MY HOME CONSTRUCTIONS (P) Ltd.

Block -1, 1st floor, My Home Hub,
Madhapur, Hyderabad - 500 081.

SAP FUNCTIONAL PROCEDURE

Document No: MHCPL-FP-SAP		Rev-01, Revision Date: 15-04-2025	
Prepared by	**Reviewed by**	**Approved by**	**Issued By**
SAP - HOD	SAP - HOD	CFO	MR
Date:	Date:	Date:	Date:

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1. Revision history

Date	Rev No	Reason for Change	Prepared	Approved
01-07-2022	00	Initial release of functional procedure by ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018	Ramadevi. A	CFO
15.04.2025	01	Regular review and Updates	Ramadevi. A	CFO

2. **List of Functional Procedures**

Sl. No	Name of the procedure	Documents No	Rev NO	Effective date
01	SAP-Module wise Support	MHCPL-FP-SAP - MWS	1.0	15.04.2025
02	Transport Request for Change data	MHCPL-FP-SAP - TRC	1.0	15.04.2025
03	User Manuals – Module Wise	MHCPL-FP-SAP - UMW	1.0	15.04.2025
04	Issue Tracking Document	MHCPL-FP-SAP - ITD	1.0	15.04.2025
05	Data Back Up Policy	MHCPL-FP-SAP - DBP	1.0	15.04.2025
06	Servers Room Standards	MHCPL-FP-SAP - SRS	1.0	15.04.2025
07	Authorization Role Assignment	MHCPL-FP-SAP - ARA	1.0	15.04.2025
08	Documents for customized objects	MHCPL-FP-SAP - DCO	1.0	15.04.2025

1. **Purpose**:

    The purpose of this document is to define the roles, responsibilities, and process handling by the SAP Department and Support Services for various departments engaged in the Residential and Commercial projects of My Home Constructions Pvt. Ltd. (MHCPL). It aims to standardize functional practices and ensure efficient SAP system usage across all business areas.

2. **Scope**:

    This procedure applies to all SAP-related activities undertaken by departments within MHCPL. It includes the handling of master data, transactional processes, reporting, and system support across modules such as Finance, Procurement, Projects, Sales, HR, and Maintenance.

3. **Responsibilities:**

    Primary   : Head of the Department (HOD)
    Secondary   : Individual SAP Module Consultants

4. **Activities:**

    4.1 Attending Issues:

    SAP consultants will receive support requests through phone calls, emails, or tickets via the PHP workflow system. These requests may involve issue resolution, process clarification, or system enhancements. The SAP team will assign the issue internally to the relevant module consultant. For any critical or unresolved issues, a Root Cause Analysis (RCA) will be performed to identify and address the underlying problem.

    4.2 New process development:

    When the business initiates a new type of process or enters a new line of business, or identified any automation process by SAP team to require to implement into the respective department, consultant will gather requirements from the concerned department. These requirements will then be mapped into the SAP system after validation and feasibility analysis.

4.3 Data Backup:

SAP is the source for the business, so frequent backup is required. Hence daily backup is automatically configured and weekly backup is written onto the hard disk tapes with set of commands/instructions and kept safely at the data center.

Offline backup done by basis s consultant on every Saturday.

4.4 Reports and forms:

Based on module-specific and departmental requirements, SAP functional consultants will coordinate with ABAP developers to design and develop:

Custom reports

Business forms such as invoices, issue slips, and official letters...etc

4.5 Application (SAP- Software) Support:

The SAP team provides application-level support for all functional and technical queries raised via calls, emails, or the internal PHP workflow system. Timely resolution is ensured based on issue priority.

4.6 SAP Company code creation & Support with legal changes:

Technical, as well as functional support, will be provided based on the call/request from the business. Change management is followed to move the changes from Development/request Quality to Production based on the approval process.

New process and new company code settings creation implementation process configure into the system based respective HOD's confirmation. Based on required Department HOD's requirements Legal and statutory changes implement into the system.

4.7 User Authorizations:

User access is provided based on role requirements and with approval from the respective department HOD. Users must initiate access requests through the PHP workflow, and relevant T-code authorizations are granted accordingly.

4.8 User Acceptance Testing (UAT) and Training:

For any new developments (processes or reports), the responsible consultant will:

- Conduct UAT with core users.
- Provide training sessions for both core and end-users.

4.9 : Documentation:

The respective module consultant is responsible for preparing process-wise training documents to serve as ready reference guides for end-users. These documents ensure clarity and consistency in the execution of SAP-related tasks across departments.

For any **customized developments**, the consultant will prepare a Functional Specification (FS) detailing the business requirements and functional logic. Based on the FS, the technical team (ABAP) will develop the corresponding Technical Specification (TS) to outline the system logic, coding structure, and development approach.

All documents, including training manuals, FS, and TS, will undergo review and approval by the respective Head of Department (HOD) before implementation or circulation.

4.10 : System Upgrades & Patching :

☐ Supporting SAP upgrades or enhancement pack installations as per the requirement.

☐ Testing existing processes post-upgrade.

☐ Client Copy from Production system to Quality system for Real data testing.