- Optional: Specify an Alternative Approver in Work Distribution
  If the org functions listed above are not flagged on any org unit, or if they are flagged, but no manager can be evaluated, an alternative approver can be specified. This alternative approver then receives SRM-relevant approval tasks. The alternative approver can also see the approval tasks even if a regular manager can be evaluated by the system.
  In the *Application and User Management* work center, in the *Utilities* view, choose *Employee Work Distribution*.
- Optional: Specify an Additional Accountant in Work Distribution
  An additional accountant can be maintained for invoice determination. This employee can post invoices, even if he or she is not assigned to an org unit with the org function Supplier Invoicing.
  If the org function Supplier Invoicing has not been maintained for any org unit, an additional accountant must be maintained. Otherwise, the posting of invoices is not possible.
  In the *Application and User Management* work center, in the *Utilities* view, choose *Employee Work Distribution*. You can maintain the *Additional Accountant* under *Purchasing* in the list of work categories.

2.2.16 Organizational Data Requirements for Supply Chain Management

Overview

This document provides you with the information you need to set up Supply Chain Management (SCM) data that is related to Organizational Management.

Org Data and Org Structure Requirements for SCM

To prepare your system for the use of SCM, you must:

- Assign the definition Business Residence to an org unit
  When you assign a business residence in the *Organizational Management* work center, the system automatically creates a site. Attributes such as the ID, name, working day calendar, address, global location number, and D-U-N-S number are copied from the business residence to the site. The site then represents the geographic aspect of the business residence and can be used in logistical processes.
  The working day calendar and operating hours of the site are used for planning in SCM. The address is used as the ship-from and ship-to address and is communicated to suppliers and customers in sales and purchasing processes.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Business Residence* on the Definitions tab.
- Assign the definition Cost Center to an org unit
  For cost evaluation reasons, each resource must be assigned to a cost center. With this assignment, the resource is assigned to the company of the cost center and the correct set of books can be found. The cost center is also required in physical inventory for inventory adjustments, specifically for selection and for financial postings.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a *Cost Center* on the Definitions tab.
- Assign the definition Company to an org unit
  The company ID that is specified when creating the company is required to derive a correct set of books for valuation reasons. In SCM, the company currency is always derived from the set of books.
  In the *Organizational Management* work center, choose the *Edit Org Structures* common task, and flag the relevant org unit as a Company on the *Definitions* tab. On the General tab, you can specify an *ID* and a *Name* for the org unit, which is then the same for the company.

Other Requirements for SCM

You must also do the following if you want to set up SCM in your system:

- Adjust the attributes of the automatically created Site
  As described above, the site is automatically created when the business residence is activated. However, the site must then be adapted for SCM processes manually. It can have the following attributes: *Ship-From Location*, *Ship-To Location*, *Storage Location*, and *Service Point*. In addition, the site has to be enabled for logistics. The attributes you require for your processes have to be maintained directly in the site.
  In the *Supply Chain Design Master Data* work center, in the *Locations* view, select the location that is associated with your site and choose *Edit Location*. Select the roles you want for the site.
- Define jobs
  Labor resources are used to calculate SCM-related costs. A labor resource is assigned to a job as well as a cost center. Therefore, the relevant jobs need to be maintained.
  In the *Organizational Management* work center, choose the *Job Definition* view, and create the relevant jobs.

2.3 Tasks

2.3.1 Create and Edit the Org Structure

Overview

This task description guides you through the processes of creating the initial org structure or editing the existing org structure. You can create or edit org structures in the *Org Structures* view of the *Organizational Management* work center.

Prerequisites

- Use this document in combination with the Guide: Setting Up Your Org Structure [page 12] document. The guide provides information you need to set up a consistent structure and must be used in addition to the task description provided in this document.
- You have read the business background documents in the Org Structures Quick Guide [page 5].
- You have gathered all data relevant for organizational management, such as the legal, managerial, and functional data of your enterprise.
  You use your existing organizational structure plan as a basis for creating the org structure in the system. When you start creating the structure, we recommend that you build from the top down; that is, start with companies and business residences, and then add the business divisions or departments. When editing your org structure, always enter the effective-from date for your changes.

