



Live Sessions for RISE with SAP S/4HANA Cloud: Service

Speaker Name: Himavanth Sunakante, and others
Session Month/Year: December 2022 – January 2023

Agenda

Day 1: RISE with SAP S/4HANA Cloud – Service Overview, Fit2Standard & Organizational Units

- Explore RISE with SAP S/4HANA Cloud. The session will also cover the Fit to Standard workshop expectations and best practices as well as understanding organizational units.

Day 2: Scope Item Deep-Dive I: Service Master Data & Agreement Management

- Interactively get a deep dive look at the scope items related to core Service Master Data and their configurations.

Day 3: Scope Item Deep-Dive II: Service Operations & Processes

- Get a deep dive look at the scope items related to Service Operations & Processes.

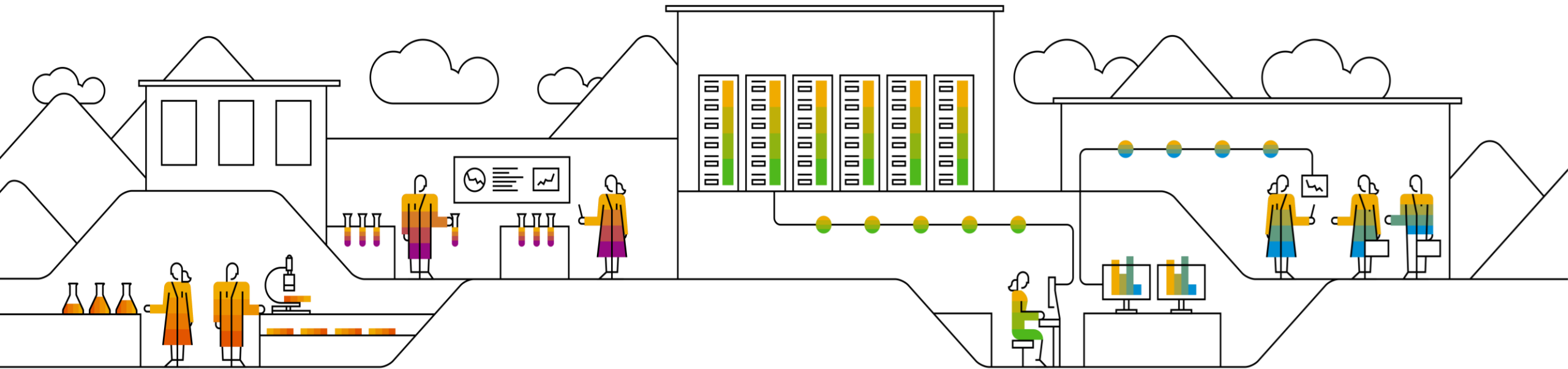
Day 4: RISE with SAP S/4HANA Cloud Native Integrations

- Gain a deeper knowledge of additional topics such as Native Integrations.

Day 5: Extensibility Topics and Data Migration

- Gain a knowledge of additional topics such as In-App and Side-by-side extensibility options with RISE with SAP S/4HANA Cloud.
- Understand Data migration.

Day 1: RISE with SAP S/4HANA Cloud – Service Overview, Fit2Standard & Organizational Units

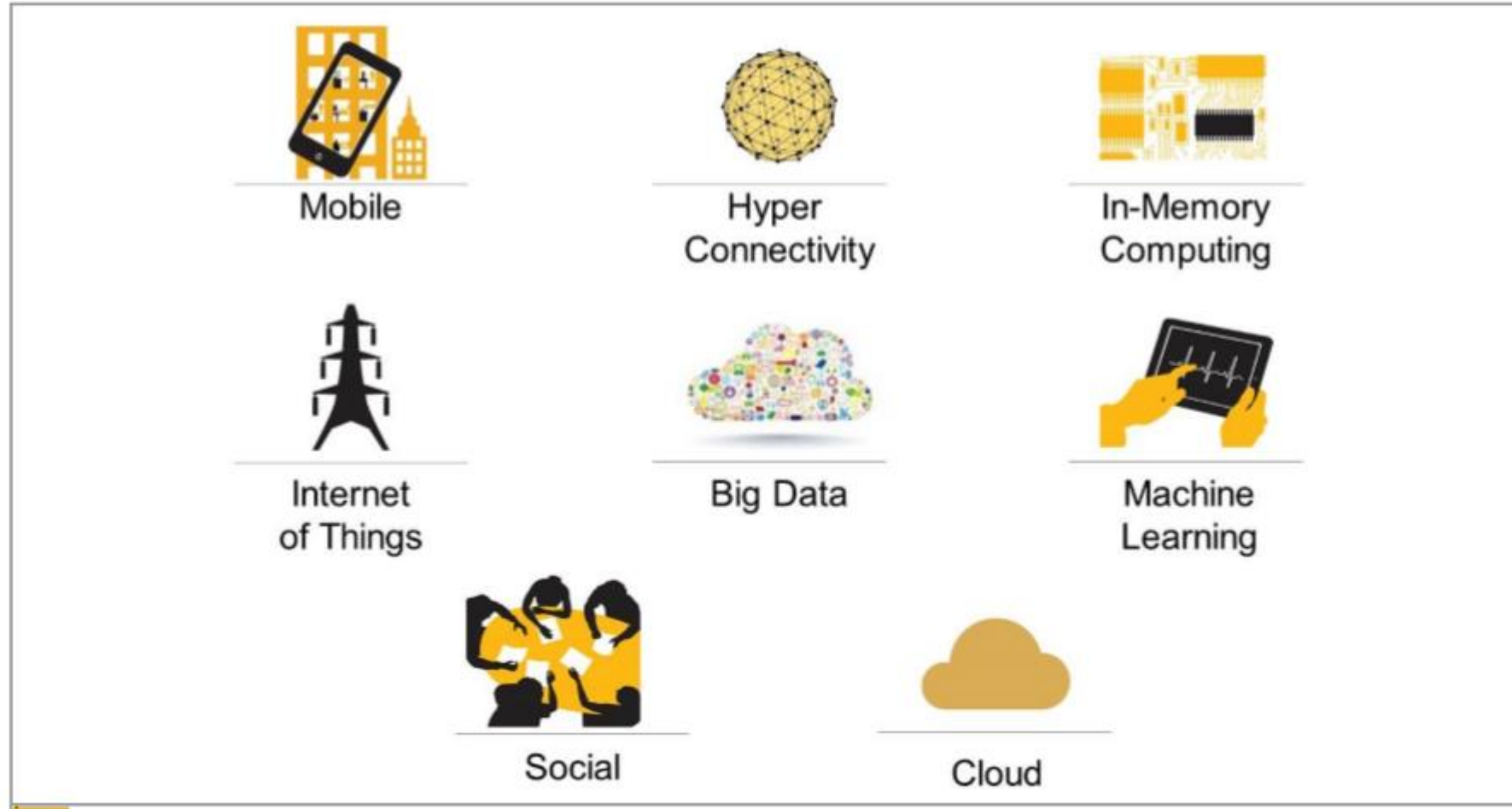


RISE with SAP S/4HANA Cloud Overview

- SAP S/4HANA Cloud Overview
- SAP S/4HANA Cloud Versions
- S/4HANA Cloud Activate Framework
- Fit to Standard Workshop
- Maintain Organizational Units

RISE with SAP S/4HANA Cloud Overview

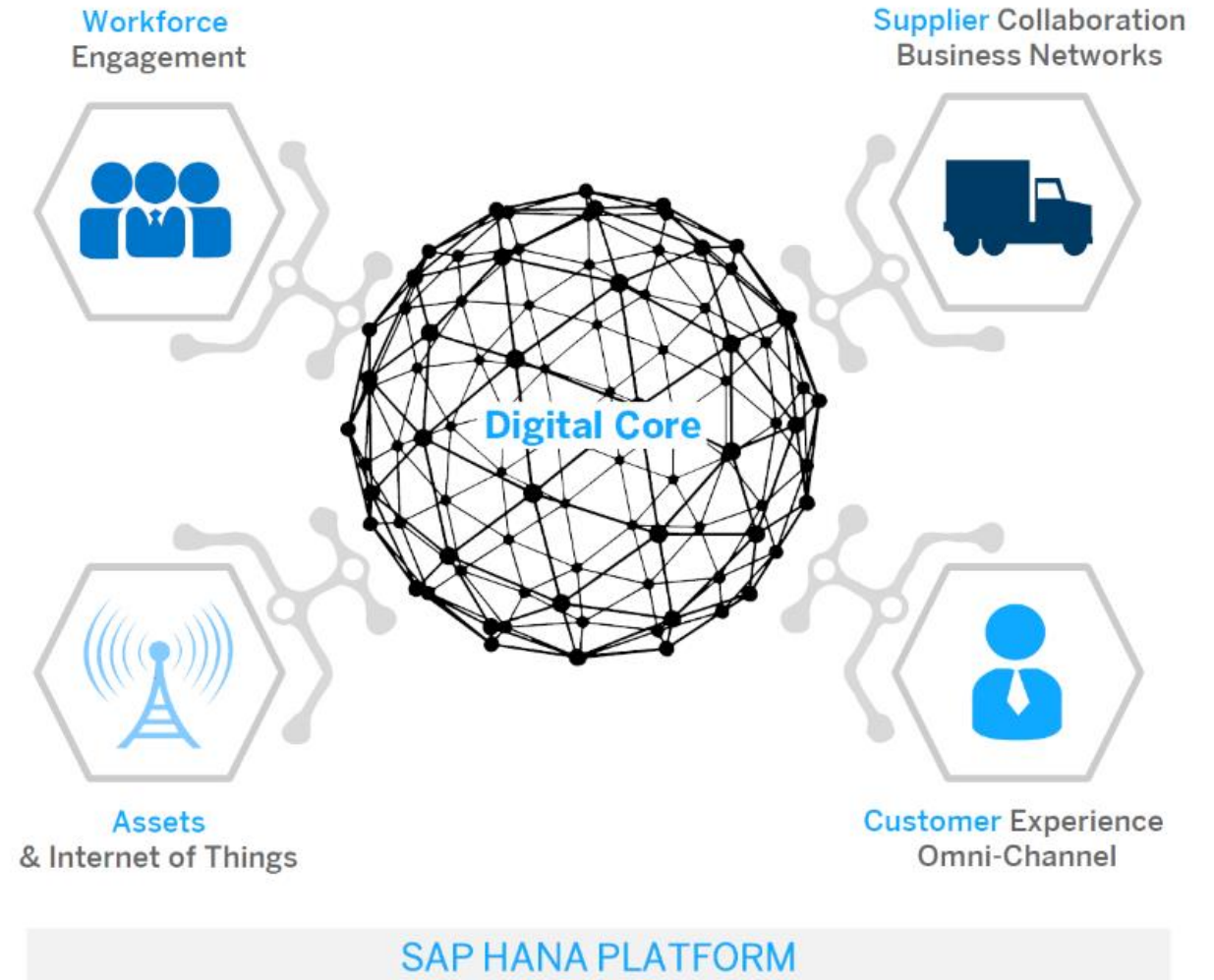
Digital Technologies are Everywhere



SAP S/4HANA

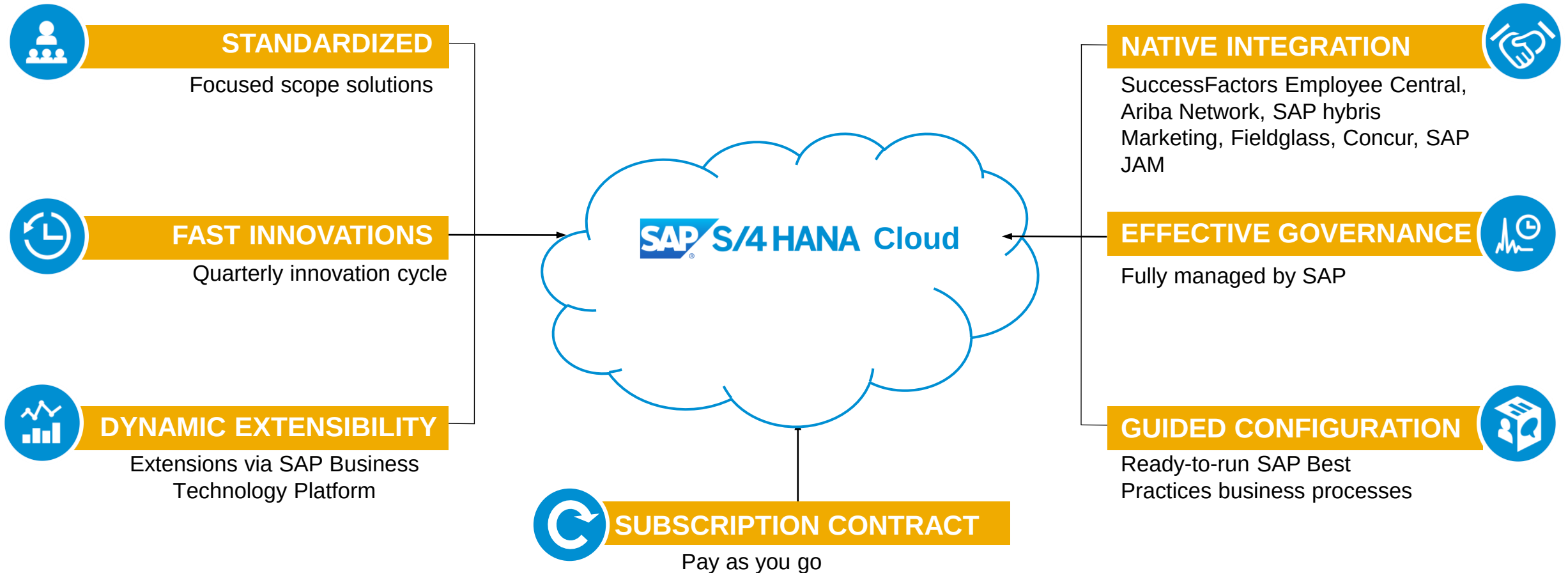
SAP S/4HANA is short for
SAP Business Suite 4 SAP HANA

- SAP S/4HANA is a **next-generation business suite**
- The **digital core** of your organization with applications for all lines of business
- **Built on SAP HANA**, the most advanced in-memory database platform today
- Enhanced with modern design principles of the **SAP Fiori user experience**



Cloud Overview

Drive the Digital Transformation with the Simplicity of the Cloud



SAP Best Practices Content is an integral part of the product following standard release cycles and needs to be considered as "Development Code"

Why RISE with SAP S/4HANA Cloud?



- Reduce cost of operations by using standardized processes
- Truly **global best practices** helping you to transform your business. You need both global and local reach to operate any where in the world.
- Drive **operational efficiencies** and comply with **regulations**
- Allow a **first-hand experience** of SAP S/4HANA Cloud with instant guided trials
- Update and change **customer specific configuration** using SAP S/4HANA life-cycle management tools
- The SAP Best Practices for SAP S/4HANA Cloud provide **preconfigured content** for core business processes in finance, sourcing and procurement, manufacturing, sales, and supply chain. These processes are supported by SAP Fiori for a role-specific, intuitive, and simple user experience. To complement the business processes, embedded analytics, and SAP Fiori overview pages add real-time insight into data.
- In addition, SAP S/4HANA Cloud offers **SAP Best Practices for integration** to other cloud solutions, such as SAP SuccessFactors Employee Central, Concur, Fieldglass, and Ariba. There is also out-of-the box integration to many of the latest SAP Business Technology Platform applications.
- SAP Best Practices for **Data Migration complements** the foundation and offers customers a nondisruptive, simplified transition to SAP S/4HANA Cloud.
- The **guided configuration** allows a simpler configuration, automated testing, and content life-cycle management to support agile adoption of continuous innovation even after go-live.

RISE with SAP S/4HANA Cloud Deployment of Choice

RISE with SAP S/4HANA Cloud supports multi-cloud scenarios based on customer's point of departure

SAP offering

- Complete SaaS ERP solution with full public cloud benefits.
- Fastest path to innovation and lowest TCO
- Greenfield clean solution to reimagine business processes and take advantage of standardized best practices

For customers with...

Ability and mindset for a transformational project

Low landscape complexity

e.g. Digital Business, Service Industries

RISE with SAP S/4HANA Cloud



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RISE with SAP S/4HANA Cloud

PUBLIC

PRIVATE

SAP offering

- Rapid conversion of existing SAP ERP/ECC system to cloud-based architecture
- Full Enterprise Management scope & functionality with cloud subscription and low TCO
- Ability to extend and customize as needed, including partner add-ons

For customers with...

Plans for a long-term evolutionary journey to the Cloud

High landscape complexity

e.g. Large Global Manufacturers

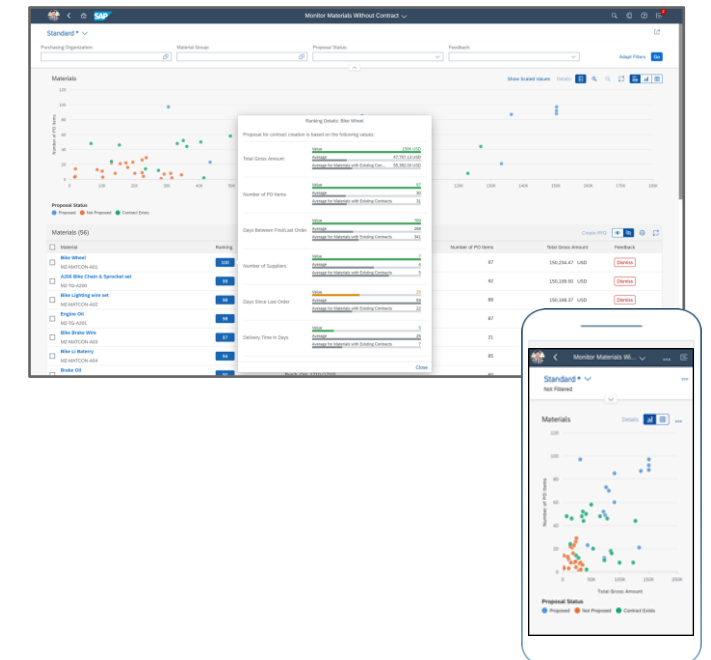
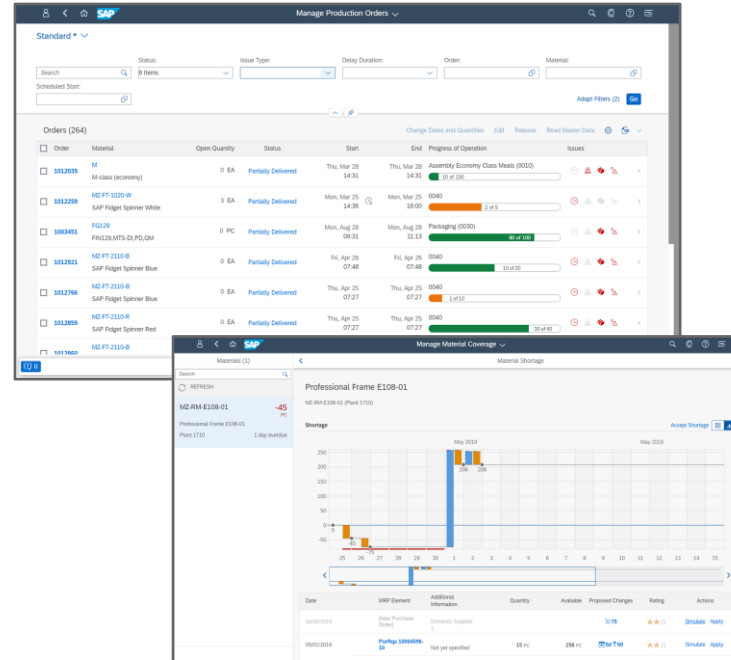
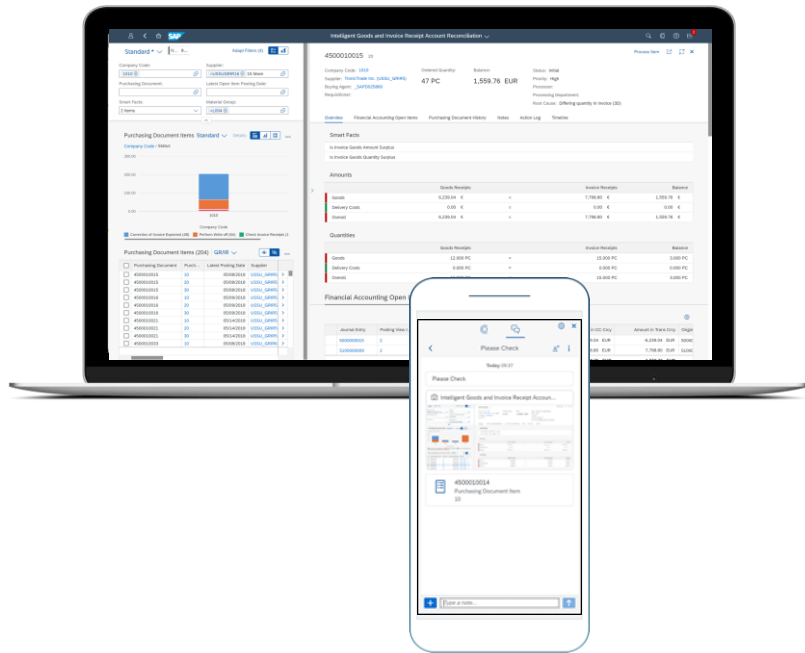
SAP S/4HANA and RISE with SAP S/4HANA Cloud

