How to set up, use and extend exception code to exclude goods from packing

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**Document History**

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>1.00</td>
<td>First official release of this guide</td>
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## Typographic Conventions

<table>
<thead>
<tr>
<th>Type Style</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>Example Text</strong></td>
<td>Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Cross-references to other documentation</td>
</tr>
<tr>
<td><strong>Example text</strong></td>
<td>Emphasized words or phrases in body text, graphic titles, and table titles</td>
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<tr>
<td><strong>Example text</strong></td>
<td>File and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.</td>
</tr>
<tr>
<td><strong>Example text</strong></td>
<td>User entry texts. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
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<tr>
<td><strong>&lt;Example text&gt;</strong></td>
<td>Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.</td>
</tr>
<tr>
<td><strong>EXAMPLE TEXT</strong></td>
<td>Keys on the keyboard, for example, <strong>F2</strong> or <strong>ENTER</strong>.</td>
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## Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
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<td>🚨</td>
<td>Caution</td>
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<td>🚨</td>
<td>Important</td>
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<td>🧑‍🝎</td>
<td>Note</td>
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<td>🚚</td>
<td>Recommendation or Tip</td>
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<td>🚚</td>
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1. Business Scenario

The main purpose of the exception code is located in the outbound process. It is used to handle products at the packing station that should not be shipped to customers and therefore should not be packed into the shipping handling unit. This might be because the picked products are damaged when they arrived at the packing station, or the picked products are wrong, for example, products that have been obviously labelled incorrectly in the storage bin or the wrong product has been picked. This situation is identified by the packer when starting to work on a provided pick handling unit. In such a case, the packer needs a way to tell the system that he or she will not pack these products into the destination handling unit and wants to continue with the remaining packing tasks immediately. It is not a task for the packer to decide what should happen with these products or where to put them, as the packer might not have sufficient knowledge to be able to decide where to put them or whether the goods are damaged or can be repaired, so the packer just puts them out of the work space at the packing station so that he or she can continue with their own work. It is also possible to collect these identified goods in a dedicated handling unit located at the packing station.

From a business point of view, the stock identified by the packer is still valuable stock for the warehouse until someone finally decides what to do with it, so the stock is still part of the warehouse and is not booked to the difference analyzer. However to allow a timely completion of the requested delivery quantity, it must be possible to re-pick the quantity of the excluded products as soon as such stock is identified. This is also necessary so that the completion of the delivery is independent of the process of deciding about the status of the excluded stock. Here, a creation of new pick warehouse tasks is useful. In the same context it might be useful to delete existing wave assignments of the affected delivery item so that it can be considered by new waves. To separate the stock and thus to prevent any further, unintended usage of the identified stock until the final decision is made, a change of the stock type is possible.

As the packer is only responsible to identify and separate damaged or wrong picked stock, additional follow-up actions that lead to a decision how to proceed with that stock is needed. For this there is a way for a product movement to a clearing zone that enables workers at the clearing desk to make detailed decisions and also the packing station space is freed from the excluded products and offers more workspace again. In this scenario the clearing zone can be seen as a specific defined storage bin in a separate storage type which is used by a dedicated group of trained workers who are able to solve unexpected situation within the warehouse. However it is also possible to place the identified stock in a dedicated handling unit that is located at the packing station and use a storage process to move the whole handling unit and its content to a clearing zone. The provided exception code can either be used in desktop environment or in radio frequency environment for outbound processes and also for packing due to internal movements.

2. Background Information

Any process described in this document relies on the usage of an exception code that uses the internal process code **EXPA**. The system uses this internal process code to repack the picked stock into a specific handling unit or storage bin, to remove the delivery assignment of this stock, and to change the stock type according to customizing setting.

In addition you can assign a workflow template of type 5 (Packing), which SAP provides as an example, to create move warehouse tasks that bring the identified stock via a product warehouse task to a destination bin based on putaway strategies, and also use the workflow implementation to create new pick warehouse task for the amount of products excluded from packing.