Procedure

1. In the *Org Structures* view, click Edit, or click the *Edit Org Structures* common task.
2. On the dialog box that appears, specify the *effective-from date* for your proposed changes and choose OK. Note that all elements in the org structure are time-dependent.

   When creating an org structure, the effective-from date must be as far as necessary in the past to include all relevant human resource and financial data. When editing an active org structure, enter the date from which you want your changes to take effect before you start to edit. For more information, see Time Dependency: Effective-From Date, Start Date, and Validities [page 28].
3. Create your org structure outline.
   a. To create a new org structure, click New, and select *Org Structure* in the planning area.
   Alternatively, you can also select the *Org Unit* under *Template*, and drag it into the central screen. You can then drag as many org units as required and drop them onto the root org unit.
   b. To add an org unit, place your cursor on the intended root org unit and click New. Then click *Org Unit*. Repeat this step until you have all the org units you require.
   Alternatively, to add a child org unit, click the parent org unit with the secondary mouse button to open the context menu, then click *New Org Unit*.
4. Complete all relevant tabs for each org unit in the structure. To do this, select an org unit and then fill in the information on the tabs.

You can check the consistency of your org structure at any time, as described in step 5 below. Regular checks help you to eliminate inconsistencies on an ongoing basis, rather than being faced with many messages related to inconsistencies when you have finished making all of your changes.

General Tab

Contains general information on the org unit, such as the org unit ID, name, timelines, working day calendar, manager, and address.

a. Assign the *Org Unit ID*. Note that you cannot change the org unit ID after you activate the org structure.
b. Enter the *Org Unit Name*.
c. The *Valid From/To* field displays the timeline of the org unit. You can change timelines on the *Timelines* tab.
d. Enter the *Working Day Calendar* to apply to this org unit
.
e. If required, click the *External Business Identifiers* link to apply the correct identifier to an org unit, for example, D-U-N-S.
For more information, see External Business Identifiers [page 25].
f. If a manager is required, in the *Org Unit Manager* field, click the icon to display the *Select Manager* dialog box. A list of employees is displayed. Choose the appropriate employee. The *Manager*, *Manager ID*, *Job Title*, and *Assigned To* fields are automatically filled with the chosen employee's data.
For more information, see Manager Assignment [page 23].

Definitions Tab

Displays all definitions that are assigned to the org unit. The definitions define the types of properties associated with an org unit, for example, the legal property, which is relevant for the definitions *Company* and *Business Residence*.

a. Select the appropriate definition or definitions for your org unit. These are properties that define the org unit in the org structure, for example, make it a profit center, cost center, or both.
b. Complete all fields for each definition.

For more information, see Definitions [page 21].

If you are creating the initial org structure, ensure that you create one business residence for every company. Do not assign both definitions to the same org unit.

Addresses Tab

Provides all address details for the org unit, including the main address and the bill-to address.

a. Enter the addresses for the org unit. You can enter new addresses or copy existing ones from other org units.
b. In the *Company Name* and *Department Name* fields enter the names, as required.
c. If required, you can enter a different *Bill-to Address* for a company.

Functions Tab

Displays all duties that are assigned to the org unit.

a. On the *Functions* tab, expand the relevant group by choosing *Details*.
b. Select the appropriate check boxes to activate the relevant functions of the org unit. The functions you assign propose the work centers for the employees assigned to this org unit. For more information about assigning work centers to employees, see the documentation on Business Users.

For more information, see Functions [page 20].

Employees Tab

Displays all information regarding both the internal employees and service agents assigned to the org unit, including their employee IDs and jobs.

a. Assign employees or service agents to your org unit.

> Employees or service agents can only be assigned in organizational management and not created. If Human Resources is active in your system, you can hire employees in the *Regular Tasks* view of the *Personnel Administration* work center and create new service agents in the *Service Agents* view of the *Business Partner Data* work center. If Human Resources is not active in your system, you can create employees and service agents in the *Business Partner Data* work center, in the *Employees* view.