...will run your business different than before

On any device, use
role based cockpits
with digital assistant

Embedded analytics for
simulation, prediction &
insight-to-action

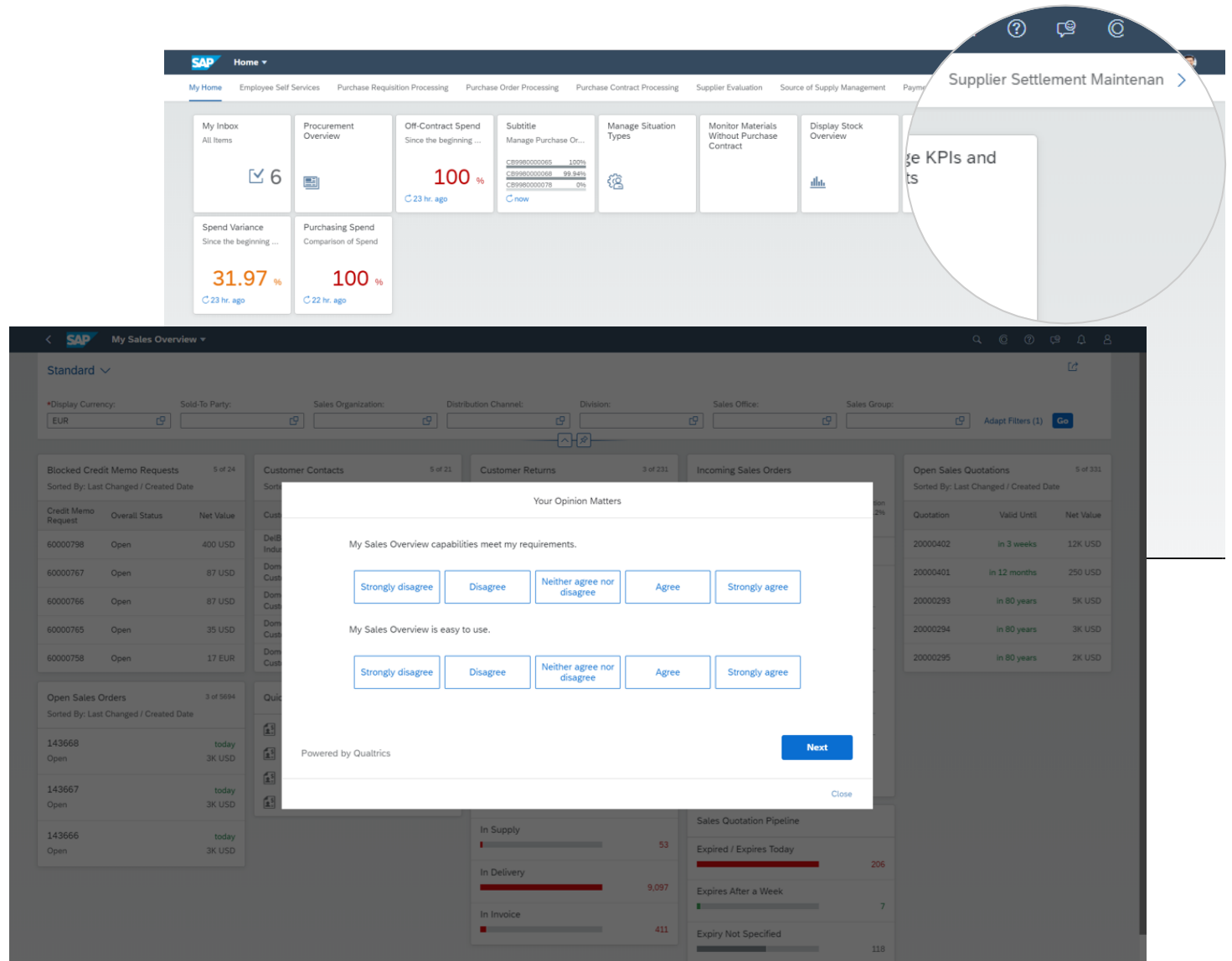
Machine learning for
automated processing &
decision support



Experience enhancements in RISE with SAP S/4HANA Cloud

Provide feedback in context, which directly reaches the responsible unit in SAP development.

Tell what you like or dislike and provide detailed feature requests via free text fields.

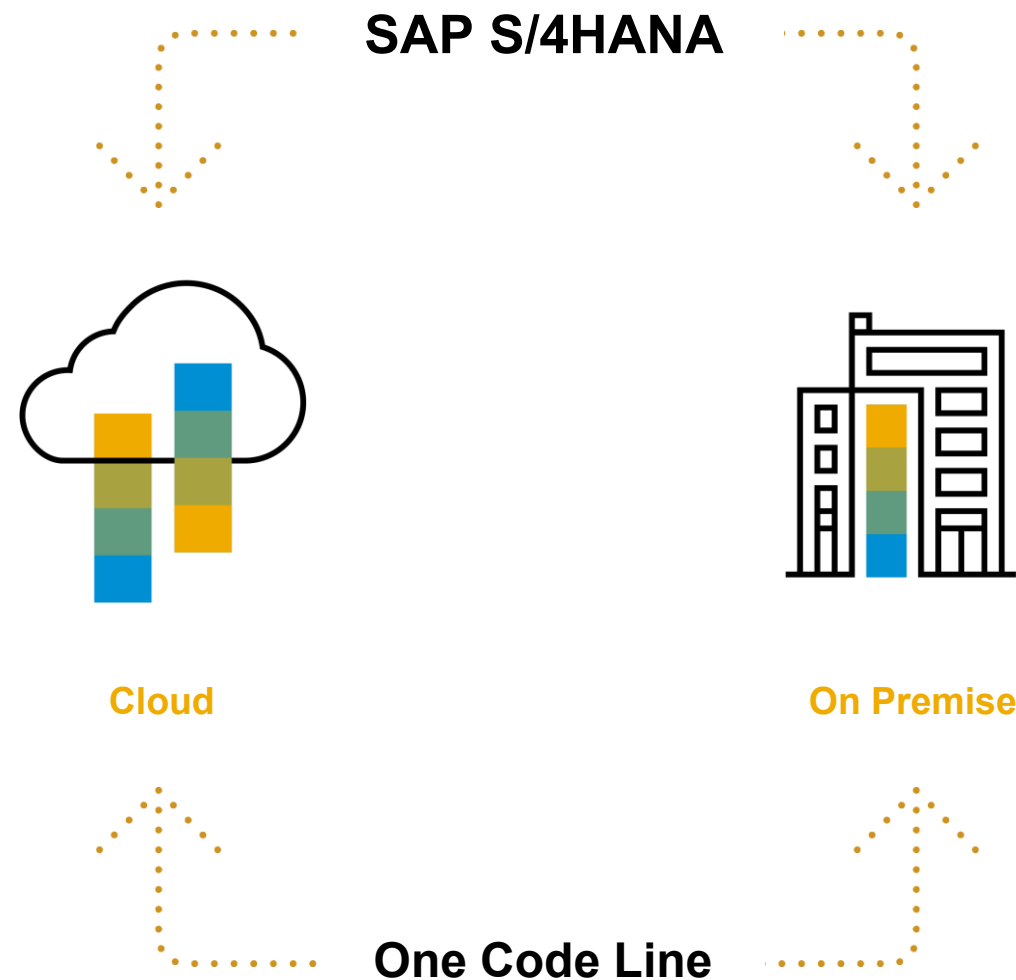


SAP S/4HANA: Complete, Consistent Choice

SAP S/4HANA's code line, simplified data model, and modern user experience are consistent for both cloud and on premise. Designed for in-memory, SAP S/4HANA brings new business capability while simplifying the IT landscape.

Considerations for selecting the right SAP S/4HANA solution:

- Business functionality
- Regulatory, industry, and regional requirements
- Individualization options
- IT Strategy
- Innovation cycles
- Adoption/upgrade efforts
- TCO
- Commercial models



RISE with SAP S/4HANA provides options for deployment



SAP S/4HANA CLOUD

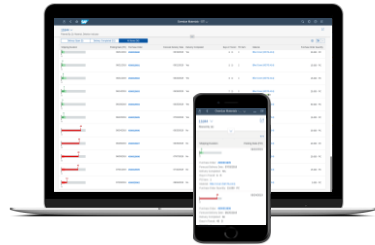
one code line
choices of deployment

SAP S/4HANA

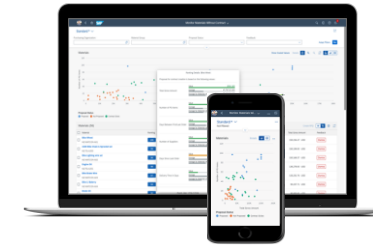


*The most comprehensive, intelligent, and fully integrated
Cloud ERP*

The most complete, intelligent, and flexible ERP

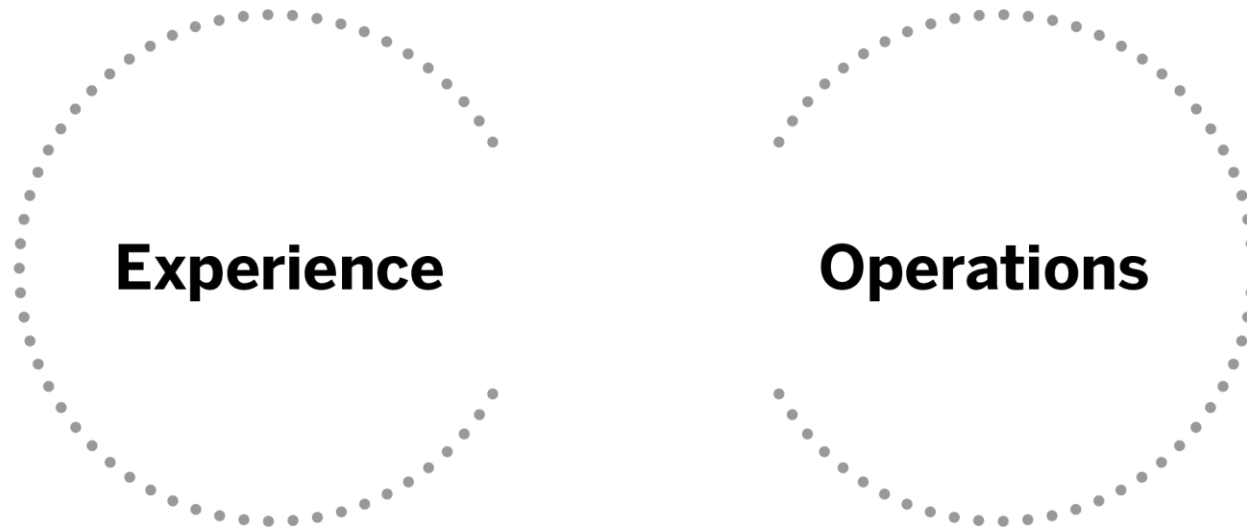


Next Generation UX
End2End Analytics
Intelligent Automation



- ✓ Fast time to value, lower TCO, **grow as you go**
- ✓ **Continuous innovation** with quarterly releases
- ✓ **Standardized best-practice** - based business processes and industry leading integration options
 - ✓ **Preconfigured** processes for key LoBs
- ✓ **Individual transition paths** for existing SAP ERP customers
- ✓ Customer individual innovation speed – **annual releases** and 5 years of mainstream maintenance
- ✓ Superior business process **configuration options, flexible extension and integration capabilities**
 - ✓ Flexibly **configurable processes** for all LoBs
 - ✓ Specific process support and content **for 25 Industries**

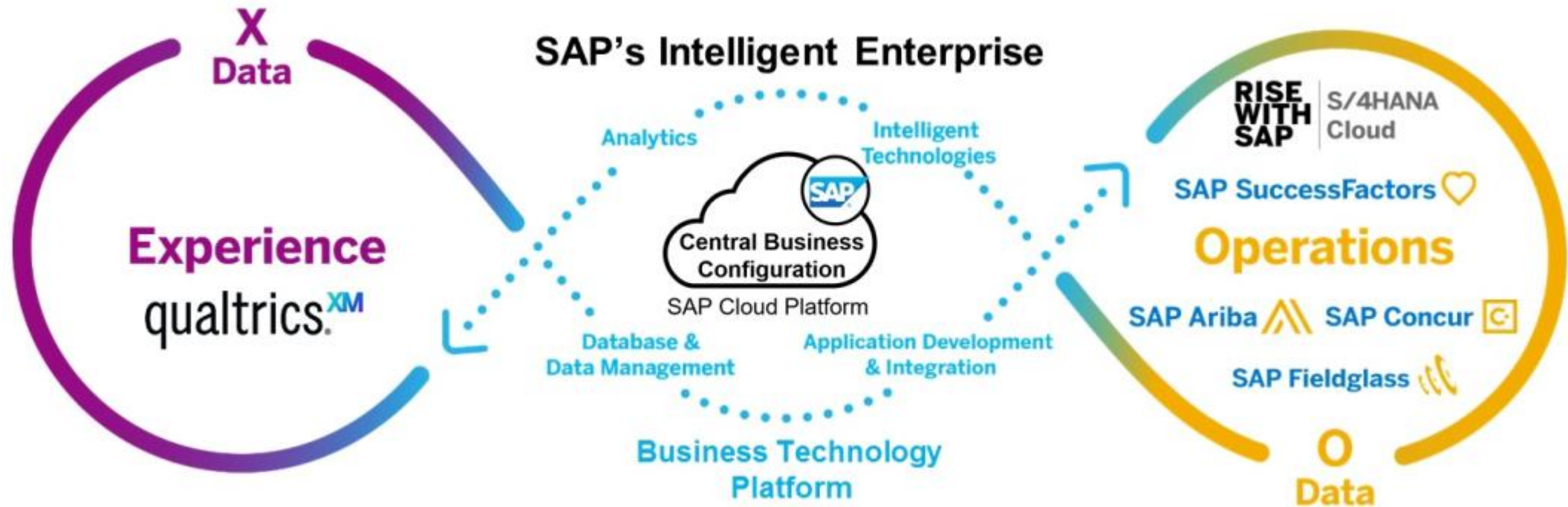
Intelligent Enterprises power the experience economy



Intelligent Enterprises power the experience economy



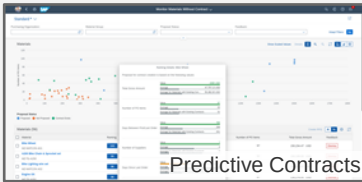
Intelligent Enterprises power the experience economy



RISE with SAP S/4HANA Cloud Scope Highlights (see BPX for latest)

The most comprehensive, integrated and intelligent Cloud ERP

Procurement



Predictive Contracts

- Procurement of Direct Materials & Services
- Supplier Management
- Central Procurement

Sales



Sales Overview

- Sell from Stock
- Sell Services
- Rebates & Commissions
- Convergent & External Billing

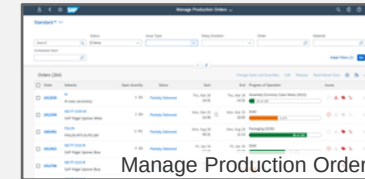
Supply Chain



aATP Release for Delivery

- Warehouse Outbound & Inbound Processing
- Core Inventory Management
- (Advanced) ATP Processing

Manufacturing



Manage Production Orders

- Material Requirements Planning w/ Demand Driven and predictive MRP
- Make to Stock & Make to Order
- Quality Management

R&D

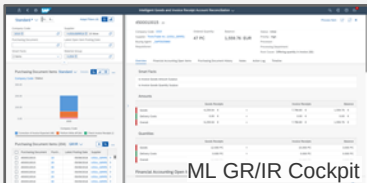


Manage Product Compliance

- Product Compliance
- Enterprise Portfolio & Project Mgmt.
- Variant Configuration

SAP S/4HANA Cloud

Finance



ML GR/IR Cockpit

- Accounting & Financial Close
- Financial Operations
- Cost Management
- Treasury
- Enterprise Risk & Compliance

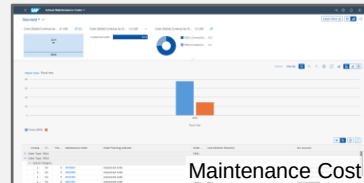
Service



Service Overview

- Service Order Management and Monitoring, including procurement of external services (contractors)

Asset Mgmt.



Maintenance Cost

- Resource scheduling for maintenance planner
- Enhanced collaboration and review

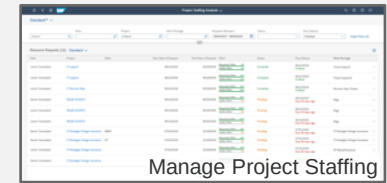
Cross Functions



Digital Assistant

- Master Data, Data Migration, Data Protection & Privacy, ILM
- Integration Capabilities
- Legal Content Management

Industries



Manage Project Staffing

- Professional Services:
 - Customer Project Mgmt.
 - Resource Mgmt.
 - Service & Material Procurement
 - Event-Based Revenue Recognition
- Component Manufacturing
 - Make to Stock & Make to Order with Variant Configuration

SAP S/4HANA Release Strategy

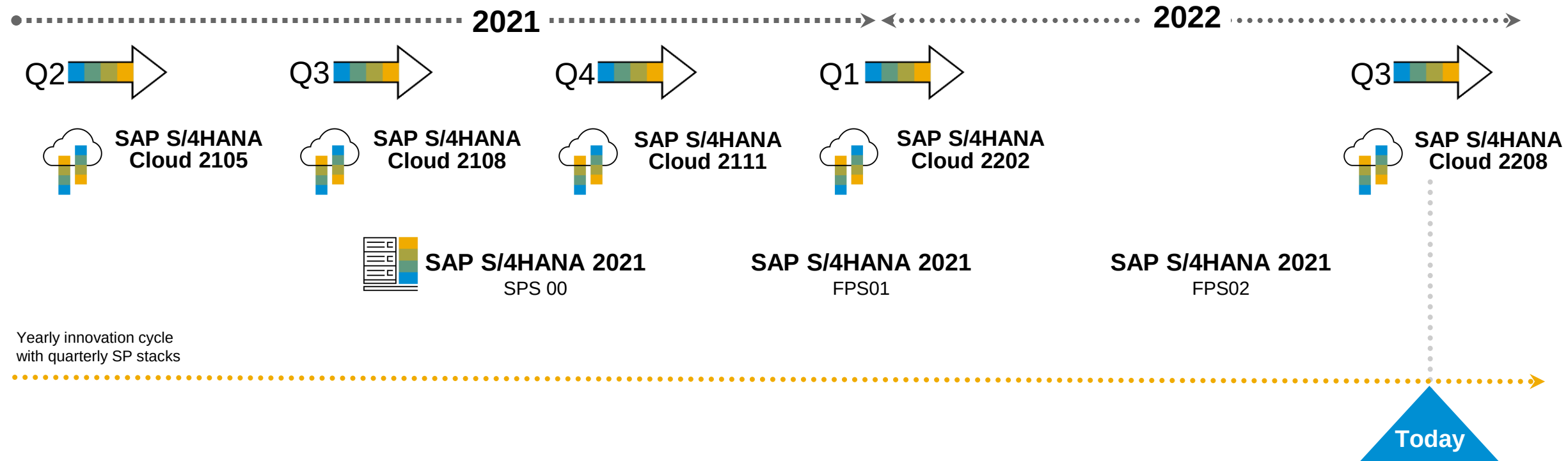
2021–2022 definition of deliveries



Quarterly innovation cycle

SAP S/4HANA Cloud 2208: Release Information Note: [3142704](#)