Using this workflow follow-up action is optional at all. Using a workflow template as follow-up action allows you to create custom-specific implementations to handle products excluded from packing by custom logic defined in a workflow implementation.
3. Prerequisites

The exception code is available with SAP Extended Warehouse Management 9.1
4. **Step-by-Step Procedure**

The following chapters provide detailed information about how to define the customizing for an exception code to exclude products from packing and how to use this exception code during packing.

### 4.1 Customizing and Setup

The first chapter describes the customizing steps necessary to set up an exception code for excluding products from packing, and a work center layout to use it in desktop environment.

1. You create an exception code in Customizing for *Extended Warehouse Management*, under *Cross-Process Settings -> Exception Handling -> Define Exception Codes*.

2. When you create the first exception code in a system that uses a workflow follow-up action to exclude products from packing that is based on workflow type 5, you first need to define a workflow connection. You do this in the corresponding tree node *Maintain Workflow Connection*. In this example, we name the workflow start ID WFEP. You must assign workflow type 5 to the connection. The assigned ABAP class and the triggering event is an example implementation shipped by SAP and can be changed for customer implementations. For more information about adaptations, see chapter *Adaptation*. 

![Change View Maintain Workflow Connection](image-url)
3. You can check that the link between the workflow start ID and a workflow template is working in the underlying tree node Display Active Workflow. If the system finds a Receiver Type and the Type Linkage is active, the workflow connection is set up properly. For more information, see chapter Adaptation.

4. Now the workflow connection is completely set up, so you can define an exception code. Define a new exception code for your warehouse number and give it a proper description. In this example, we name it EXPA, just like the internal process code.
5. In the next step, you define the combinations of business context and execution step in which the exception code should be used. In this example, we assign the exception code to all three possible combinations that can be used for the internal process code `EXPA` (for more information, see chapter Customizing):

6. In the next step, you assign internal process code `EXPA` to every business context and execution step combination. This assignment is mandatory. In addition, you can optionally assign a warehouse process type that is used for repacking the identified stock to a new destination handling unit or storage bin, and also define a location-independent stock type that is used to determine an SAP EWM stock type that the identified stock should be changed to.
7. Finally, you assign the workflow start ID that you have defined in step 2 to the exception code for every business context and execution step combination assigned before. Optionally, you can assign a warehouse process type that should be used to create a product move of the identified stock. You can also define whether new pick warehouse tasks should be created in respect to the usage of wave management.

To complete the setup, you need to define a work center layout which enables the use of the exception code in desktop environment by displaying the corresponding register card on the UI. This is explained in the following steps:
1. You create the work center layout in Customizing for Extended Warehouse Management under Master Data -> Work Center -> Specify Work Center Layout.

2. Define the work center layout for transaction type Packing – General. In the Tab Pages in Scanner Area section, select the Exclude f. Packing checkbox.

Summary:
With this setup, we have defined exception code EXPA using the internal process code EXPA and the example workflow implementation shipped by SAP. We assigned warehouse process type OHPA to the internal process code assignment that is used when the identified stock is repacked into a dedicated handling unit located at the packing station, as we want to use a handling unit to collect multiple goods in this example. In addition, we assigned location-independent stock type BB to block the identified stock in the warehouse.

We configured the workflow implementation without using a warehouse process type so that no product warehouse task to move the excluded goods to an identification zone is created, as we want to use a handling unit to collect multiple excluded goods. As in our example we want to create new pick warehouse tasks, we use the corresponding setting for the workflow implementation to either release waves or to create the pick warehouse tasks directly if no wave assignment exists.

Furthermore, we enabled the use of the exception code for desktop environment using an outbound process or an internal process at a packing station, and also enabled the use of the exception code in the RF environment. Finally, we defined a work center layout that can be used for handling products to exclude from packing in desktop environment.