Timelines Tab

Displays all timelines of the properties and attributes of the org unit.

a. On the *Timelines* tab, you can edit the length of time an attribute is to exist in the system. You can do this individually for all attributes associated with the org unit, for example, the definitions and the addresses.
b. In the *Valid From* or *Valid To* column, either enter the new date or select using the calendar.

5. Check your org structure. Click Check in the main header to check the consistency of the data you have entered.

   There are four check options available:

   - *Check All*: Checks all org structures that are currently being displayed in the planning area.
   - *Check Selected Structure*: Checks the complete org structure related to the org unit that is currently selected.
   - *Check Selected and Dependent Org Units*: Checks the org structure from the org unit that is currently selected downwards.
   - *Check Selected and Dependent Org Units in Background*: Allows you to simulate the effects of a background activation of the selected org unit and its child units. You receive a notification from the system when the background check has been completed.

     > We recommend that you use this option to check medium to large org structures to ensure that you can continue to work in your system while the check is taking place.

   Any inconsistencies in the org structure are displayed as error messages. You must resolve these error messages by changing your org structure until they are resolved. Continue to click Check to assess your progress.

   For more information, see Business Constraints and Veto Checks [page 22].

6. Activate your org structure. When you have resolved all error messages, click Activate in the main header. Activation also saves your data.

   There are three activation options available:

   - *Activate All*: Activates all org structures that are currently being displayed in the planning area.
   - *Activate Selected Structure*: Activates the complete org structure related to the org unit that is currently selected.
   - *Activate Selected and Dependent Org Units*: Activates the org structure from the org unit that is currently selected downwards.
   - *Activate Selected and Dependent Org Units in Background*: Activates the selected org structure and its child units in the background. You receive a notification from the system when the background activation has been completed.

> We recommend that you use this option to activate medium to large org structures to ensure that you can continue to work in your system while the activation is taking place.

The saving of changes that you did not want to make can only be undone using the Roll Back button, which will also undo all other changes you have made in the planning area since the last save or activation. You must then rebuild your org structure. *Roll Back* rolls the planning area back to the last active version. It discards all changes made in the planning area since the last activation and copies the active area into the planning area. You use this action if you have made changes and saved them and now wish to discard them.

Result

You have activated your org structure. It will now appear in the active area. You can now use the org structure in all processes and applications that refer to org data.

If you are having problems with processes in an application area after creating your org structure, check the Org Data Requirements document for that application area. You can find these documents in Business Background section of the Org Structures Quick Guide [page 5] and check the Guide: Setting Up Your Org Structure [page 12].

2.3.2 Assign an Employee

Prerequisites

The employee and/or service agent you want to assign to an org unit have been created in the system. You can create employees in the following ways:

- If *Human Capital Management* is active in your system, you create and assign employees in the *Personnel Management* work center. You create service agents in the *Business Partner Data* work center. You assign them in the *Organizational Management* work center.
- If *Human Capital Management* is inactive, you create both employees and service agents in the *Business Partner Data* work center and assign them to org units in the *Organizational Management* work center.

> You can only assign employees to org units that have a business residence in the hierarchy above them. This means that employees cannot be assigned at company and at business residence level. For example, to be able to assign a Managing Director as a manager of your company org unit, you must first assign the director as an employee to an org unit further down in the structure and then assign that employee as the manager of your company org unit.

Procedure

1. Choose Edit in the *Org Structures* view of the *Organizational Management* work center.
2. Specify the correct *Effective From* date for your changes and choose Go.
3. Select the org unit to which you want to assign an employee and choose the *Employees* tab.
4. Choose Add. The system adds a line to the table.
5. In the *Employee ID* column, select the employee or service agent you want to assign to the org unit. The system automatically transfers the details of that employee to the table.
6. Optional: You can assign a job to the employee using the *Job ID* column of the table.