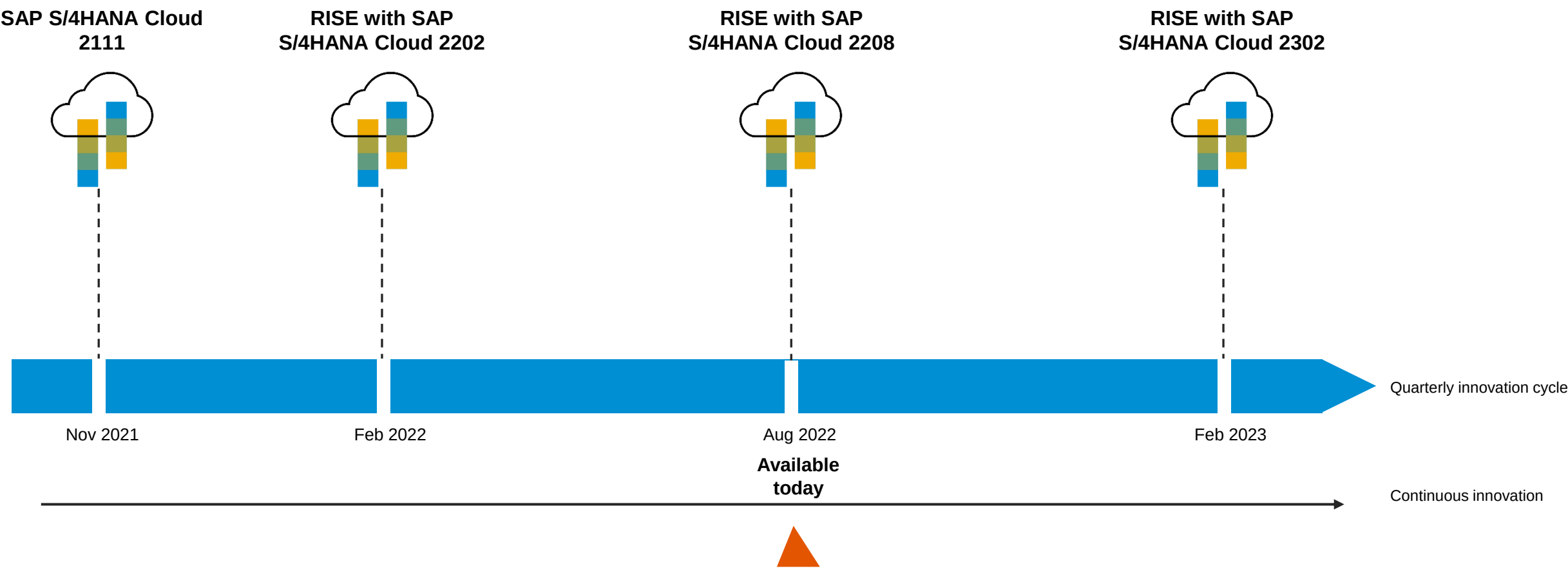
SAP S/4HANA Cloud 2208: Release Restriction Note: [3142705](#)



Yearly innovation cycle
with quarterly SP stacks

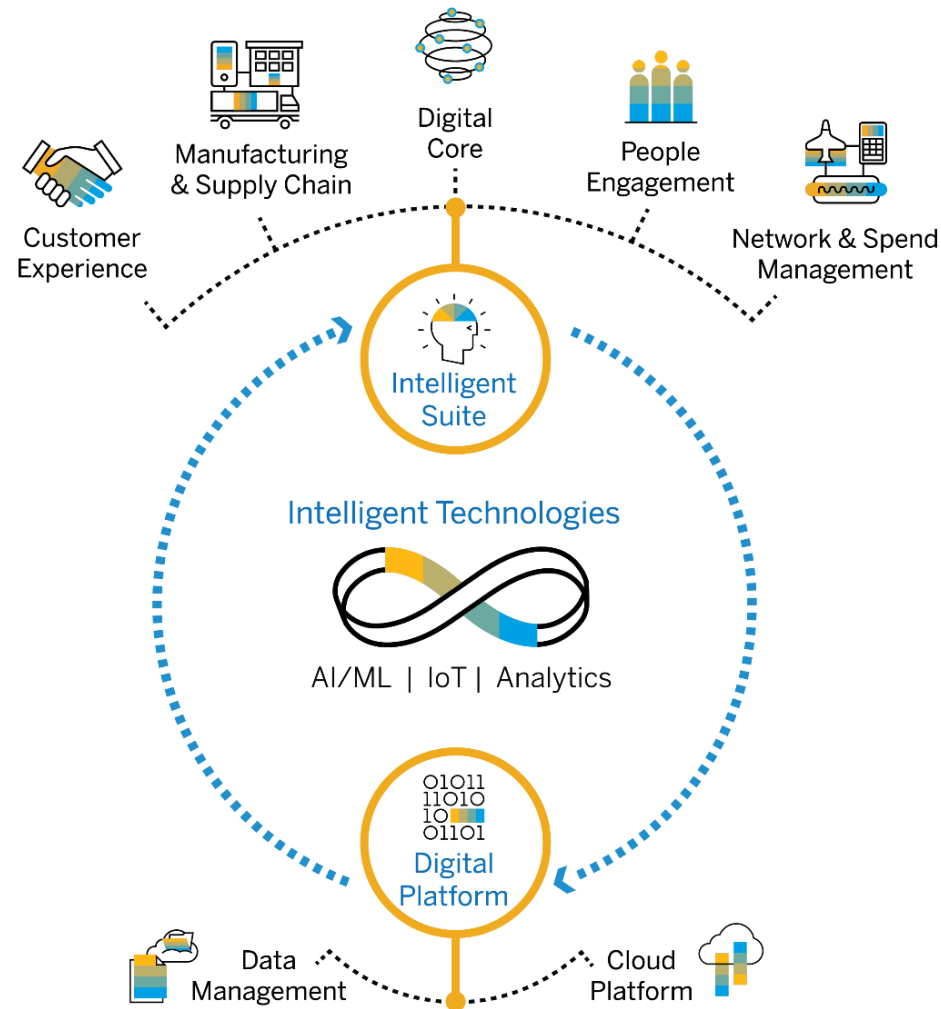
RISE with SAP S/4HANA Cloud

Schedule*



The Intelligent Enterprise Framework

THE INTELLIGENT ENTERPRISE
Features 4 KEY PILLARS



- 1 Digital Age User Experience 
- 2 Intelligent Automation 
- 3 New Business Models 
- 4 End-to-end Analytics & Real-time Steering 

RISE with SAP S/4HANA Cloud for Service Management

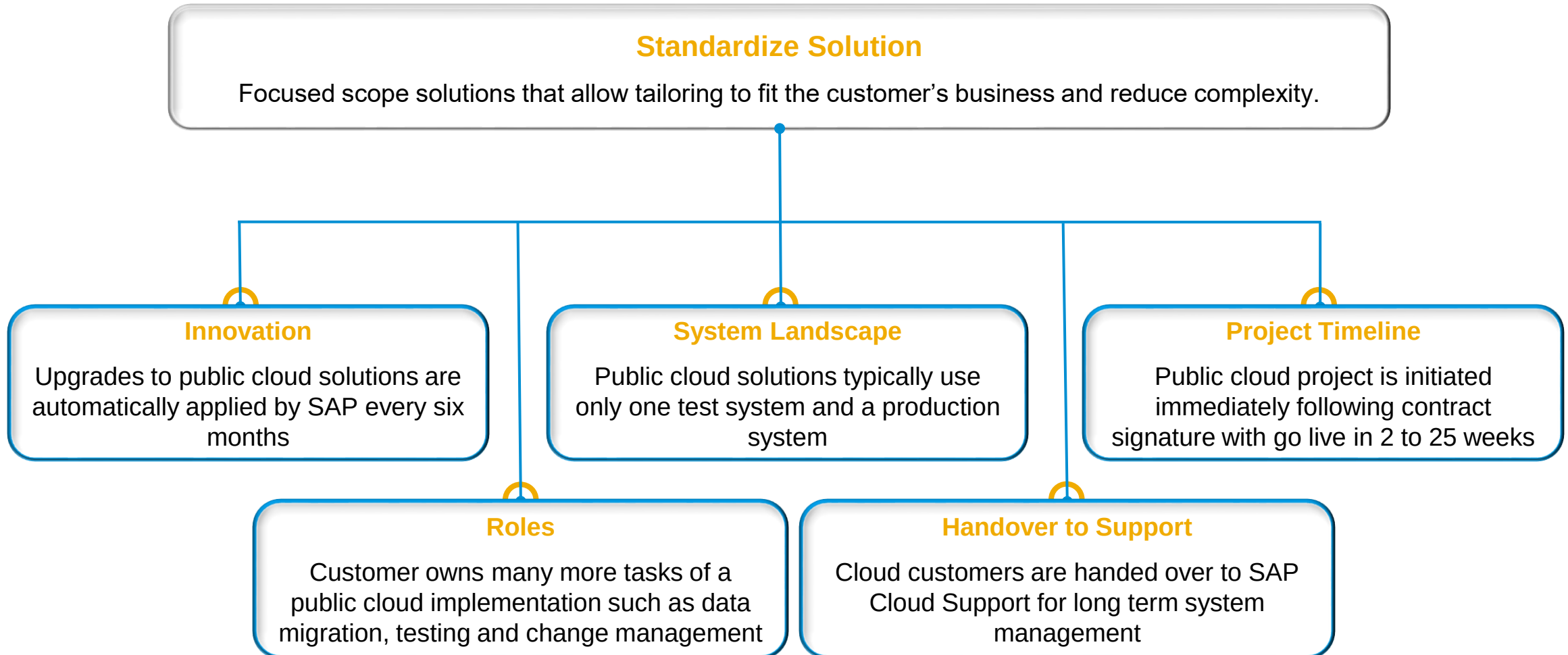
Intelligent Engagement & Operational Excellence



In grey – part of roadmap

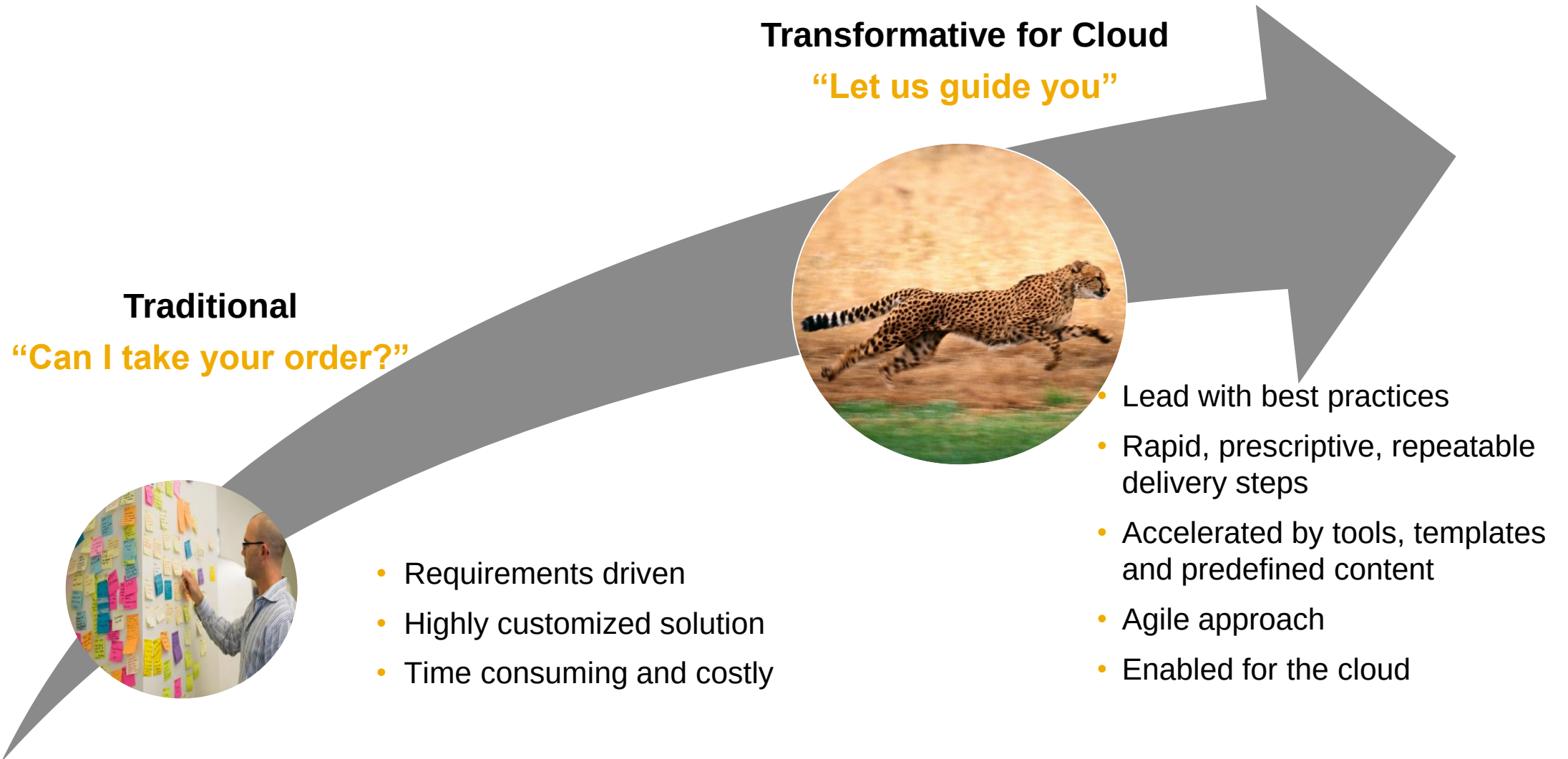
SAP Activate Implementation Methodology

How Do SAP Cloud Implementation Projects Differ?