4.2 Usage in Desktop Environment
The following step-by-step instruction guides you through an example process of how to use the exception code within the desktop environment for the packing step of an outbound process.
The example uses outbound delivery order 310000055415, with one item for material PROD-S01 with quantity 5 eaches (EA). The picking has already been executed. All 5 EA are picked into pick handling unit 100000000000000001015 and moved to the outbound packing station. There is already a dedicated handling unit 100000000000000001000 to collect stock of products to exclude from packing.

2. On the left side tree, double-click the pick handling unit and open the *Exclude from Packing* scanner tab. Enter the pick handling unit number, select the affected stock from within the pick handling unit, and enter the exception code to exclude products from packing. In this example we identified a quantity of 2 EA that should not be packed into the shipping handling unit and need further clarification, and therefore we set the *Exclude Quantity* field to the value 2 EA. We entered the dedicated handling unit 10000000000000001000 as the destination for excluded stock.

Choose *Execute* to continue.

![Work Center Work Center - Packing Outbound](image)

Note: If you use products with serial number requirement in inventory management, you must enter the serial number for the excluded products here, too, by choosing the corresponding button. If you use catch-weight products and a work center where you must enter the valuation quantity, you must enter the valuation quantity of the excluded products on this screen too.

After completing the steps, you can check the results of the exception code handling. There should be a quantity of 2 EA located in the dedicated handling unit 10000000000000001000 without any delivery reference and using a stock type according to the customizing setting of the exception code, for example, source stock type F2 might be changed to stock type B6 when using location-independent stock type BB. In addition, a quantity of 3 EA should remain in the pick handling unit. The affected outbound delivery order item should receive updated information about a cancel picking of 2 EA, and thus there should be an open pick quantity of 2 EA.

Depending on the workflow setting, a workflow item should be available in the user inbox (SAP Business Workplace, transaction code SWBP). This workflow item can then be executed and – depending on the customizing – the excluded products remain in the handling unit 10000000000000001000, but a new pick warehouse task is created for the affected outbound delivery order item.
4.3 Usage in RF Environment

The following step-by-step instruction guides you through an example process of how to use the exception code within the RF environment for the packing step of an outbound process. Basically, it is the same process as in the previous chapter but executed in the RF environment instead of the desktop environment.

The example uses outbound delivery order 310000055415, with one item for material PROD-S01 with quantity 5 EA. The picking has already been executed and 3 EA are picked into pick handling unit 100000000000001015 and moved to the outbound packing station. There is a dedicated handling unit 100000000000001000 to collect stock of products to exclude from packing.

1. Logon to the RF environment using transaction /SCWM/RFUI.

2. Navigate to the outbound repacking screen using the path Outbound Process (4) -> Packing (2) -> Repack HU Item Automatically (4) Note: you can also choose Repack HU Item Manually(7)
3. Logon to an outbound work center, which has been defined in Customizing for *Extended Warehouse Management*.

![Image of SAP work center logon]

4. Scan or enter the number of the pick handling unit that was used during confirmation of the pick warehouse task.

![Image of pick handling unit number scan]

5. Scan the product or use F3 to select an item in the pick handling unit that needs to be repacked. In this example, we choose the item by pressing F3:

![Image of product selection]

www.sdn.sap.com/irj/irj/sdn/howtoguides
6. Select an item in the pick handling unit by entering the number of the listed item. In this example there is only one item located in the pick handling unit, with the number 1.

7. When selecting the item from the pick handling unit, the system chooses and displays the corresponding material. Confirm the selected material and continue. In the next step, either an existing shipping handling unit for the repacking step is determined or a new shipping handling unit has to be created by entering the corresponding packaging material, depending on the system. In this example, an existing shipping handling unit is found and used.
8. The following screen is used to repack the product from a pick handling unit into a ship handling unit. During this step, you notice that there are partial quantities of the picked products which should not be packed into the shipping handling unit. So you need to enter the exception code to exclude the products from packing. In this example, you enter exception code EXPA into the corresponding field and continue.