You create jobs in the *Job Definition* view of the *Organizational Management* work center. For more information, see the Job Definition Quick Guide [page 47].

7. Choose Save and choose one of the options under Activate to activate your changes.

> You can assign several employees or service agents to one org unit.

See Also

Assign a Manager [page 46]

2.3.3 Assign a Manager

Prerequisites

The employee or service agent that you want to assign to the org unit as a manager is already assigned as an employee in the org structure. Once the employee or service agent is assigned to an org unit, you can assign them as the manager of one or several org units.

For more information on assigning employees to the org structure, see Assign an Employee [page 45].

For more information about the consequences of assigning a manager, see Manager Assignment [page 23].

Procedure

1. Choose Edit in the *Org Structures* view of the *Organizational Management* work center.
2. Specify the correct *Effective From* date for your changes and choose Go.
3. Select the org unit to which you want to assign an org unit manager and choose the *General* tab.
4. Select or enter an org unit manager in the *Org Unit Manager* field.

   The system fills the *Manager ID*, *Job Title*, and *Assigned To* fields automatically based on the manager you select.
5. Choose Save and choose one of the options under Activate to activate your changes.

> Only one manager can be assigned to each org unit, even if there are several definitions and/or functions assigned to this unit. The selected manager is then the manager for all of the definitions and/or functions that are assigned to this org unit.

3 Job Definition View

3.1 Job Definition Quick Guide

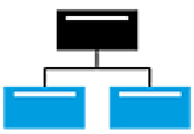
You can access the *Job Definition* view in the *Organizational Management* work center.

In organizational management, a job is a textual description of the duties of an employee as you would find it in the employment contract. The job consists of an ID and a name. It also has an expiry date, which initially is set to unlimited, but can be set to a specific date if a job should no longer be used.

When employees are assigned or hired to an org unit, they require an association with a job in the system. The job then characterizes the employee assignment and is also used by the Projects function to staff projects, and in Sales to fulfill service-related tasks.

In the *Show* dropdown in this view, you can display jobs according to the following criteria:

- *Active (Unlimited Validity)*: Shows jobs that have no expiry date.
- *Active (Limited Validity)*: Shows jobs that have an expiry date in the future.
- *Inactive*: Shows jobs that are outside their validity period.
- *All*: Shows all jobs.



Tasks

Create a New Job

1. Click New. The *Define Job* screen appears.
2. Enter a *Job Name* and a *Job ID*.

   > You cannot change the Job ID once the job has been saved.

3. Attach a *Job Description*, if required. To do this, click Add, and then attach your file or link.
   You can replace a job description later, by editing the job and clicking Replace.
4. Click Save or Save and Close to save the new job.

   > You can also create the next new job directly from this screen by clicking New.

   The new job has been saved to the system and added to the *Job Definition* overview list that appears when you first access the work center view. Whether the job is *Active*, *Inactive*, or *Deprecated* depends on the expiry date.

4 Work Distribution View

4.1 Organizational Work Distribution Quick Guide

The *Organizational Work Distribution* view enables you to manage the distribution of work within your organization by creating work distribution rules that allow the system to evaluate work items and to determine the org unit responsible for these work items. Depending on the work category, the system directs the work item to the determined org unit, or provides the org unit as a proposal in the relevant business document.

You can access this view from the *Organizational Management* work center under *Work Distribution*.

Business Background

Work Distribution

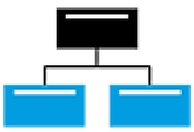
Work distribution defines the process of assigning work to an org unit or employee. By default, work items in SAP Business ByDesign are visible to all users that have the corresponding access rights. However, for some business processes the org unit or employee responsible for a work item has to be determined. For these areas, you can define work distribution rules that enable you to automatically assign business documents and tasks to dedicated org units or employees.

For more in formation, see Work Distribution [page 51].

Work Categories

The work category is the central element for work distribution. A work category represents a specific part of work in a business area and is related to one or more business documents. Each work category provides parameters that you can use to define work distribution rules, according to which the system determines the responsible org unit or employee for a business document.