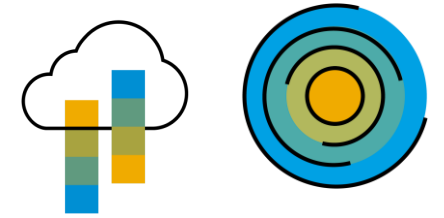
SAP Activate Implementation Methodology

SAP Activate Approach

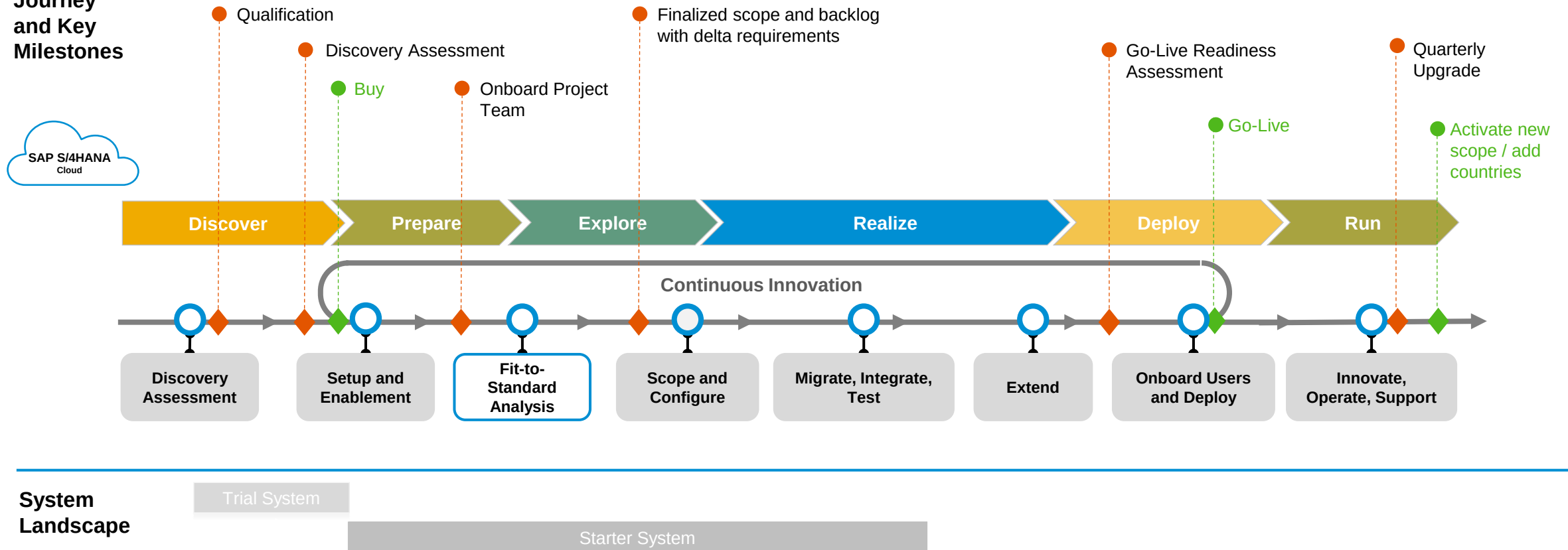


Deploy RISE with SAP S/4HANA Cloud with SAP Activate

Journey Overview and Key Milestones



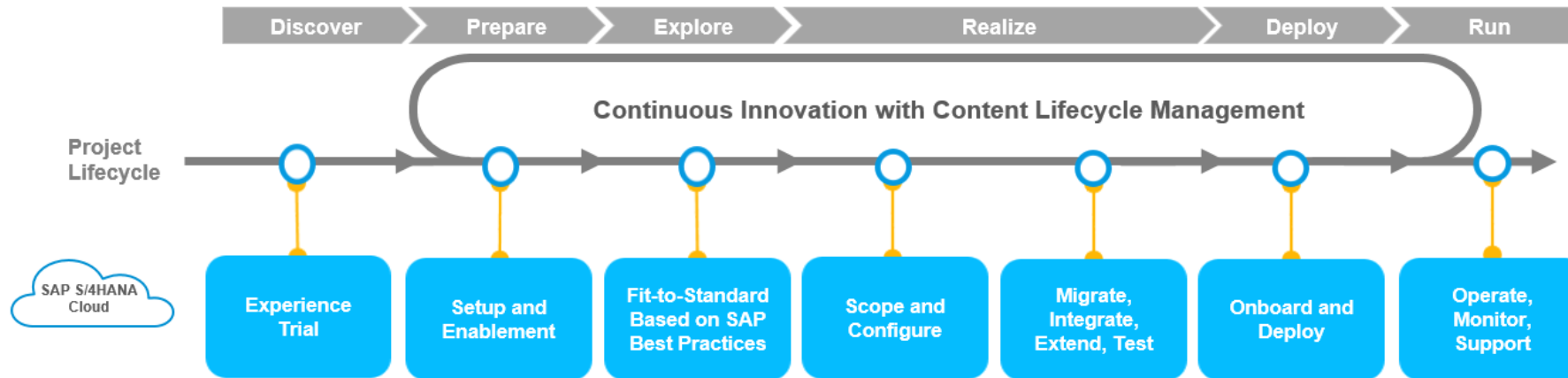
Journey and Key Milestones



System Landscape

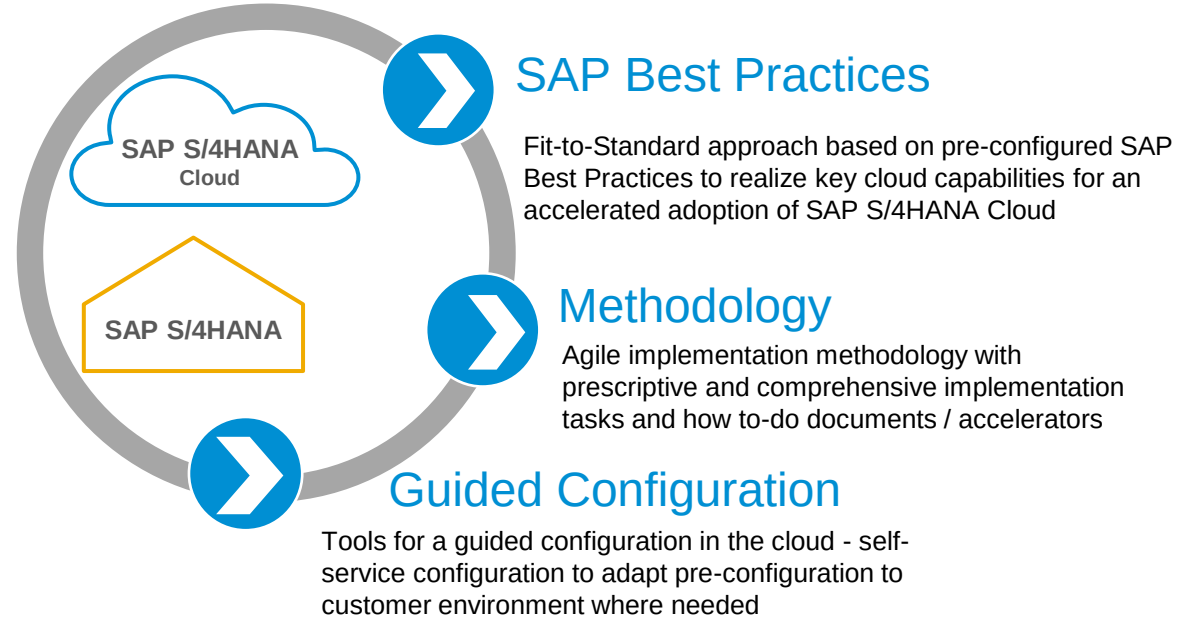
SAP Activate Implementation Methodology

The Road to RISE with SAP S/4HANA Cloud with SAP*ACTIVATE*



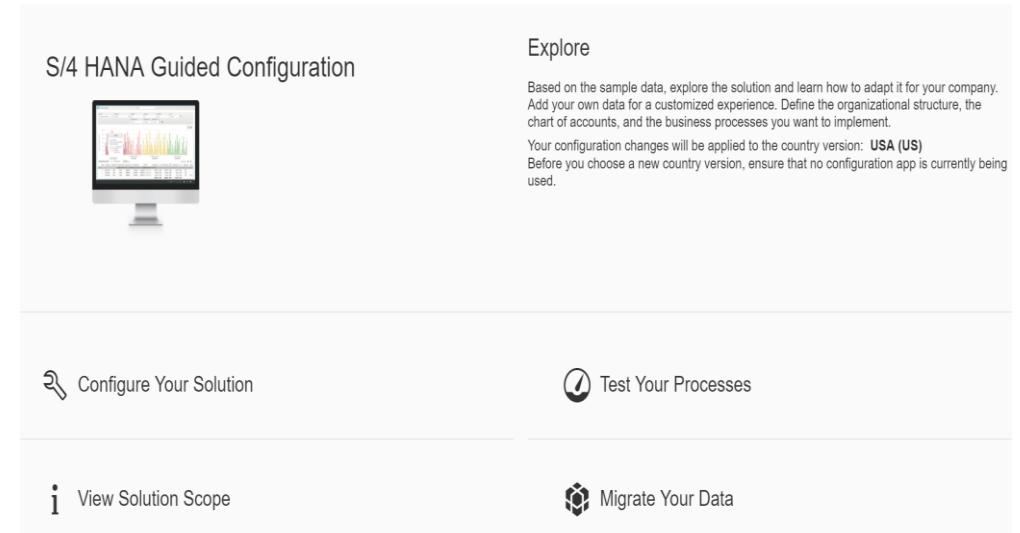
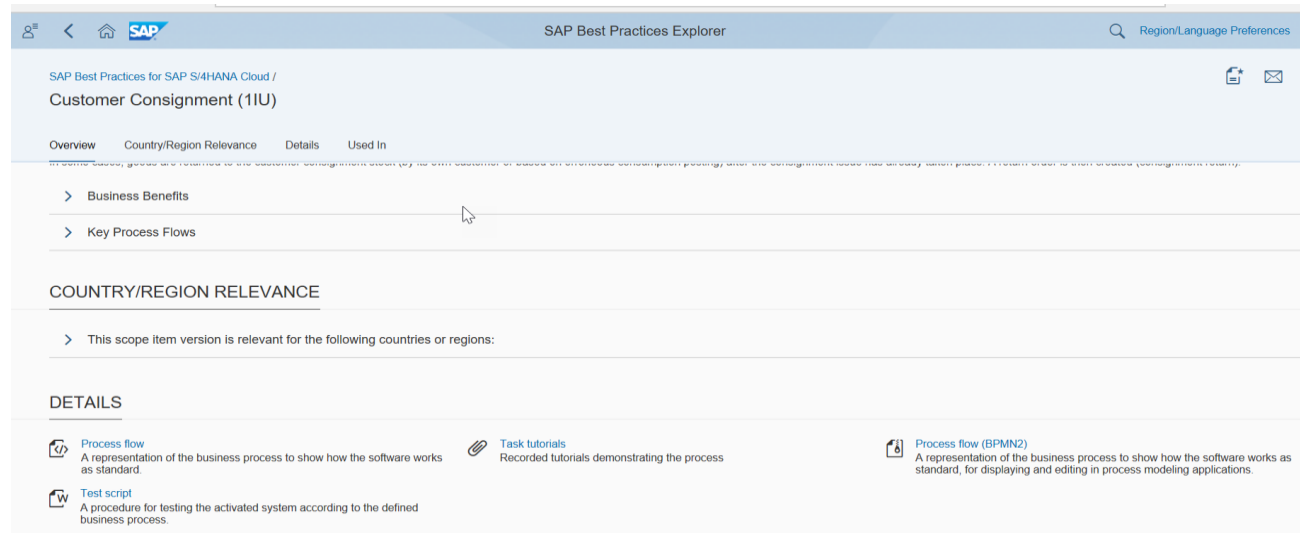
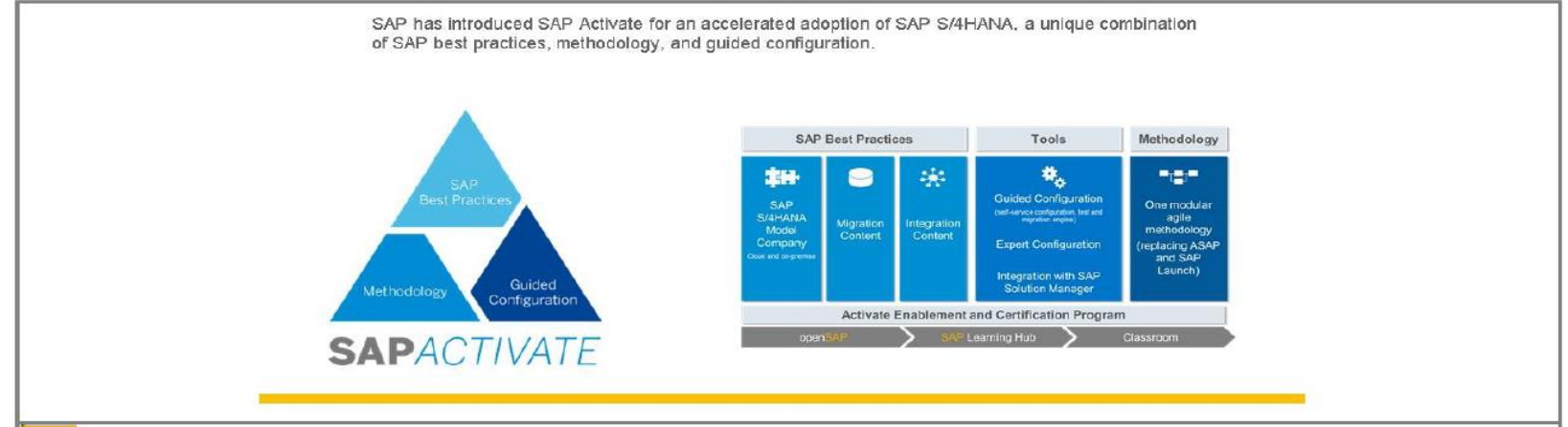
SAP Activate

- Is the innovation adoption framework that expedites SAP S/4HANA implementations throughout the customer lifecycle
- Supports faster, less service intensive deployments and is aiming at continuous adoption of innovations throughout the entire project lifecycle
- Supports different starting points for customers to adopt SAP S/4HANA – for new implementations, system conversions and landscape transformation scenarios



RISE with SAP S/4HANA Cloud* Activate Framework

- 1.SAP Best Practices
- 2.Guided Configuration
- 3.Methodology



- https://rapid.sap.com/bp/#/BP_CLD_ENTPR

Solution Definition

Scope & Configuration Verification (1/2)

Get a scope summary:

- Evaluate which business processes (scope items of the pre-configuration best practices) and which country versions are active in your solution
- Display scope items of all activated solution packages or of certain solution packages
- Get detailed understanding of the functional scope by scope item

The screenshot displays the SAP S/4 HANA Guided Configuration interface. The main window is titled 'S/4 HANA Guided Configuration' and shows a 'Prepare' phase with instructions on configuring organizational structure. A 'View Solution Scope' button is highlighted. To the right, a detailed view of the 'View Solution Scope' page is shown, featuring a table of active processes and a list of prerequisite building blocks.

1 Access solution summary

SAP Best Practices Package for SAP Simplified Suite DE 1506 PC

Active	Process	Description
✓	Sales Order Processing: Sale from Stock	
✓	SAP Best Practices for SAP S/4HANA Enterprise Management Cloud	
✓	Time Recording for Project-Based Services	
✓	Service & Material Procurement for Project Based Services	
✓	Sales Order Processing for Project Based Services	
✓	Material Requirements Planning (Plan to Procure)	
✓	Procurement Processing	
✓	Overhead Cost Accounting	
✓	Profitability and Cost Analysis	
✓	Accounting and Financial Close	
✓	Accounts Receivable	

2 Access to fact sheets

Accounting and Financial Close

The central task of GL accounting is to provide a comprehensive picture of external accounting and accounts. Recording all business transactions (primary postings and settlements from internal accounting) in a software system that is fully integrated with all the other operational areas ensures that the accounting data is always complete and accurate.

Essentially, the General Ledger Accountant serves as a complete record of all business transactions. It is the centralized, up-to-date reference for the rendering of accounts. Actual individual transactions can be checked at any time in real-time processes displaying the original documents, line items, and transaction figures at various levels such as:

Account Information Journals Totals Transaction figures Balance sheet

Key Process Steps Covered

- Posting General Ledger Account Documents
- Displaying the Document Journal
- Displaying GL Balances (List)
- Carrying Out Recurring Entries
- Account Maintenance: Automatic and Manual Clearing
- Day End Closing
- Month End Closing
- Year End Closing

Benefits

- Recording all business transaction ensures complete and accurate accounting data

Prerequisite Building Blocks

If you want to activate this scope item, you need to apply the following building blocks in the given sequence. For a complete overview of all scope items, see the Prerequisites Matrix. Before you start with the implementation, refer to the SAP Note and the attached Configuration Guide: Getting Started for the latest updates or enhancements to this package. You can find all links in the Content Library of this solution package.

(Building block list)

Links to:

- Process diagram
- Test script

List of building blocks with fact sheets (the configuration documentation for each business process)

Solution Definition

Scope & Configuration Verification (2/2)

1. Self Service Configuration User Interface (SSCUI)

- Key Users can easily adjust business configuration using in app step by step guides (SSCUI)
- Accessed through Manage your Solution App/ Configure your solution
- View and adapt configuration settings to your solution
- Adjust basic settings; org structure, master data settings, categories etc.
- Business Process Flow is not changed

2. Pre-approved Expert Configuration

- Executed by SAP Service Center
- Includes Standard functionality that does not have an SSCUI
- Requested by submitting “Expert Configuration Request” template
- Adapt predefined editable fields, add additional customizing records, create new processes in customer owned area
- Converted to SSCUIs in future releases for direct maintenance

[Download the Expert Configuration and SSCUI Reference accelerator for a complete list of SSCUI and Pre-Approved Expert Config List](#)

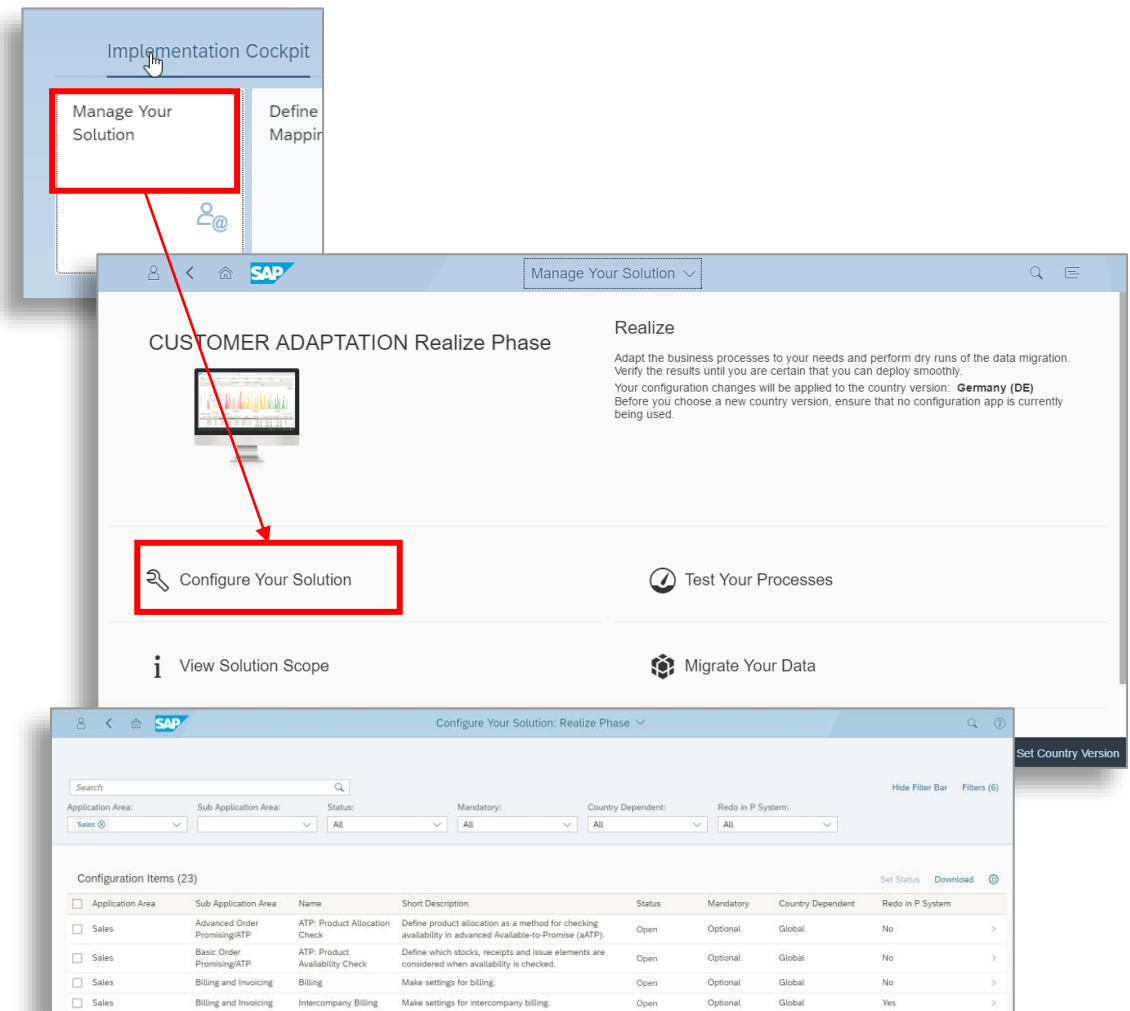
Solution Definition

SCCUI Verification

Configure your RISE with SAP S/4HANA Cloud solution using in-app guided configuration UIs

- Navigate to the **Manage Your Solution** app in your S/4HANA system
- Choose **Configure your Solution**
- Follow the predefined configuration sequence and choose **Start** on the relevant configuration

Note: SAP Central Business Configurator users no longer can access Configure Your Solution



NAME CHANGE

Scope items are now referred to as scenarios.

SAP Central Business Configuration

New Configuration Tool for RISE with SAP S/4HANA Cloud

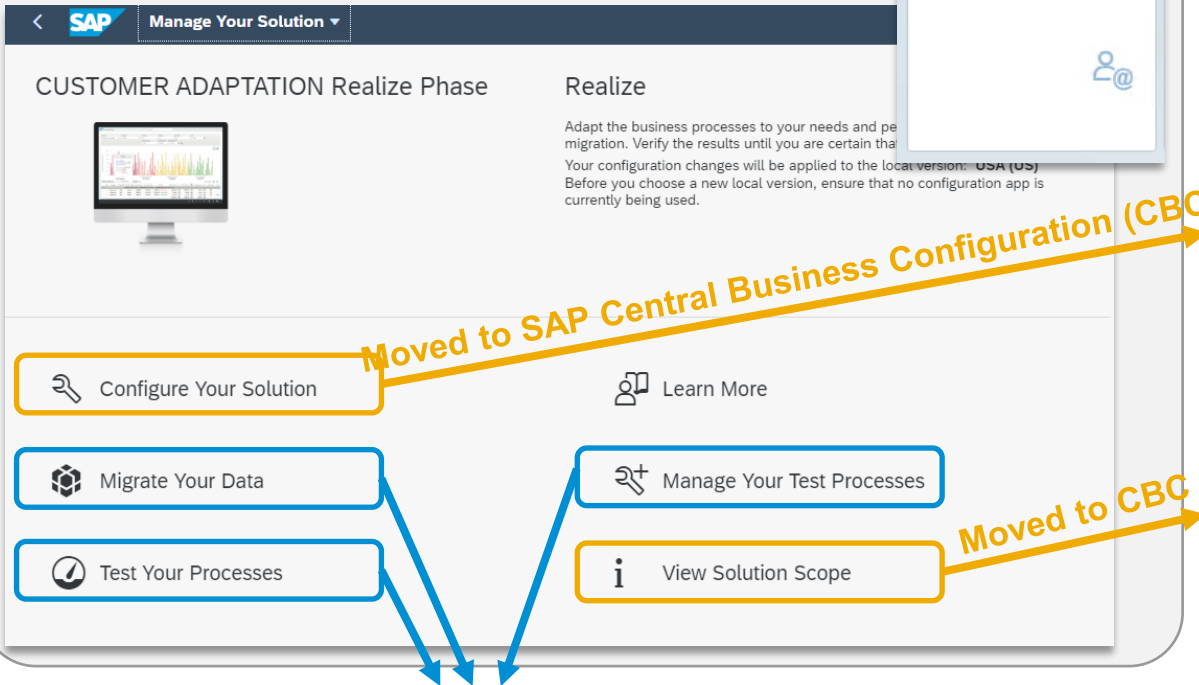
All new S/4HANA cloud customer implementations based on license contracts since January 2021 will use SAP Central Business Configuration

Free **openSAP** training course to learn more: [Implementing SAP S/4HANA Cloud with the SAP Central Business Configuration Capability](#)

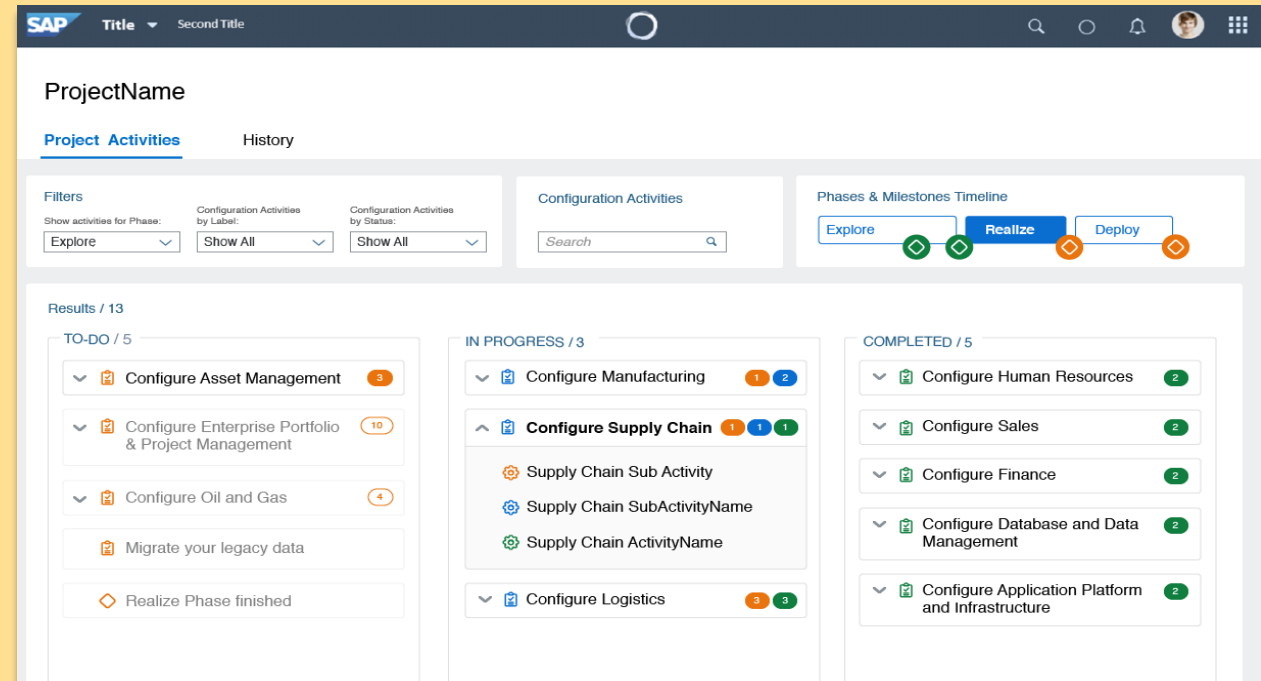
New Configuration Tool in Release 2008: SAP Central Business Configuration

Old method: Configuration & system provisioning done via Fiori apps in RISE with SAP S/4HANA Cloud

(Manage Your Solution app → Configure Your Solution app)



New method: Configuration, system provisioning, and scoping done via SAP Central Business Configuration (CBC) in SAP Business Technology Platform



Access the CBC tenant in SAP Business Technology Platform to provision RISE with SAP S/4HANA Cloud systems, select the countries and solution scope to deploy, and define configuration items (SSCUIs) during the relevant project phases.