![Screen shot of SAP system](image)

9. On the next screen, you must enter the excluded quantity that will not be packed into the shipping handling but into the dedicated handling unit 10000000000000001000 which is used to collect stock of excluded products. Continue to the next screen.

![Screen shot of SAP system](image)

Note: If you are using products with serial number requirement in inventory management, you must enter the serial number for the excluded products here too, by using the corresponding button or shortcut F2. If you are using catch-weight products and a work center where you must enter the valuation quantity, a following screen appears. You enter the valuation quantity of the excluded products on this following screen.
10. After you enter the exclude quantity, the system returns to the main repacking screen, showing the remaining quantity of 1 EA that still needs to be repacked into the shipping handling unit. Continue by confirming the destination handling unit and destination bin, which completes the repacking step.

After completing the steps, you can check the results of the exception code handling. There should be a quantity of 2 EA located in the dedicated handling unit 100000000000000001000 without any delivery reference and using a stock type determined by the customizing setting of the exception code, for example source stock type F2 might be changed to stock type B6 when using location-independent stock type BB. In addition, a quantity of 1 EA should be packed into the shipping handling unit 10000000000000000754. The affected outbound delivery order item should have received updated information about a cancel picking of 2 EA, and thus there should be an open pick quantity of 2 EA.

Depending on the workflow setting, a workflow item should be available in the user inbox (SAP Business Workplace, transaction code SWBP). This workflow item can then be executed and – depending on the customizing – the excluded products remain in the handling unit 100000000000000001000, but a new pick warehouse task is created for the affected outbound delivery order item.
5. Customizing Options and Adaptation

5.1 Customizing

To use the process of goods to exclude from packing, you must define an exception code for a warehouse number in Customizing for Extended Warehouse Management under Cross-Process Settings -> Exception Handling.

In chapter Customizing and Setup, an example of the necessary steps is shown in detail. In addition, BC-Set /SCWM/EXCEPTION_CODE_EXPA provides the example exception code with the name EXPA for excluded products from packing including a link to SAP standard workflow template.

**Note**

Before activating the BC-Set, you need to activate the event linkage of the workflow template.

The following table lists an overview of the possible business contexts and execution steps that you can use for products to exclude from packing:

<table>
<thead>
<tr>
<th>Business Context</th>
<th>Execution Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPI (Packing/Unpacking Prod (Stock Removal))</td>
<td>27</td>
<td>Desktop Exclude Products from Packing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Useable with transaction /SCWM/PACK for outbound processes, for example, after picking stock for an outbound delivery order item</td>
</tr>
<tr>
<td>PIM (Packing/Unpacking Products (Int.Movement))</td>
<td>27</td>
<td>Desktop Exclude Products from Packing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Useable with transaction /SCWM/PACK for internal movements, for example, after ad-hoc movement of free stock to a work center</td>
</tr>
<tr>
<td>PIM (Packing/Unpacking Products (Int.Movement))</td>
<td>17</td>
<td>RF Packing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Useable with transaction /SCWM/RFUI for outbound process of manual or automatic repacking of handling unit items</td>
</tr>
</tbody>
</table>

You can enable the history function for the exception code and track the usage via the corresponding node in the EWM Management Monitor. You can also use the monitor action to navigate to the material document that is created when you use the exception code to change the stock attributes of the excluded products.

It is mandatory to assign the internal process code EXPA to the exception code. Then there are possibilities for the following customizing settings:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse Process Type</td>
<td>Used for repacking the affected stock from the pick handling unit to the entered destination handling unit or storage bin. For example, this can be used with storage process to use a dedicated handling unit for collecting multiple stock of excluded products and moving the whole handling unit.</td>
</tr>
<tr>
<td></td>
<td>This setting is optional. If no value is entered, the standard warehouse process type for repacking at the work center is used.</td>
</tr>
</tbody>
</table>
Location independent stock type  | Can be used to determine an SAP EWM stock type that the stock type of the affected stock is changed to. This setting is optional. If no value is entered, the stock type of the affected stock is not changed.