For more in formation, see Work Categories [page 53].



Tasks

Create a Work Distribution Rule

1. In the *Organizational Work Distribution* view, select a work category.
2. Click Edit.

   You cannot change work distribution for past dates. If the Edit button is disabled, check the *Effective Date* and ensure that you have not entered a date that occurs in the past.

3. Choose Work Distribution Rules, then click Add.
   If you want to copy an existing rule, click Copy.
   The system processes work distribution rules for organizational work distribution along their priorities. If you have maintained multiple rules for a work category, the system only uses the first rule that applies to the properties of the evaluated business

document. By adding a rule you are creating a new rule that is added to the bottom of the list. If you wish to insert a rule of a higher priority, then change priority by moving the rules up and down in the table.

4. Enter the name of the rule.
5. Enter the ID of the responsible org unit.
6. Enter the validity period of the rule.

> If you change or delete a work distribution rule that begins before the effective date, the rule is only valid to the date before the effective date. If you only change the rule, the system creates a new rule based on the existing rule and includes the changes you make. The new rule is valid as of the effective date.

7. Go to the *Rule Details* section and specify the parameters for the rule.
Each parameter appears as a tab, for example, Company . Using the parameters, you can specify exactly both which parameter is to be included in the rule or excluded from the rule.
8. Click Check to verify whether your rule is consistent.
9. Click Save or Save and Close.

Delete a Work Distribution Rule

1. In the *Organizational Work Distribution* view, select a work category.
2. Click Edit.

> You cannot change work distribution for past dates. If the Edit button is disabled, check the *Effective Date* and ensure that you have not entered a date that occurs in the past.

3. Choose Work Distribution Rules .
4. Select the work distribution rule you want to delete and click Delete.
5. Click Save or Save and Close.

Set a Work Category to Global Work Distribution

1. In the *Organizational Work Distribution* view, select a work category that has the status *Defined Work Distribution*.
2. Click Action and select the option *Set to Global Work Distribution*.

4.2 Employee Work Distribution Quick Guide

The *Employee Work Distribution* view enables you to manage the distribution of work to employees by creating work distribution rules that allow the system to evaluate work items and to determine the employee responsible for these work items. Depending on the work category, the system directs the work items to the determined employee, or provides the employee as a proposal in the relevant business document.

You can access the *Employee Work Distribution* view from the following locations:

- *Organizational Management* work center under *Work Distribution*
- *Application and User Management* work center under *Task Distribution*

Business Background

Work Distribution

Work distribution defines the process of assigning work to an org unit or employee. By default, work items in SAP Business ByDesign are visible to all users that have the corresponding access rights. However, for some business processes the org unit or employee responsible for a work item has to be determined. For these areas, you can define work distribution rules that enable you to automatically assign business documents and tasks to dedicated org units or employees.

For more in formation, see Work Distribution [page 51].

Work Categories

The work category is the central element for work distribution. A work category represents a specific part of work in a business area and is related to one or more business documents. Each work category provides parameters that you can use to define work distribution rules, according to which the system determines the responsible org unit or employee for a business document.

For more in formation, see Work Categories [page 53].

Tasks

Create a Work Distribution Rule

1. In the *Employee Work Distribution* view, select a work category.
2. Click Edit.

   You cannot change work distribution for past dates. If the Edit button is disabled, check the *Effective Date* and ensure that you have not entered a date that occurs in the past.

3. Choose Work Distribution Rules , then click Add.
   If you want to copy an existing rule, click Copy.
   By adding a rule you are creating a new rule that is added to the bottom of the list. If you wish to insert a rule of a higher priority, then change priority by moving the rules up and down in the table.
4. Enter the name of the rule.
5. Enter the ID of the responsible employee.
6. Enter the validity period of the rule.

   If you change or delete a work distribution rule that begins before the effective date, the rule is only valid to the date before the effective date. If you only change the rule, the system creates a new rule based on the existing rule and includes the changes you make. The new rule is valid as of the effective date.