Additional scope and countries can be deployed via CBC as needed.

NOTE: The Manage Your Solution Fiori app will be deprecated (removed) from the SAP S/4HANA Cloud launchpad when SAP Central Business Configuration becomes the standard tool, starting release 2008 (August 2020)

SAP Central Business Configuration

With the SAP S/4HANA Cloud release of 2011, new essentials customers will receive access to **SAP Central Business Configuration** instead of the **Configure Your Solution** app.

Learn about the configuration tool via the Activate task **Self-Enablement on Central Business Configuration**.

Current customers who do not have SAP Central Business Configuration will be converted at a later date.

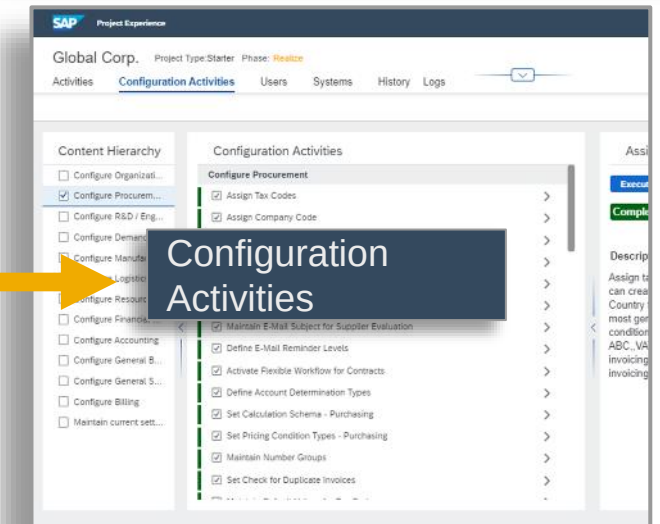
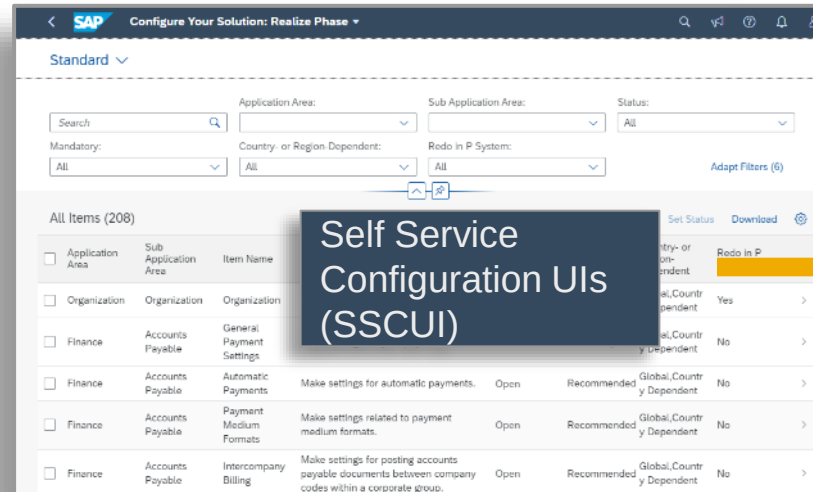
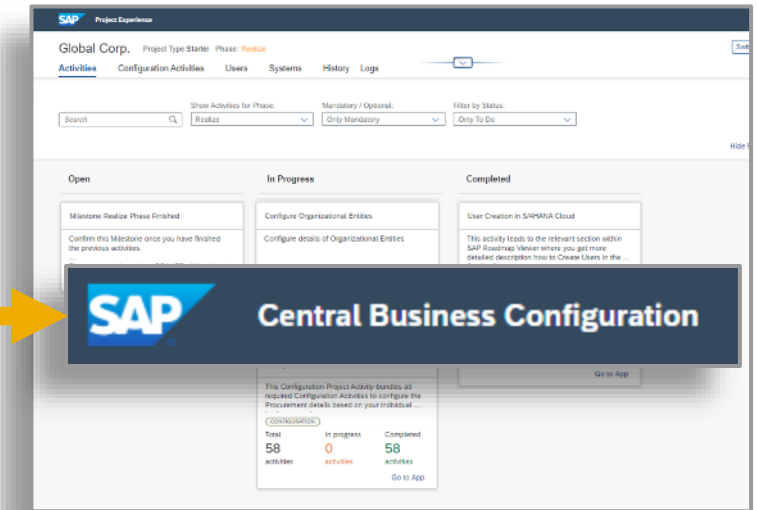
The concepts in the configuration tool are similar to Configure Your Solution, however, the terms and processes vary.

This slide contains cross references between **Configure Your Solution** and **SAP Central Business Configuration**.

RISE with SAP S/4HANA Cloud



SAP Central Business Configuration



Change Project

Transport

Solution Definition

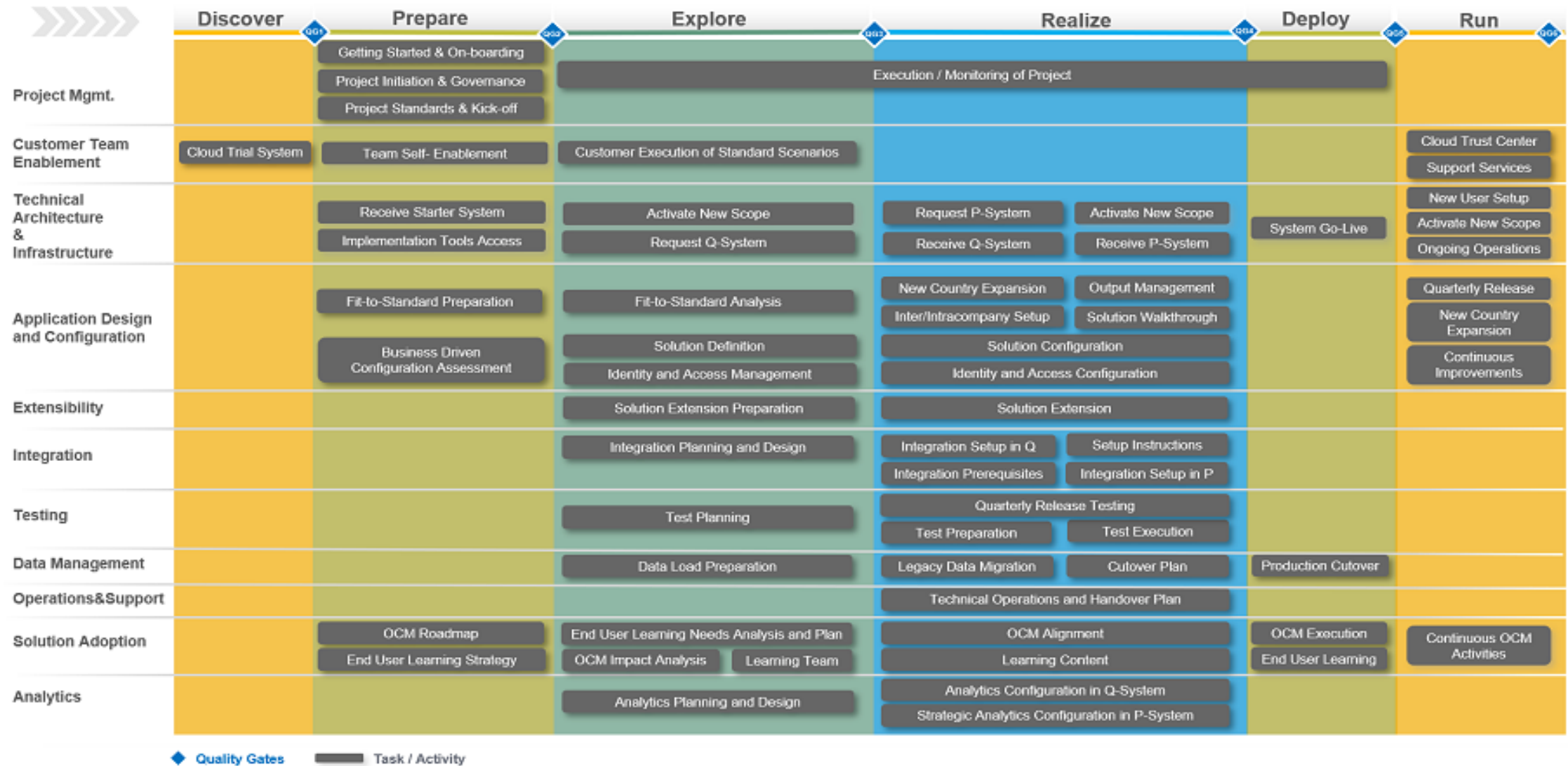
Expert Configuration Verification

- Additional functionality and scenarios are possible as defined in the **Expert Configuration and SSCUI Reference Template**.
- No Self-service Configuration User interfaces available.
- Initiated by an Incident/Service Request and performed by the services center.
- Expert Configuration is defined during the Explore phase and requested in Realize.

SAP Activate Roadmap - Define Expert Configuration

New Items Configuration Step Expert Configuration Clear Filters Search ☒ Configuration Step (Column B) ☐ Main Scope Item ID (Column G)						
Application Area	Configuration Step	Configuration Step Available in Configuration Your Solution	Configuration Approach	Category	SAP ID	Main Scope Item ID
Finance	Account Determination	Yes	Use App in Configure Your Solution	Mandatory	100297	J58
Finance	Acknowledgement No for Quarterly Returns	Yes	Use App in Configure Your Solution	Optional	101161	J58
Finance	Activate Application	Yes	Use App in Configure Your Solution	Optional	101217	J58
Finance	Activate Checks for Company Codes	Yes	Use App in Configure Your Solution	Mandatory	101137	1WE, 1W8
Finance	Activate cXML Message Types	Yes	Use App in Configure Your Solution	Optional	100001	19W, 1M1, J13, J82
Finance	Activate Document Numbering for Company Code	Yes	Use App in Configure Your Solution	Recommended	101073	J58

SAP Activate Methodology for New Cloud Implementations (Public Cloud-General)



SAP Best Practices Documentation

Access SAP Best Practices Explorer



Business Process
Expert(s)

SAP Best Practices Explorer

SCOPE ITEMS

Typically a pre-defined business process, such as *Emergency Maintenance*. They represent a SAP Best Practices implementation choice for a customer. Each scope item has a set of accelerators delivering detailed documentation that is used during the implementation project.

End-to-End Solution

A selection of scope items that cover the scope of the next-generation S/4HANA Business Suite or other leading industry or Line of Business segments. Editions are available on cloud and can be implemented fully or partially.

SAP Best Practices Explorer

Browse Packages / SAP S/4HANA / Cloud /

SAP Best Practices for SAP S/4HANA Cloud for Enterprise Management USA Localization, For SAP S/4HANA Cloud 1708

Overview Solution Scope Accelerators Find Out More

> Solution Information

SOLUTION SCOPE

Scope Item Groups

Name	Description
> Application Platform and Infrastructure	
Asset Management	
Corrective Maintenance (BH1)	Build, run, and extend your applications on a consistent application platform and infrastructure. Rely on your network of business applications to support every aspect of your business. With SAP application platform and infrastructure, you can help ensure common standards, robust interoperability, and flexible extensibility. Access a solid set of underlying technology platforms and related infrastructure services such as integration, collaboration, and interface management.
Emergency Maintenance (BH2)	Foster reliable business growth: Reduce risk, improve operational safety, enhance product quality, maximize return on production assets, avoid unplanned downtime, and gain competitive advantage by optimizing energy use.
Preventive Maintenance (BJ2)	This process describes the maintenance of technical objects when a breakdown or failure occurs.
	This scope item describes the processes for preventing system breakdowns that have high repair and production breakdown costs.
> Database and Data Management	Run your business in real time by modernizing your data platform and technology. Drive the way your business works and how well it delivers by staying ahead of business needs with platform and technology solutions from SAP.

SAP Best Practices Documentation

Access SAP Best Practices Explorer (Continued...)



Business Process
Expert(s)

3

SAP Best Practices for SAP S/4HANA Cloud for Enterprise Management /

Emergency Maintenance (BH2)

Overview Details Used In

completed. In addition, you can install, dismantle, or replace pieces of equipment.

> Business Benefits

> Key Process Flows

DETAILS

Test Script

A procedure for testing the activated system according to the defined business process.

Process Flow

A representation of the business process to show how the software works as standard.

Process Flow

A representation of the business process to show how the software works as standard, for displaying and editing in process modelling application.

Test Script

Process Flow

Editable
Process Flow

Test Script

SAP S/4HANA - 01-09-16

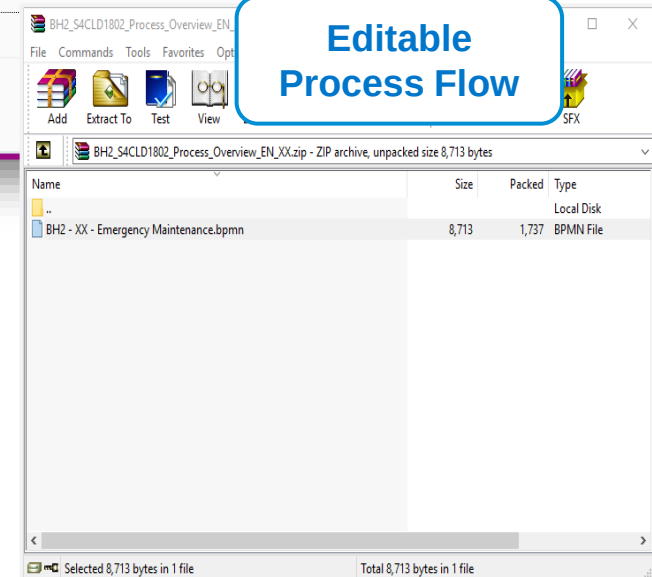
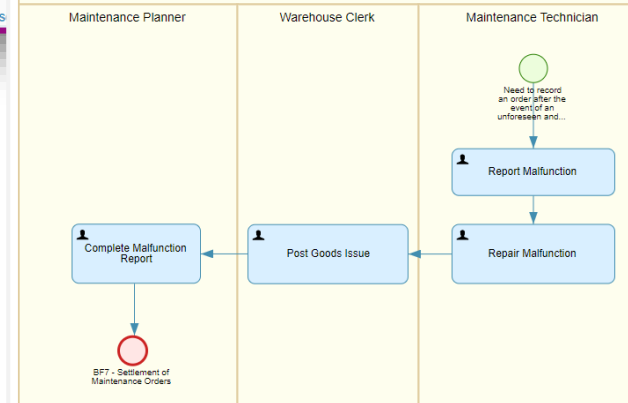
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Emergency Maintenance

This scope item supports the following business process:

Emergency Maintenance



SAP Roadmap Viewer

Benefits:

- SAP Fiori application to help you to guide your SAP S/4HANA implementation project
- Contains time-phased instructions to help execute tasks throughout the implementation journey
- Offers you a large number of accelerators to help you run your project as efficient as possible
- Content continuously updated to provide current and accurate instruction
- Guides you through the whole SAP S/4HANA Lifecycle

The Roadmap Viewer provides the same task and accelerator guidance as the implementation portal but does not include the many integrated the time saving features.

SAP Roadmap Viewer Access:

[SAP Activate Methodology for SAP S/4HANA Cloud](https://go.support.sap.com/roadmapviewer/)

<https://go.support.sap.com/roadmapviewer/>

[Getting Started with the SAP Roadmap Viewer](#)

[SAP S/4HANA Cloud Release blog](#)

SAP Activate Methodology for SAP S/4HANA Cloud

Download Project Plan Accelerators

Description Roadmap Structure

This Roadmap is intended to guide the implementation team through the S/4HANA Cloud implementation. It is comprised of Phases, Deliverable and Tasks in accordance with the SAP Activate methodology. In addition, accelerators are linked to the relevant deliverables and tasks making them easy to consume when they are needed.

The Deliverables and Tasks are listed in sequential order based on the activity start. However, parallelization is necessary to expedite the implementation.

The Roadmap covers the implementation of the core S/4HANA Cloud solution. Projects that include integrations to other cloud solutions may alter the procedures.

SAP S/4HANA Cloud

- View the [Getting Started](#) presentation in the Prepare Phase accelerators
- Read the latest release notes on the [S/4HANA Cloud blog](#)
- Learn more about SAP S/4HANA Cloud Implementation Projects in the [Overview S/4HANA Cloud Presentation](#)
- View the [Tagging](#) presentation for guidance on filtering based on tags and tag descriptions
- For customers implementing a Manufacturing Cloud solution: Reference the Manufacturing and Finance Fit-to-Standard Workshops

More

Fit-To-Standard Process

Fit to Standard Workshop



Purpose of the Fit-to-Standard Analysis

- Enable customers on the business processes included in the solution scope
- Validate that the scope and business processes meet the business needs
- Understand and be aware of gaps
- Determine core configuration values based on business drivers
- Identify configuration values lists to be provided by the business
- Define organizational structure and chart of accounts
- Define required master data
- Define authorization mapping

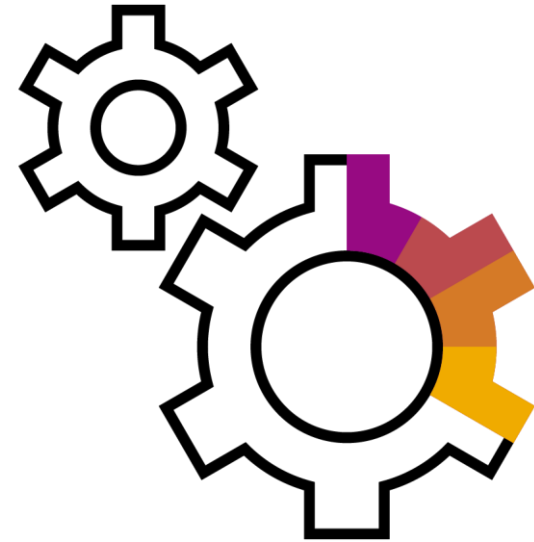
Fit-to-Standard Process

Purpose

The purpose of the **Fit-to-Standard Process** is to match the customer's business processes to the standard processes available and to capture optimization, solution configuration, needed by the customer. It is a sub-process in the **Application: Design and Configuration** workstream.