The assignment of a workflow is optional. SAP ships workflow start ID WFEP, which is assigned to workflow template 78500003, with the BC-Set /SCWM/EXCEPTION_CODE_EXPA. The shipped workflow allows the creation of move warehouse tasks for the excluded products based on a configured warehouse process type, and also the re-creation of pick warehouse tasks of the affected outbound delivery order item.

When using the SAP standard example workflow, the following customizing settings are available:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workflow Action After Exception</td>
<td>Workflow start ID. SAP ships example WFEP, which is linked to workflow template WS78500003 using workflow type 5 (Packing) and event DMAG_GOODS.</td>
</tr>
<tr>
<td>Control Workflow</td>
<td>Not used by the SAP implementation, but field information is passed to workflow implementation.</td>
</tr>
<tr>
<td>Warehouse Process Type</td>
<td>Used to control the product warehouse task of stock belonging to product excluded from packing. The warehouse process type is used for the warehouse task creation, and therefore it also considers the warehouse task settings. For example, you can create a warehouse task that is confirmed immediately with the corresponding settings Warehouse Task May Be Confirmed Immediately and Ind: Propose Confirmation Upon Creation of WT. The warehouse process type is also used to determine the destination storage bin for the stock to move via the putaway strategy. The setting is optional. If no value is entered, no product warehouse tasks are created. For example, when using a handling unit to collect multiple stock of excluded products where the whole handling unit should be moved to a clearing zone, no separate product warehouse task should be created for each stock item.</td>
</tr>
<tr>
<td>Control for Wave Assignment</td>
<td>Setting used to define behavior for outbound delivery items that are assigned to waves. You can delete a wave assignment of affected outbound delivery items in the following way: an assignment is only deleted if the wave has already been released without error, no error status is set for the wave item release, and there is no open pick warehouse task for the delivery item. In the case of multiple assignments of the same delivery item to multiple waves, the assignment will be deleted from all waves that fulfil the conditions listed above.</td>
</tr>
</tbody>
</table>
5.2 Limitations

To use an exception code for products to exclude from packing, you must consider the following limitations:

- **Open warehouse task**
  The exception code cannot be used for stock contained in a pick handling unit for which open warehouse tasks exist. The assumption is that there is some manual activity needed before some of the products can be identified as products to be excluded from packing, as it might not be clear why there are open warehouse tasks and which of the products they affect.

- **Serial number requirement in inventory management**
  In general, you can use the exception code for products which use serial numbers requirement in inventory management too. However, there is a limitation when using SAP shipped workflow implementation in such a way that it is not possible to create immediately confirmed warehouse tasks for moving the excluded products to the clearing zone, as the serial number are not passed to the follow-up action and so the affected serial numbers must be entered during warehouse task confirmation. If the warehouse process type used is set up for immediate confirmation, the system does not raise an error message, but the warehouse task will be created but not confirmed.

5.3 Workflow Information

This chapter provides information about workflow engine event linkage, which needs to be activated, the agent assignment, which needs to be configured when using a workflow follow-up action, and the possibility to execute a workflow using background processing. Two examples are given, using foreground or background processing.

- **Workflow Template: event linkage**
  Before you use workflow template 78500003, shipped by SAP, you must activate the event linkage for the workflow template. On the SAP Easy Access screen, choose Tools -> Business Workflow -> Development -> Definition tools -> Tasks/Task groups -> Display or use transaction PFTC_DIS. Activate the event linkage on the corresponding register card Triggering events for the workflow template and event DMAG_GOODS.

- **Workflow Task: agent assignment**
  You can change the user assignment of a workflow template without modification. You can use this, for example, to send the workflow item only to a specific group of people, like the warehouse supervisor, or mark the workflow as general task so the user that entered the exception code will receive the workflow item in his or her inbox.