7. Go to the *Rule Details* section and specify the parameters for the rule.
   Each parameter appears as a tab, for example, Company . Using the parameters, you can specify exactly both which parameter is to be included in the rule or excluded from the rule.
8. Click Check to verify whether your rule is consistent.

9. Click Save or Save and Close.

Delete a Work Distribution Rule

1. In the *Employee Work Distribution* view, select a work category.
2. Click Edit.

   You cannot change work distribution for past dates. If the Edit button is disabled, check the *Effective Date* and ensure that you have not entered a date that occurs in the past.

3. Choose Work Distribution Rules .
4. Select the work distribution rule you want to delete and click Delete.
5. Click Save or Save and Close.

Set a Work Category to Undefined

1. In the *Employee Work Distribution* view, select a work category that has the status *Defined Work Distribution*.
2. Click Action and select the option *Set to Undefined*.

4.3 Business Background

4.3.1 Work Distribution

Overview

Work distribution defines the process of assigning work to an org unit or employee. By default, work items in SAP Business ByDesign are visible to all users that have the corresponding access rights. However, for some business processes the org unit or employee responsible for a work item has to be determined. For these areas, you can define work distribution rules that enable you to automatically assign business documents and tasks to dedicated org units or employees.

Work Distribution in Detail

Work distribution in SAP Business ByDesign controls the determination of org units and employees responsible for certain business documents. The central element of work distribution is the work category, for example, the *Sales Unit for Manual Invoices* work category. A work category represents a specific part of work in a business area and is related to one or more business documents. Each work category provides one or more parameters that are equivalent to the parameters in the corresponding business document. You can use these parameters to define rules according to which the system determines the org unit or employee responsible for a business document. The system compares the data specified for the parameters in the work distribution rules with the data in the business document. Depending on the work category, if the data matches, the system does the following:

- The system provides the org unit or employee determined as a proposal in the relevant business document.
- The system assigns the business document to the corresponding worklist.
- The system sends a Business Task Management (BTM) item to the employees of the determined org unit or to one dedicated employee.

However, not all business processes distribute work using BTM or a work list assignment. In some cases, the work distribution mechanism is only used to provide the org unit or employee responsible as a proposal in the business document.

Work distribution only controls who is responsible for a certain business document, but does not define the access rights for these business documents. To access business documents and their related BTM items, the relevant work center view must be assigned to the corresponding user. For more information, see User and Access Management.

In the system, work distribution comprises organizational work distribution and employee work distribution.

Organizational Work Distribution

Organizational work distribution contains all work categories that the system uses to determine the org unit responsible for a specific business document. A work category for organizational work distribution is always linked to the function that is defined for the org unit, for example, the *Supplier Invoicing* work category is linked to the *Supplier Invoicing* function. The function of an org unit defines the role of the org unit in the business process. Each function represents a certain business area and a set of work centers and work center views that are needed by the assigned user to complete work for this area. For more information about the different functions, see Functions [page 20].

> A prerequisite for organizational work distribution is the correct setup of your org structure in the *Organizational Management* work center. This includes the correct assignment of functions to org units according to the work which is performed in those org units. For more information, see Org Structures Quick Guide [page 5].

Employee Work Distribution

Employee work distribution contains all work categories that the system uses to determine the employee responsible for a specific business document. Certain business processes require that owners or employees responsible are determined for a business document (for example, the sales account manager responsible for an account). Employee work distribution is always configured independently of organizational work distribution. If you want to use employee work distribution, you do not need to define organizational work distribution rules beforehand.

Approvals

A special case of employee work distribution is the determination of an approver in an approval process. Approvals are tasks that the system sends to employees who are assigned as managers in the org structure or who have been explicitly declared as approver. For more information, see Manager Assignment [page 23].

> To manage approvals, the corresponding approver must have been assigned the *Managing My Area* work center.

Usually, the system determines the approver from the org structure. However, some business processes require the definition of specific work distribution rules to determine the approver. For these business processes, the system provides specific work categories for employee work distribution. The determination of approvers may however depend on further, application-specific criteria, such as thresholds or scoping choices.