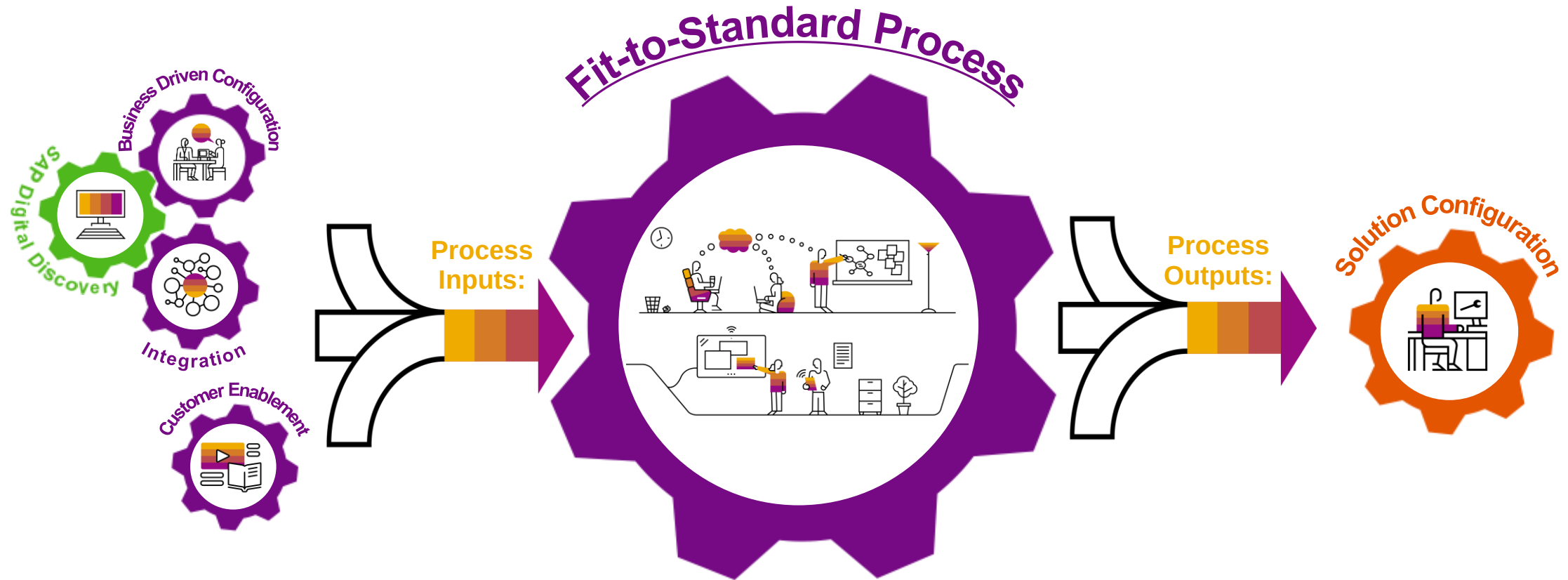
Purpose is Met By:

- ❑ Enabling customers on the business processes included in the solution scope
- ❑ Validating that the scope and business processes meet the business needs
- ❑ Determining core configuration values based on business drivers
- ❑ Identifying configuration values lists to be provided by the business
- ❑ Defining organizational structure and chart of accounts
- ❑ Defining required master data
- ❑ Defining authorization mapping



Fit-to-Standard Process

Overview : Process Inputs & Outputs



Implementation Phase Occurs:



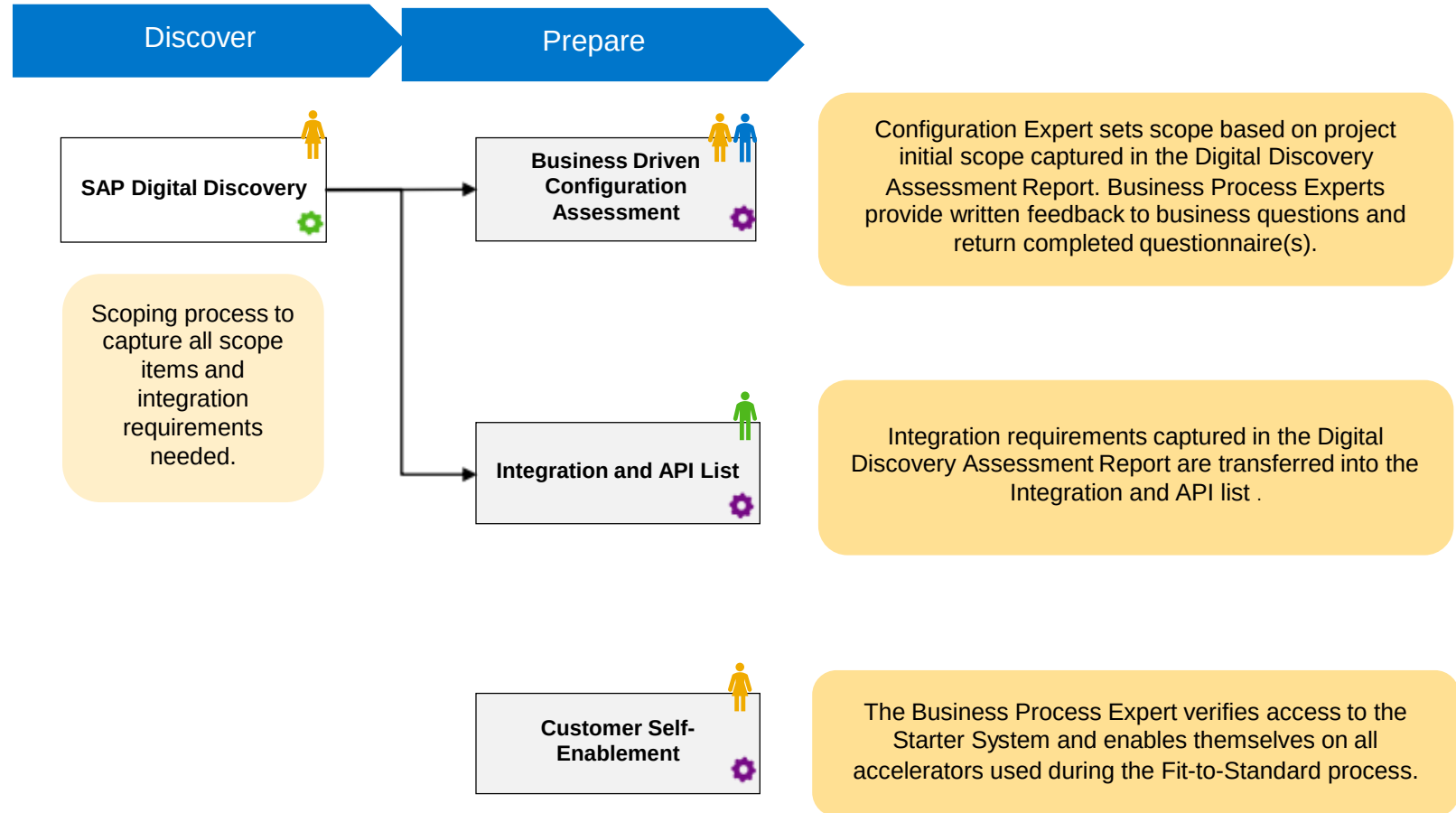
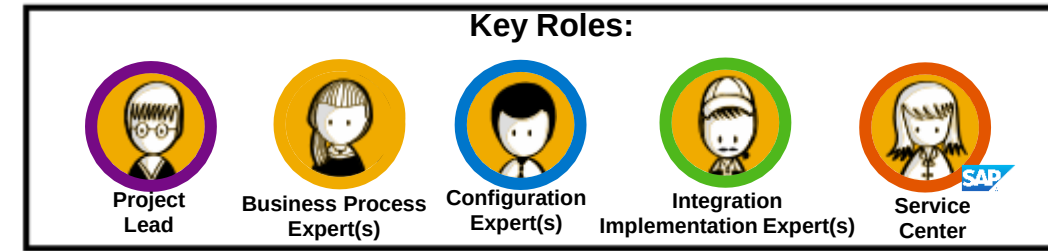
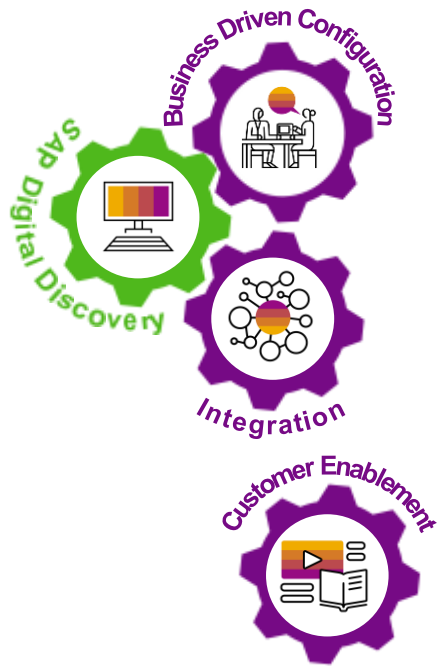
Scoping Process

Optimization Process

Solution Configuration Process

Fit-to-Standard Process

Process Inputs



Fit-to-Standard Process

Fit-to-Standard Preparation and Analysis

Key Roles:



Project Lead



Business Process Expert(s)



Configuration Expert(s)

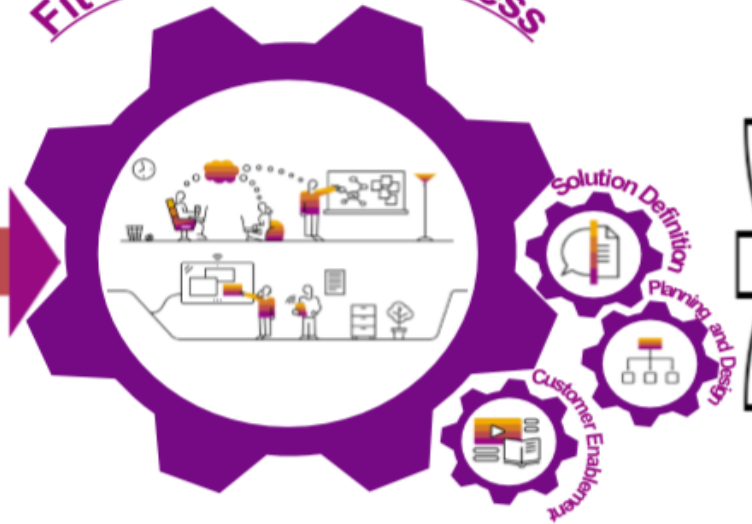


Technical Expert(s)



Service Center

Fit-to-Standard Process



Explore

Business Driven Configuration Questionnaires are used as a reference during the Fit-to-Standard workshops. Answers are used to foster discussion to help identify backlog items and requirements needed for the solution realization. All backlog items and delta requirements are defined and documented in each workshop. There can be multiple waves for each Fit-to-Standard workshops depending on the topics.

Fit-to-Standard Workshops

Execute Workshop – Identify Backlog Items and Requirements

Show and Tell

Process Flows /Standard Scripts

Business Driven Configuration Questions

Customer Feedback

Document Workshop Findings

Key Business Decisions

Roadmap items

Confirmation of scope

Build Backlog

Process Models

Delta Requirements

Customer Execution of Standard Scenarios

All process flows, backlog items, and delta requirements are reviewed and validated for completeness after being defined during the Fit-to-Standard Workshops.

Solution Definition

Planning and Design Workshops

Integration

Extensibility

Analytics

Master Data

User Access and Security

All backlog items are reviewed and consolidated into one Backlog. The scope for the first implementation phase is determined and items descope are documented for future implementation phases

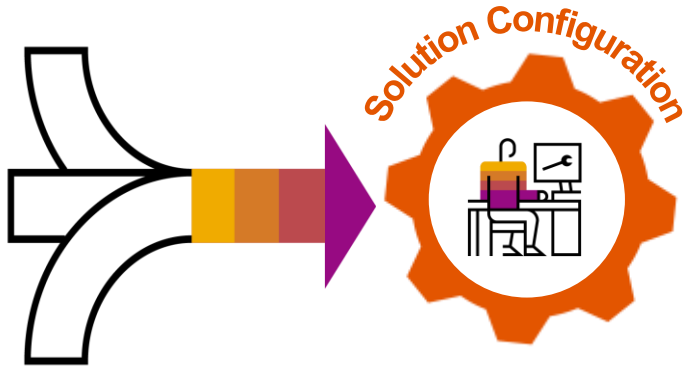
Release Planning

Business Process Experts execute scenarios demonstrated during the Fit-to-Standard workshops in the Starter System.

Handover of requirements and process flows to expert teams and delta requirements are reviewed and converted into backlog items.

Fit-to-Standard Process

Process Outputs



The purpose of the **Solution Configuration** process is to optimize the solution based on the discussions and action items of the Fit-to-Standard analysis so that the solution is ready to help the customer realize the planned value.

Key Roles:



Project Lead



Business Process Expert(s)



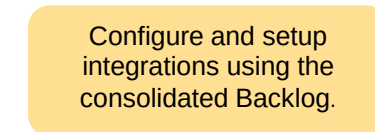
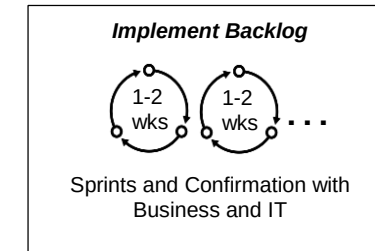
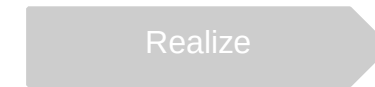
Configuration Expert(s)



Integration Implementation Expert(s)



Service Center



Fit to Standard Workshop, Tool

Tools

The following tools accelerate the Fit-to-Standard process:

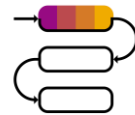
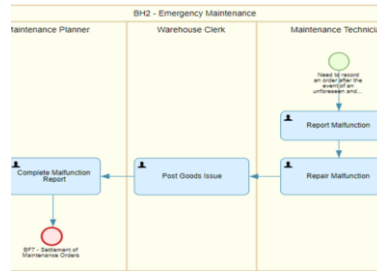
- Starter System - Configured and containing model company data
- Business Process Flows
- Test Scripts
- Business Scenario to Configuration Mapping
- Backlog Template
- My Learning Videos



Fit-to-Standard Process Accelerators Used



Starter System



Business Process Flows



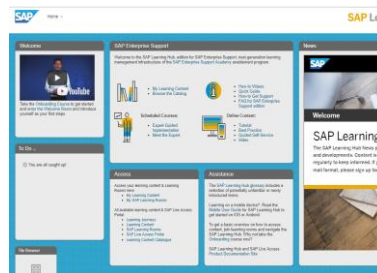
Test Scripts



Expert Configuration and SSCUI Reference



Business Driven Configuration Questionnaires



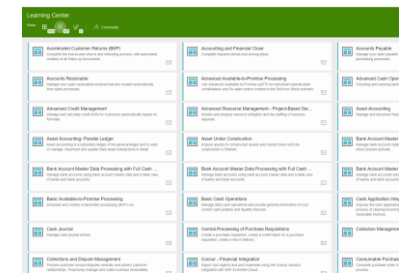
My Learning Hub



Integration and API List



Backlog Template



Learning Center

Fit to Standard Workshop, Business Scenarios

Fit to Standard Workshop, Business Scenarios

Supporting materials for each business scenario can be reviewed to clarify further.

In addition, the following cross topics should be addressed:

- Organizational structure
- Chart of Accounts
- Authorization Mapping
- Forms
- Reports

Gap Definition

A gap is any work item that is not part of the service scope as follows:

- Process gap:
 - Process is not part of the preconfigured best practices
 - Predefined process not meeting the customer requirement
 - Required data fields are not available
- Reporting gap: Standard report is not adequate or does not exist
- Organizational structure not included in best practices
- Changes to standard predefined authorization roles
- Forms: Changes to the standard forms with the exception of the company logo and address data
- Data requirements outside of pre-defined scope
- Configuration that is not included in the service scope

Outcomes of the Workshop

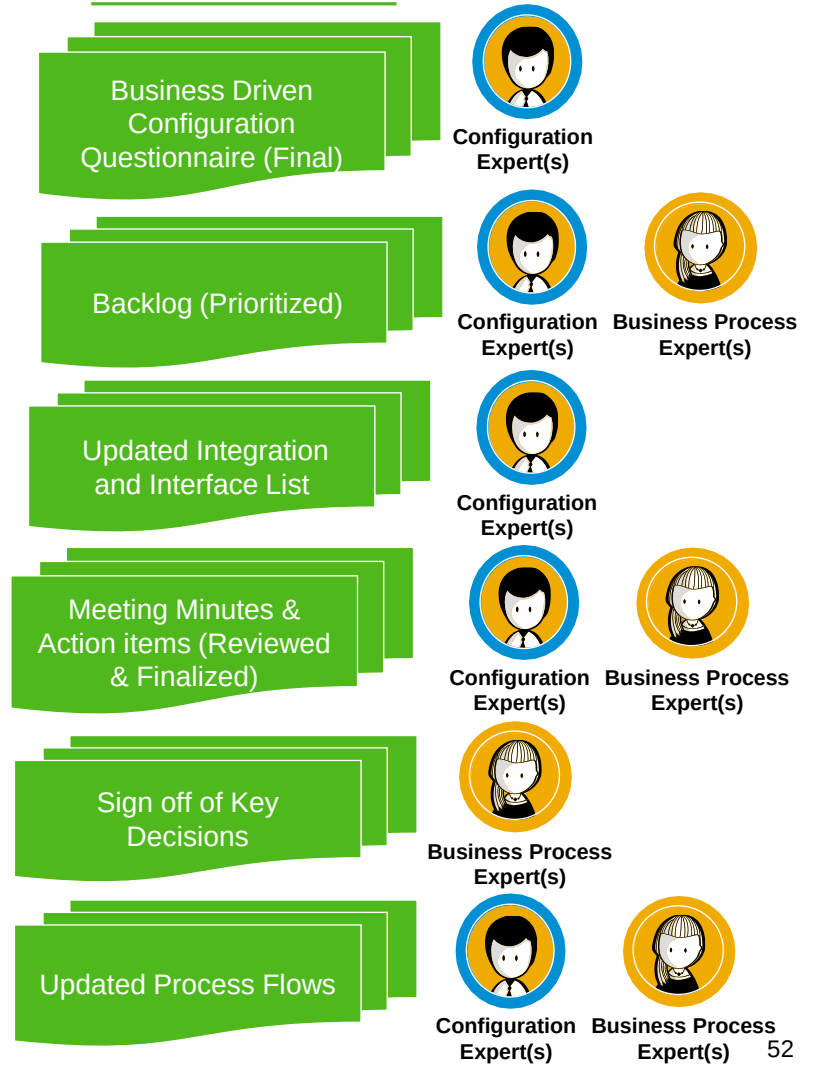
- Solution impact on business processes
- Gap identification and mitigation
- Best practice enablement
- Configuration values required
- Value-add impact for users and business
- Authorization mappings
- Expert configuration definitions
- Awareness of KPIs addressed and impacted

Fit-to-Standard Execution

Outputs of the Workshops

- Solution impact on business processes
- Delta requirements identification and mitigation
- SAP Best Practices enablement
- Configuration values required
- Value-add impact for users and business
- Expert configuration definitions
- Awareness of KPIs addressed and impacted
- Forms, reports, and authorizations requirements

OUTPUTS



Fit-to-Standard Execution

Overall Workshop Approach

* Repeat process for each scenario
** Iterate through all process variations

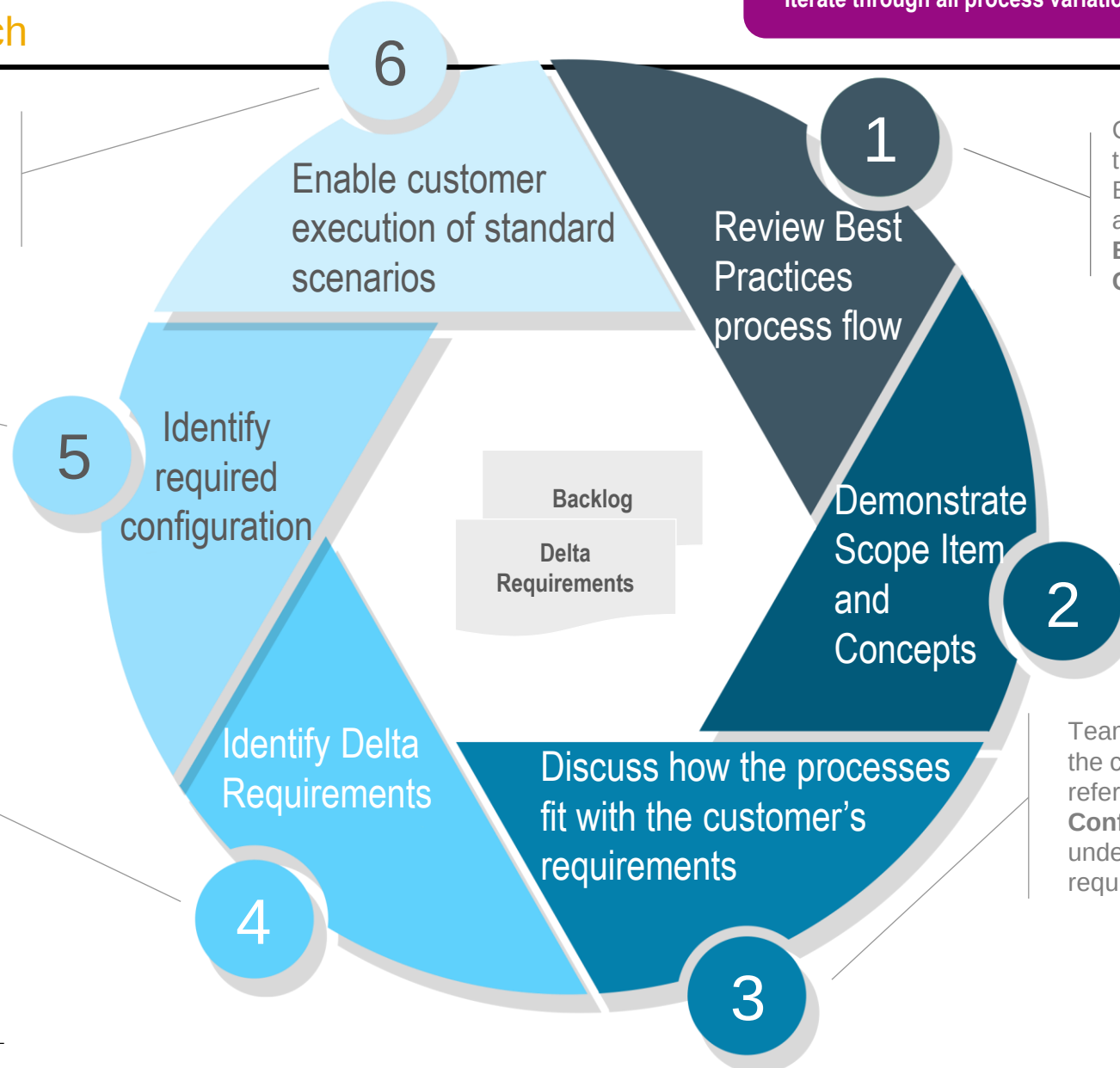


Configuration expert enables the business process expert to execute the process on their own in the Starter system.