- **Workflow Task: background processing**
  You can also change the setting of a workflow task to be executed in background processing. In this case, the workflow is executed with user WF-BATCH and there is no need to trigger the follow-up actions manually from the SAP Workplace. The follow-up actions are executed in a timely manner after a user enters the exception code. The background processing can be changed in the task definition (PFTC_CHG) of standard task 78507915, as shown in the following figure:
5.4 Adaptation

The following chapter will provide some concise information about possible extensions or adaptations of the exception code usage.

- Business Add-Ins

EWM Exception Code handling offers enhancement spot /SCWM/ES_EXCP_EXC to enhance standard behavior. You can use BAdI /SCWM/EX_EXCP_EXC_FLT_FOLLOUP to filter configured follow-up actions like attached work flow implementations. You can use BAdI /SCWM/EX_EXCP_EXC_FUNC to trigger custom-specific actions based on the application data used when an user enters an exception code. In the case of exception code to exclude products from packing, the application data that is provided contains the material document number of the executed stock change and additional information about the affected stock, like delivery information and affected quantity information.

- Workflow Implementation

SAP ships an example workflow template, WS78500003, which is based on persistent ABAP class /SCWM/CL_EXCEPTION_OBJ_TOV1 and triggered by event DMAG_GOODS. In addition, SAP ships an example exception code, which uses a workflow follow-up action. The assigned workflow is identified via a workflow start ID that is defined in the workflow connection of exception code customizing. For this, workflow type 5 (packing) is used and assigned to the ABAP class and event mentioned above, so that it is linked to the shipped workflow template. This workflow connection is then assigned to the exception code as a follow-up action using the workflow start ID.
Given this, customers can create a new workflow template and link this custom template in the same way as the SAP example, and in this way use a customer-specific implementation for the follow-up action for products to exclude from packing. For a customer implementation, a new workflow template and task must be created, either from scratch or based on a copy of the SAP example. Then the linkage for workflow template and triggering event must be created. Finally a custom-specific workflow start ID of workflow type 5 must be defined in Customizing for *Extended Warehouse Management*. The corresponding custom ABAP class and triggering event must be assigned here also. Afterwards the workflow start ID can be used and assigned to an exception code, and the customer specific follow-up action that is implemented in the persistent class of the workflow task is executed. The import information that is provided to any workflow implementation of workflow type 5 is based on DDIC structure `/SCWM/LTAP`. However, not all fields of the structure are provided. To see which fields are provided, inspect method `build_appl_data` of ABAP class `/scwm/cl_exception_dmag`.

The following are useful transaction codes for creating a custom workflow implementations:

- **SE24** (Class Builder). Create and define a persistent class
- **PFTC_COP** (Copy Tasks). Copy an example task/workflow template
- **PFTC_INS** (Create Tasks). Create new tasks/workflow template
- **PFTC_CHG** (Change Tasks). Change an example task/workflow template
- **SWDD** (Workflow Builder). Change the workflow implementation, like changing the user assignment or marking a workflow as general task.

A possible scenario for custom implementations might be to create an inspection document for the identified stock and use the functionality of EWM quality management to handle and identify the products that were excluded from packing.
6. Appendix

Troubleshooting
The following chapter provides concise information about troubleshooting the exception code setup.

- **Is there a way to test the workflow connection of an exception code?**
  EWM provides an exception code test tool in Customizing that can easily be used to test if the workflow linkage is working properly. To test the connection, start the test tool and choose a business context and execution step which is assigned to the exception code. Then enter a storage type and continue to test the exception code with application data. Finally, select a warehouse task, enter the exception code, and start follow-up actions. Afterwards a workflow item should be created and be accessible via Business Workplace.

- **How to check the workflow event linkage?**
  The event linkage can be checked, changed or created with transaction code SWETYPV. A table entry is related to the activation of *Triggering events* for a workflow template.

- **Which user is needed when executing workflows in background processing?**
  User WF-BATCH is used when executing workflows in background processing.