Some business areas provide certain types of approvals, for which you can appoint employees who can act as alternative approvers. For example, in supplier invoicing, you may require alternative approvers for users using procurement. For this, the system provides work categories for alternative approvers. The system sends an approval task to the corresponding approver defined in the org structure and to the alternative approver defined in the work category.

For more information, see Setting Up Approvals [page 25].

See Also

Business Task Management

Work Categories [page 53]

4.3.2 Work Categories

The work category is the central element for work distribution. A work category represents a specific part of work in a business area and is related to one or more business documents. Each work category provides parameters that you can use to define work distribution rules, according to which the system determines the responsible org unit or employee for a business document.

For more information, see Work Distribution [page 51].

Work Categories for Organizational Work Distribution

You can define work distribution for org units in the *Organizational Management* work center, under *Work Distribution* > *Organizational Work Distribution*.

Initially, all work categories in organizational work distribution are set to *Global Work Distribution* mode, which means that the system cannot determine a responsible org unit for a business document or BTM item, and the corresponding field remains empty. After you create work distribution rules in the system, the business documents and BTM items no longer follow the standard *Global Work Distribution*. Instead, the system checks for all business documents and BTM items whether a work distribution rule applies. If a rule applies, the corresponding business document or BTM item is assigned to the org unit determined from the work distribution rule.

The system processes work distribution rules for organizational work distribution along their priorities. If you have maintained multiple rules for a work category, the system only uses the first rule that applies to the properties of the evaluated business document.

For more information about creating and editing rules for organizational work distribution, see Organizational Work Distribution Quick Guide [page 48].

The following work categories are available for organizational work distribution:

- Purchasing
  - Operational Purchasing
  - Supplier Invoicing
- Sales and Marketing
  - Invoicing Unit for Sales and Invoicing
  - Relevant Distribution Channels
  - Sales Unit for Manual Invoices
  - Sales Unit for Sales
  - Marketing Unit for Leads
- Service and Support
  - Service Execution Team for Sales Orders and Contracts
  - Service Execution Team for Service Orders
  - Service and Support Team for Service Requests

- Service and Support Team for Service Orders
- Contracting Unit

Work Categories for Employee Work Distribution

You can define work distribution for employees in the *Organizational Management* work center, under *Work Distribution* > *Employee Work Distribution* or in the *Application and User Management* work center, under *Task Distribution* > *Employee Work Distribution*.

Initially, all work categories in employee work distribution are set to *Undefined*, which means that the system cannot assign the related business documents and tasks to a dedicated employee. After you create work distribution rules in the system, the system checks for all business documents and BTM items whether a work distribution rule applies. If a rule applies, the corresponding business document or BTM item is assigned to the employee determined from the work distribution rule.

If you have maintained multiple rules for a work category, the system uses all rules that apply to the properties of the evaluated business document.

For more information about creating and editing rules for employee work distribution, see Employee Work Distribution Quick Guide [page 49].

The following work categories are available for employee work distribution:

- Finance and Administration
  - Approver for Payables
  - Approver for Receivables
  - Approver for Tax Management
  - Approver for Liquidity Management
  - Alternative Approver for Expense Reports
- Purchasing
  - Additional Accountant
  - Alternative Approver for Purchase Orders
  - Alternative Approver for Supplier Invoices
  - Alternative Approver for Purchasing Contracts
  - Purchase Requests and Orders
  - Supplier Invoices
- Sales and Marketing
  - Alternative Approver for Sales Price Lists
  - Alternative Approver for Customer Quotes
  - Alternative Approver for Customer Returns
  - Account Responsibility by Party Role
  - Contract Administrator
  - Employee Responsible for Sales
  - Opportunity Notification
- Service and Support
  - Service Performer for Sales Orders and Contracts
  - Service Performer for Service Orders
  - Processor for Service Requests

- Processor for Service Orders
- Contract Administrator

See Also

Functions [page 20]

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