Team leverages the **Business Driven Configuration Questionnaire** to arrive at critical configuration decisions. All configuration values required and any needed in-app extensions are determined and documented in the backlog. The customer is responsible for providing value lists, i.e. product group definition.



Team identifies and catalogs the delta requirements in the backlog for further analysis and closure. Delta requirements are business requirements that cannot be satisfied with the standard scenarios.



Configuration expert explains the scope item using the SAP Best Practices process flow and responses from the **Business Driven Configuration Questionnaire**.



Configuration expert demonstrates the scope item using the starter system and delivered master data and highlights the areas that require configuration decisions. The process flow is used as a point of reference when transitioning in the system.



Team fosters discussion to better understand the customer business requirements, referencing the **Business Driven Configuration Questionnaire**, and to provide understanding of how the solution meets these requirements.



Organizational Units

Maintain Organizational Units

- Operating concern
- Controlling area
- Company code
- Credit control area
- Sales organization
- Purchasing organization
- Plant



Business Role: SAP_BR_BPC_EXPERT

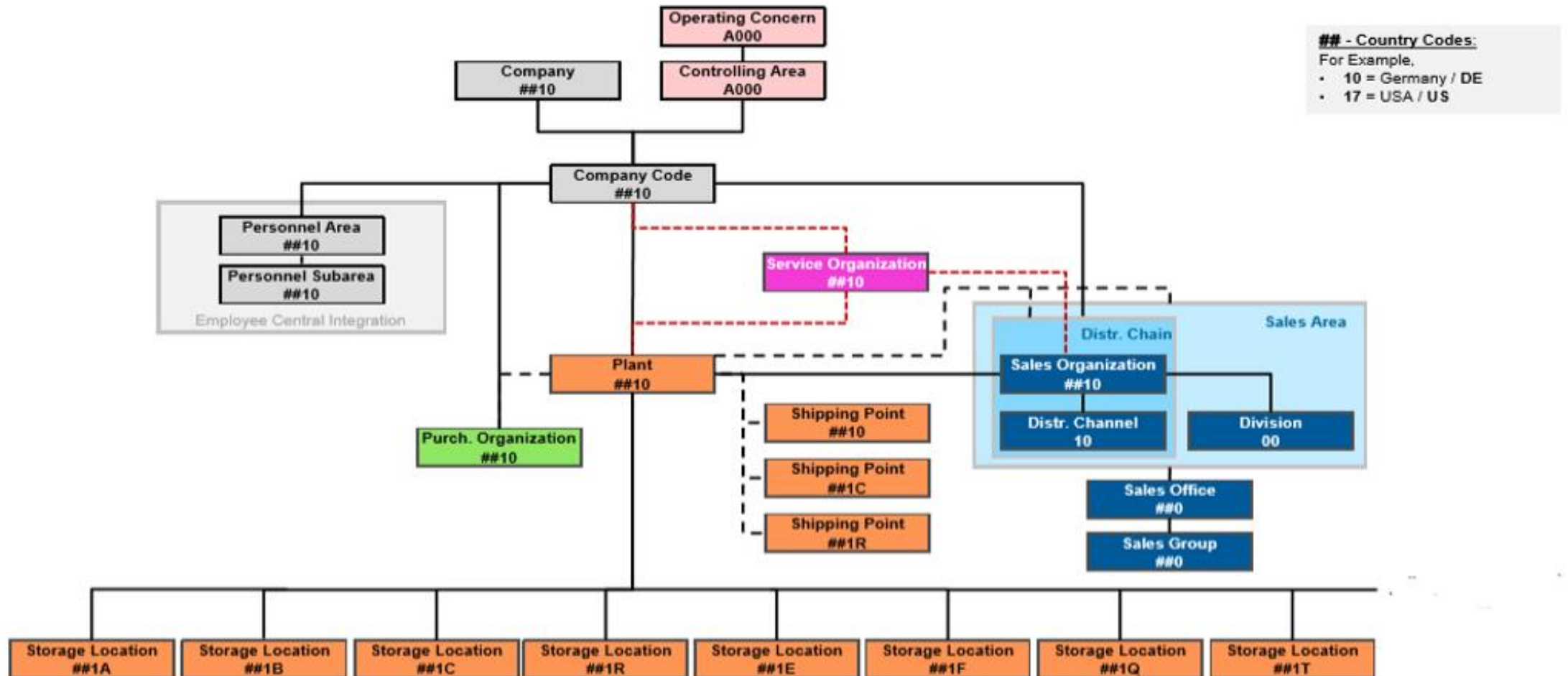
Configuration Expert - Business Process Configuration



Sequence Number	Name	Application Area
1	Org Structure-configure Mandatory	Finance

A screenshot of the SAP 'Organizational Structure' maintenance screen. The left sidebar shows a tree view with 'Country DE' expanded, then 'Company Code 1010', and further down 'Region 1010 (DE)', 'Plant 1 DE', 'Purch. Org. 1010', 'Dom. Sales Org DE', 'New Comp.Code DE10', 'Global', 'Credit Control Areas', and 'Companies'. The main area displays details for 'Company Code 1010', including 'Company code', 'COMPANY CODE: 1010', 'LANGUAGE: DE', 'CURRENCY: EUR', and 'COMPANY NAME: CompanyCode1010'. Below this, a section titled 'Units (4)' lists 'Region 1010 (DE) (1010)', 'Plant 1 DE (1010)', and 'Purch. Org. 1010 (1010)', each with a right-pointing arrow. An 'Add Unit' button is on the right. At the bottom, a dark blue bar contains the text 'Create Company code Based on Current Entity'.

Basic Enterprise Structure RISE with SAP S/4HANA Cloud



Setting up the Organizational structure is described in SAP Activate methodology:
<https://go.support.sap.com/roadmapviewer/#/group/BE47098A-617A-43EF-A27E-DFD801D70483/roadmap/IMPS4HANACLDENMGMT/node/901B0E6D3F501ED7858F464D977748BD:t2>

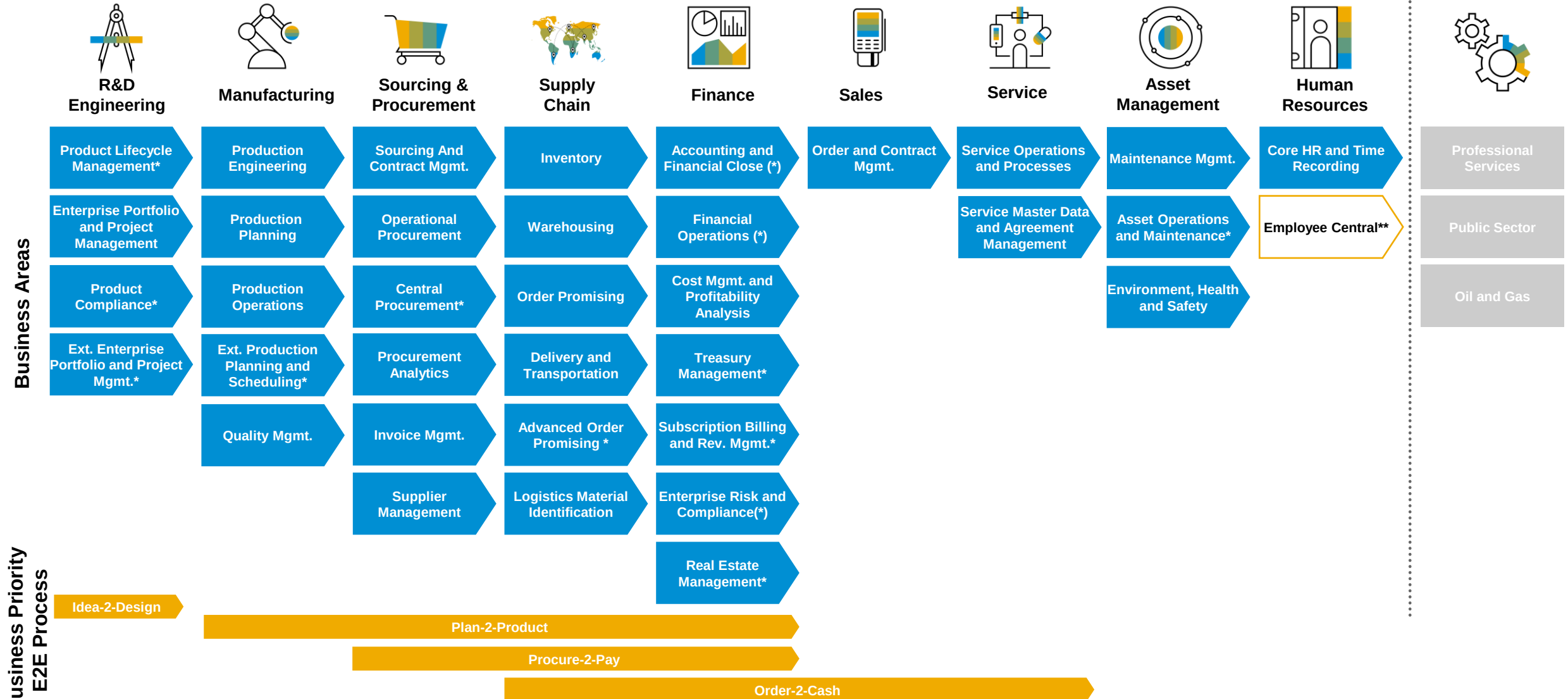
In addition and for cross company purposes the units Operating Concern and Controlling Area can be defined globally once and unique within the system. (outside Organizational Structure app)

Business Scope - 2208

SAP S/4HANA Cloud - Business Scope

Line of Business

Industry



SAP S/4HANA Cloud – Service management

Product road map overview – Key innovations

SAP S/4HANA Cloud – Service

Product road map overview – Key innovations



¹Feature highlights for SAP S/4HANA Cloud 2011. See Feature Scope Description for full scope on [SAP Help Portal](#). ²This is the current state of planning and may be changed by SAP at any time without notice.

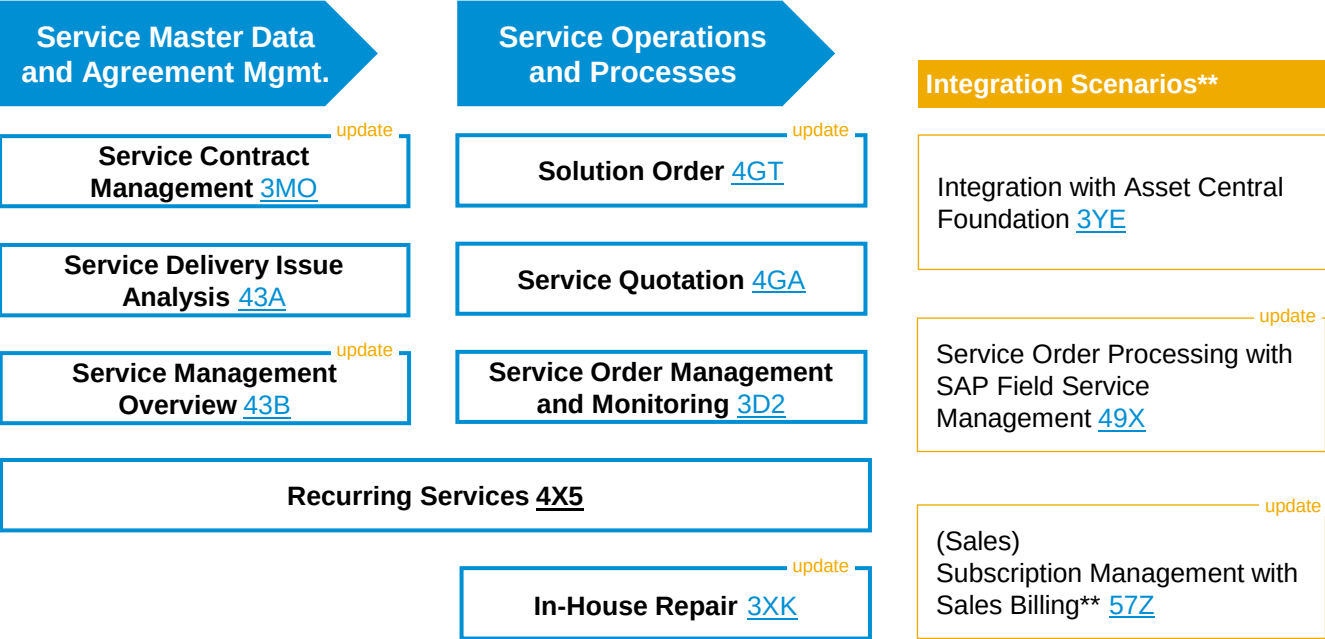
See [Product Roadmap](#) for more details

What's New in 2208

Stay Current Programs in SAP Learning Hub

For more information about the latest changes, see the 2208 and future Stay Current programs in [SAP Learning Hub Learning Journey](#)

SAP S/4HANA Cloud: Service Scope in Detail



SAP Display Line Items - Margin Analysis

Demo Solution Order

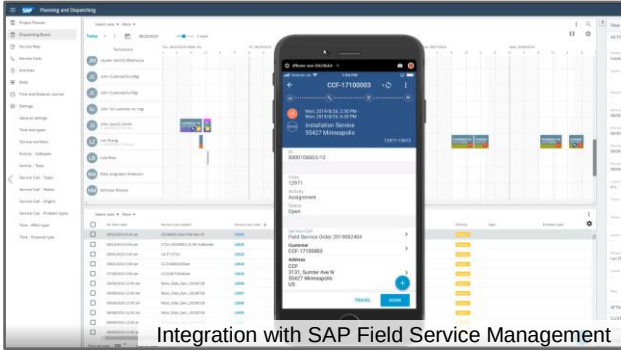
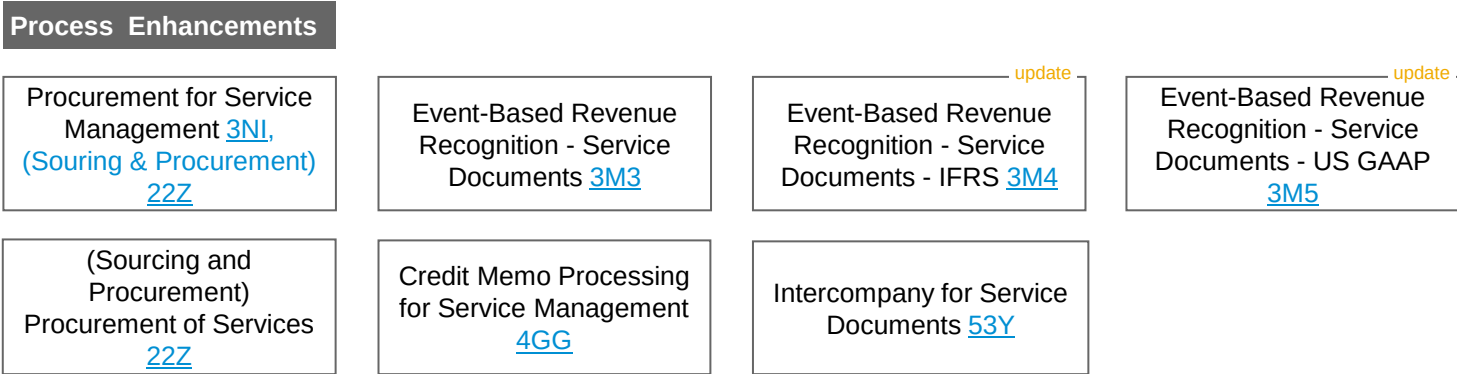
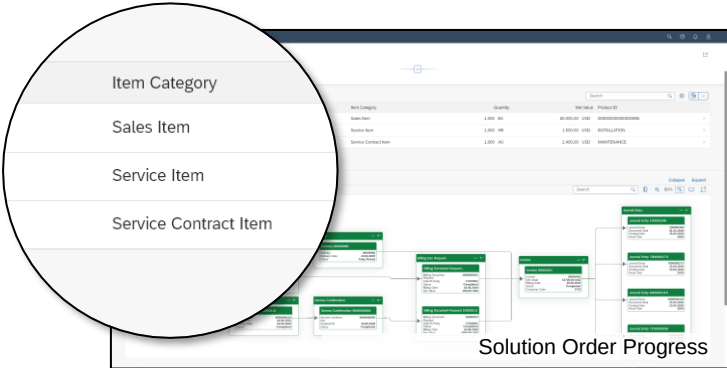
Ledger: OL (Ledger OL) Company Code: GL Account: Posting Date: Year to date (01.01.20...)

Solution Order: Reference Document: Source Document No.:

Line Items (8) Solution Order Margin *

Ledger	Company Code	Journal Entry	Posting Date	GL Account	Solution Order
OL (Ledger OL)	1010 (Company Co...	100017328	30.06.2020	44420000 (Revenue Adjustment)	100002822
OL (Ledger OL)	1010 (Company Co...	100017329	30.06.2020	44420000 (Revenue Adjustment)	100002822
OL (Ledger OL)	1010 (Company Co...	4900004247	30.06.2020	51600000 (Consumption - Trading Go...	100002822
OL (Ledger OL)	1010 (Company Co...	9400001396	30.06.2020	41000000 (Revenue Domestic - Proda...	100002822
OL (Ledger OL)	1010 (Company Co...	100017329	30.06.2020	44401100 (Revenue Adjustment)	100002822
OL (Ledger OL)	1010 (Company Co...	9400001396	30.06.2020	41000000 (Revenue Domestic - Proda...	100002822
OL (Ledger OL)	1010 (Company Co...	21			
OL (Ledger OL)	1010 (Company Co...	94			

Margin Analysis with Solution Order



Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- Service Contract Header Facet
- OData API: Service Contract (A2X)
- New Service Contract Migration API
- Manage Service Contract Templates
- SEPA Mandate in Service Contracts

Service Order Management(3D2):

- Configurable Product for Service Items
- Execution Status for Service Orders
- Process Flow for Service Orders
- One-Time Usage of Contact Details in Service Orders

In-House Repair (3XK):

- Creating Returns Orders Within In-House Repair
- Initiating a Chargeable Diagnosis for Repair Objects
- Adding Product Proposals to Repair Order Items
- Mandate References for SEPA Direct Debits in Repair Order
- Simulating Credit Checks in Service and Repair Orders
- Credit Checks in Service and Repair Quotations

Service Quotation (4GA):

- **Fixed price Item Categories for Service Quotations**

SAP S/4HANA Service: Fiori Apps

Customer Service Manager (Customer Management)

- Expiring Service Contracts Analysis
- Manage Service Confirmations
- Manage Service Contracts **UP 2105**
- Manage Service Order Templates
- Manage Service Orders
- Manage Service Orders (Version 2) **UP 2105**
- Manage Service Quotation **UP 2105**
- Overdue Service Orders Analysis **UP 2105**
- Release for Billing
- Schedule Billing Document Request Creation **UP 2105**
- Service Contracts Analysis
- Service Contract Issues
- Service Document Fulfillment
- Service Management Overview **UP 2105**
- Service Orders Analysis **UP 2105**
- Service Order Issues **UP 2105**
- Synchronize Organizational Units
- Service Orders – Flexible Analysis
- Service Contracts – Flexible Analysis **UP 2105**

Customer Service Manager - In-House Repair

- Plan Repairs

Customer Service Representative - In-House Repair

- Manage In-House Repairs **UP 2105**
- Perform Prechecks **UP 2105**
- Prepare for Billing **UP 2105**
- Process Repair Quotations **UP 2105**

Project Manager - Commercial Services

- Release Billing Proposals
- Schedule Release of Billing Proposals

Service Planner - Recurring Service

- Find Maintenance Items – Service
- Find Maintenance Plans – Service
- Mass Schedule Maintenance Plans – Service
- Monitor Mass Scheduling Logs – Service

