

## **ABSTRACT**

*PT Telkom Indonesia is a state-owned enterprise engaged in the service sector of information and communication technology (ICT) and telecommunications networks in Indonesia. In maintaining the company's performance and profitability, PT Telkom Indonesia implemented SAP S/4 HANA to support various business processes at PT Telkom Indonesia, including the cost allocation process in the activity-based costing (CO-OM-ABC) and profitability analysis (CO-PA) sub-modules of the controlling module. However, in daily business operations, there are still shortcomings in its use. The CO-PA report is the final report of the cost allocation process containing information on the results of the final cost allocation in the form of cost of goods sold (COGS) of the company's products and services. In the current CO-PA reporting process, the system does not facilitate information about the source of the business process from which the COGS cost allocation comes from. This becomes a difficulty for users, the finance division, in analyzing costs and budget usage of the business process in providing a products or services to the market. The solution proposed in this research is CO-PA reporting customization that supports tracing of cost allocation sources of the COGS in one report execution. Customization in this research applies Software Development Life Cycle (SDLC). Evaluation of the customization results is carried out by black box testing to test the functionality of the custom report program. This research produces an ABAP List Viewer (ALV) report that allows users to view COGS information from a product along with the source of cost allocation from three location cycles backwards. This custom report has been successfully validated and tested based on the needs of the finance division of PT Telkom Indonesia to track the source of the cost allocation of a product.*

**Keywords—ERP customization, SAP S/4HANA, profitability analysis (CO-PA)**