Service Technician - Customer Service

- Process Service Orders

Service Technician - In-House Repair

- Perform Repairs **UP 2105**

Solution Order Specialist

- Manage Solution Orders **UP 2105**

SAP S/4HANA Cloud 2208

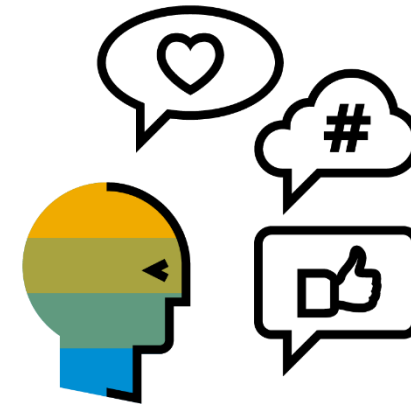
Localization

43 Local Versions



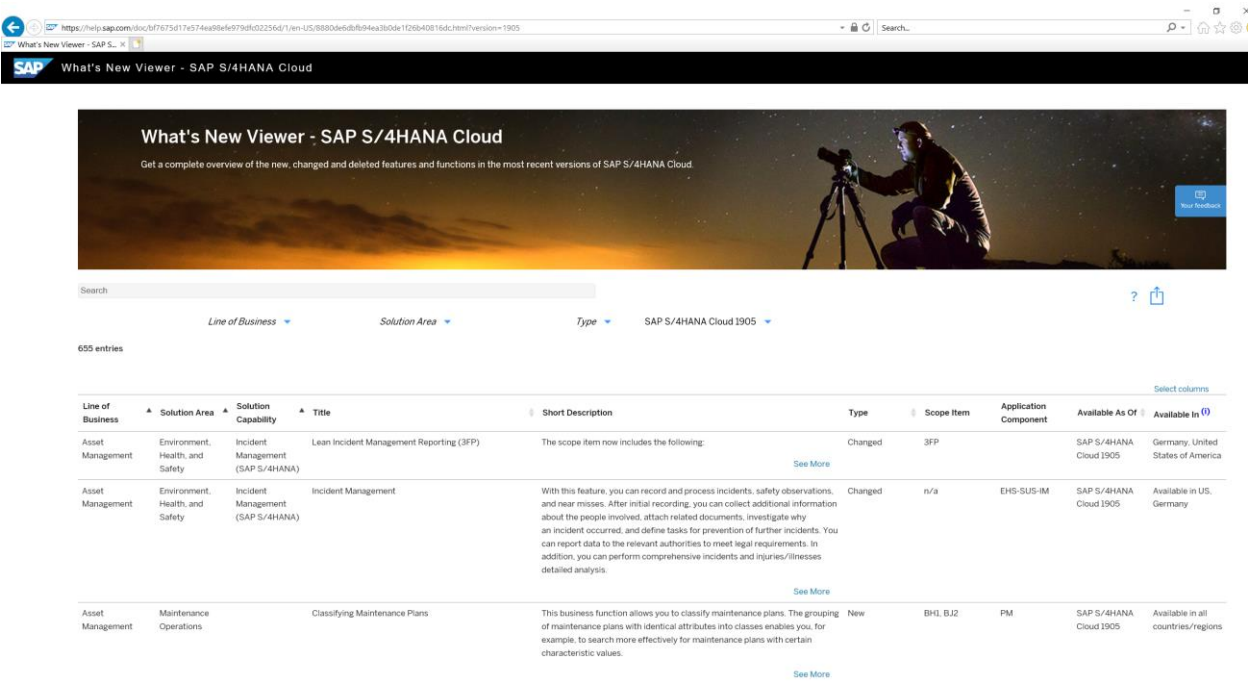
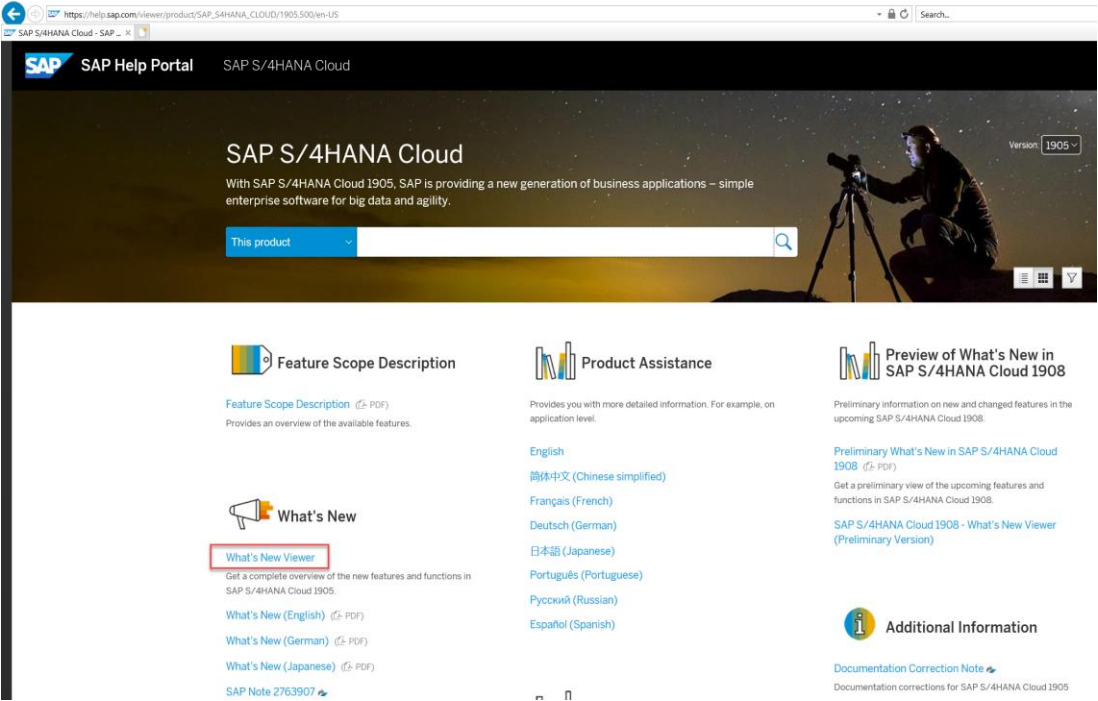
Australia, Austria, Belgium, Brazil, Canada, China, Czechia, Denmark, Finland, France, Germany, Hong Kong (China), Hungary, India, Indonesia, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Philippines, Poland, Portugal, Romania, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Slovakia, Spain, Sweden, Switzerland, Taiwan (China), Thailand, Turkey, United Arab Emirates, United Kingdom, United States

25 Languages



Arabic, Bahasa (Malaysia), Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovak, Spanish, Swedish, Thai, Turkish

What's New Viewer in SAP Help



Get complete details of what's new in the link : [Example: What's New](#)

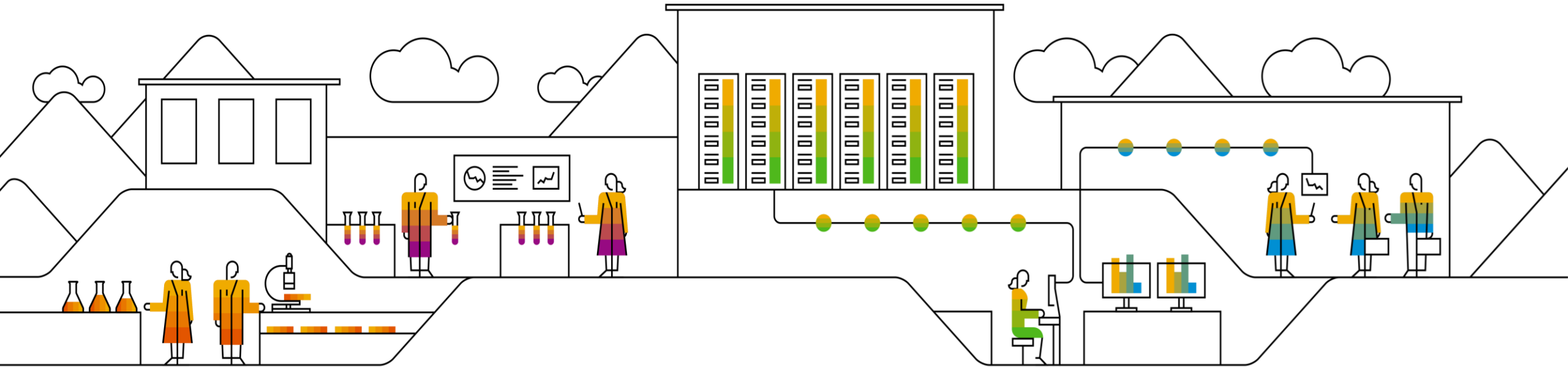
Thank You

Name: Himavanth Sunakante



Run Simple

Day 2: Scope Item Deep-Dive I: Service Master Data & Agreement Management



Agenda

Day 1: RISE with SAP S/4HANA Cloud – Service Overview, Fit2Standard & Organizational Units

- Explore RISE with SAP S/4HANA Cloud. The session will also cover the Fit to Standard workshop expectations and best practices as well as understanding organizational units.

Day 2: Scope Item Deep-Dive I: Service Master Data & Agreement Management

- Interactively get a deep dive look at the scope items related to core Service Master Data and their configurations.

Day 3: Scope Item Deep-Dive II: Service Operations & Processes

- Get a deep dive look at the scope items related to Service Operations & Processes.

Day 4: RISE with SAP S/4HANA Cloud Native Integrations

- Gain a deeper knowledge of additional topics such as Native Integrations.

Day 5: Extensibility Topics and Data Migration

- Gain a knowledge of additional topics such as In-App and Side-by-side extensibility options with RISE with SAP S/4HANA Cloud.
- Understand Data migration.

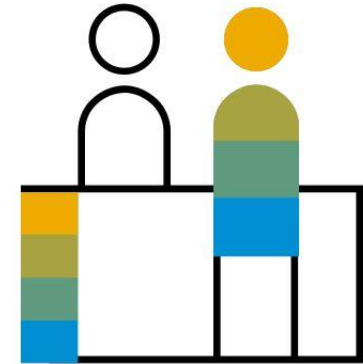
SAP Best Practices for RISE with SAP S/4HANA Cloud

Cloud Capabilities in Line of Business: Service

Service

Service Master Data & Agreement
Management

Service Operations & Processes

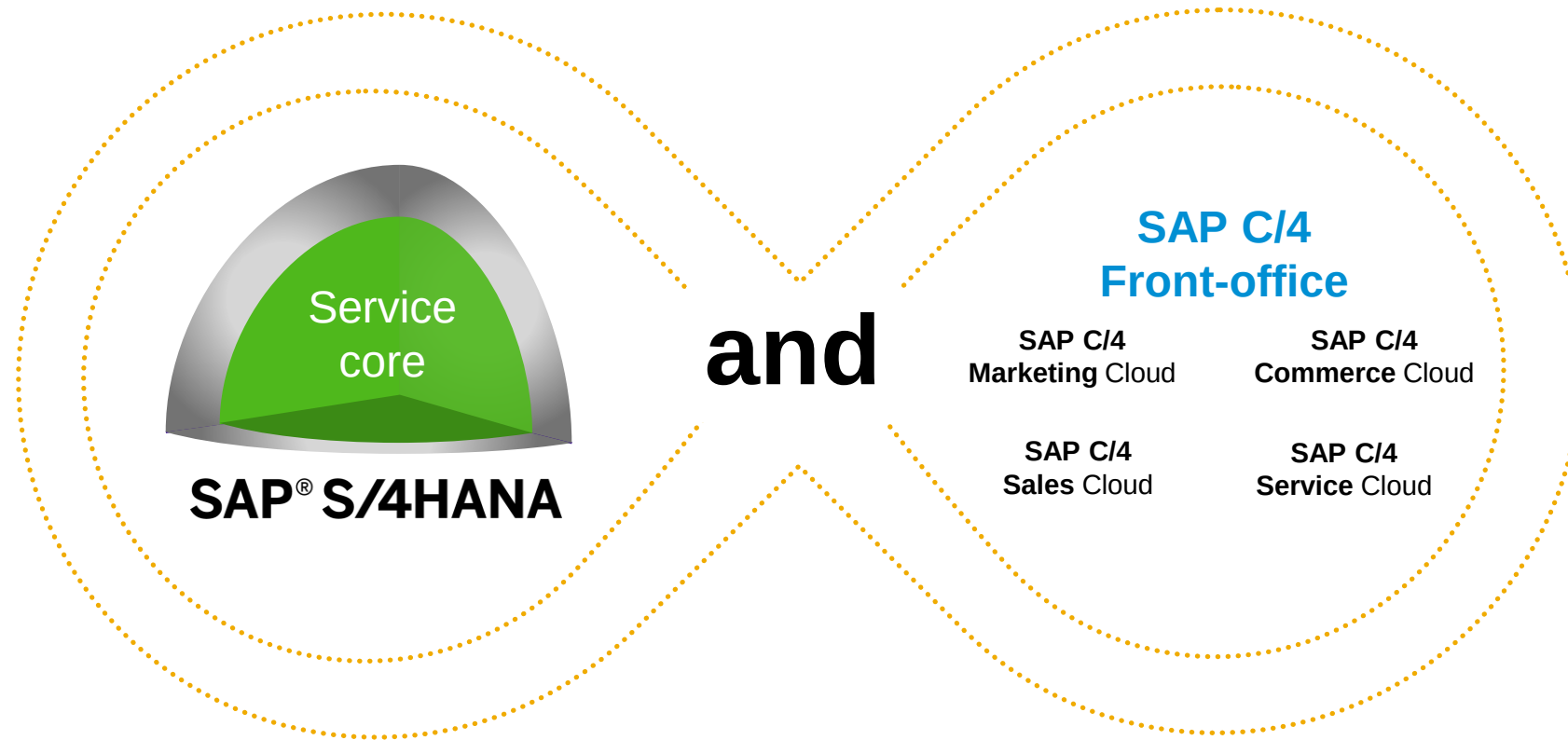


Customer Service Introduction



Customer Service is the provision of service to customers before, during and after a purchase. Customer Service plays equally important roles for **B2B and B2C** business.

Optimize your **back office** and simplify your **front office**

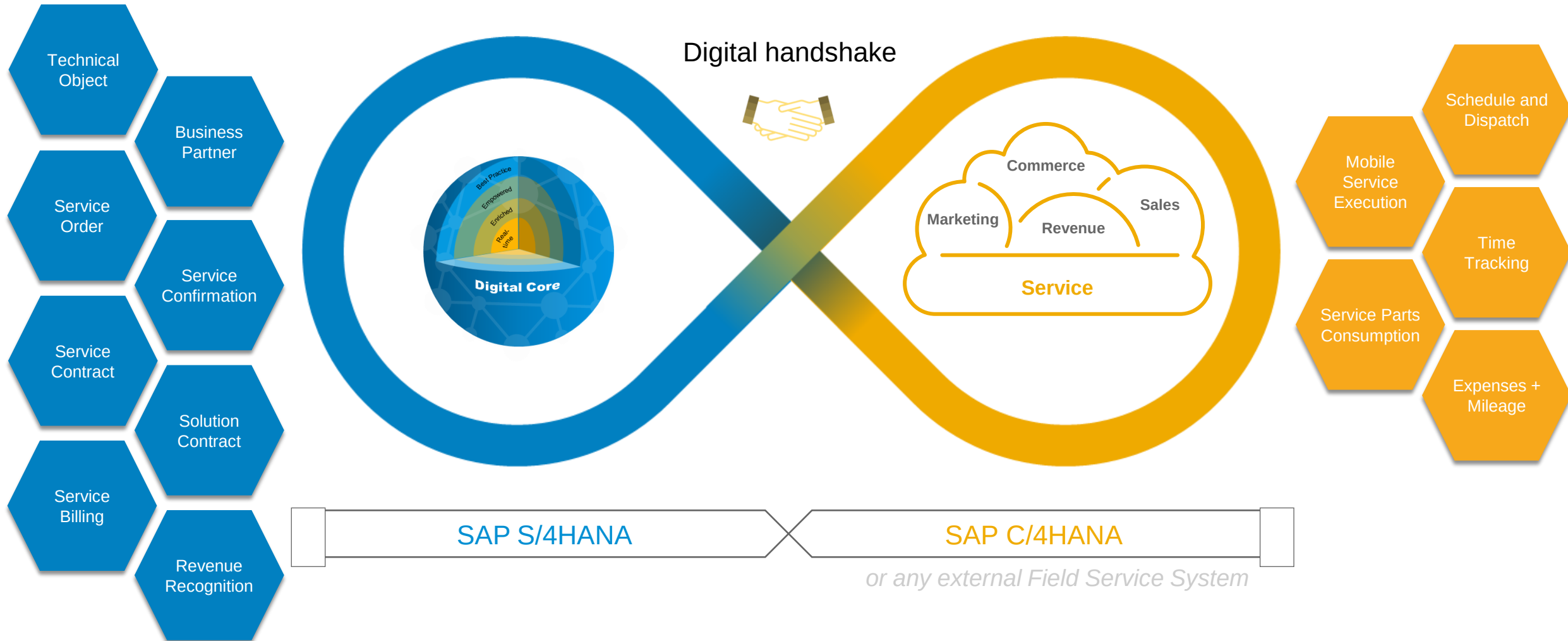


Focuses on **heavy-lifting** customer processes
Supports **comprehensive** core processes
Is a system of record and central customer database

Simplifies the **front office**
Delivers great **customer experiences**
Drives transformation and **agility**

RISE with SAP S/4HANA Cloud – Solution Strategy for Service Management

A **Service Core** and a **Field Service**



End-to-End Field Service Process with SAP C/4HANA

Service Operations & Processes

..... Digital handshake

Trigger



Omni-Channel Engagement Center



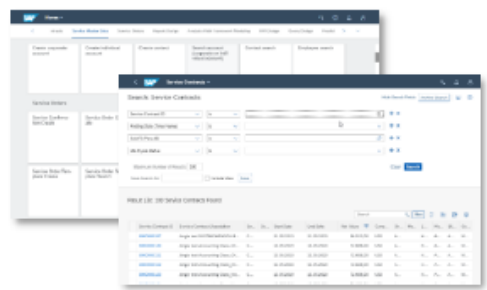
IoT



Traditional Channel

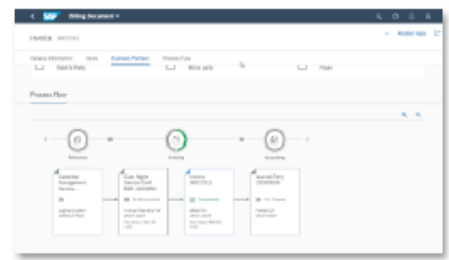
SAP S/4HANA
Back Office Service

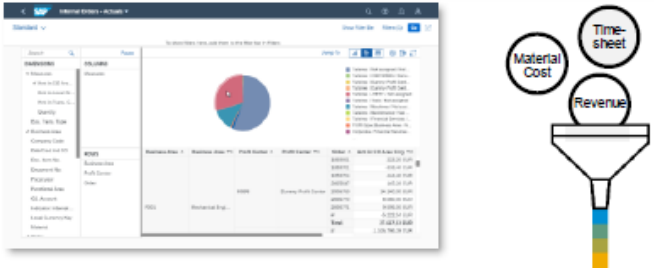
Work Management:
Service Order



Commercials:

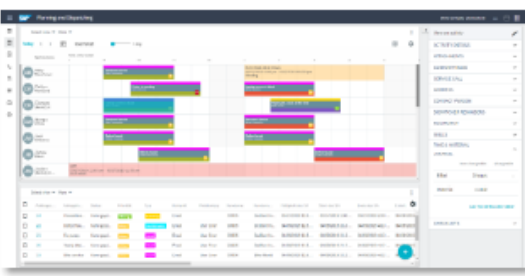
- Customer Service Contracts
- Billing
- Cost Controlling



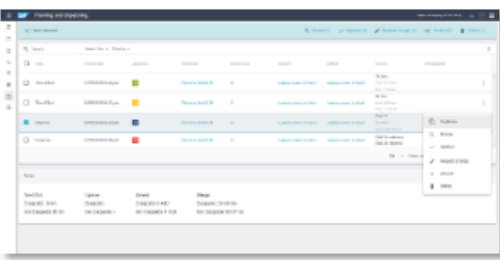


SAP C/4HANA Field Service Management**

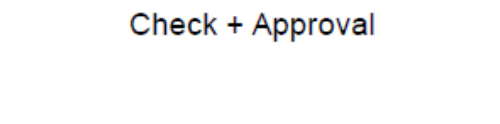
Planning



Schedule + Dispatch

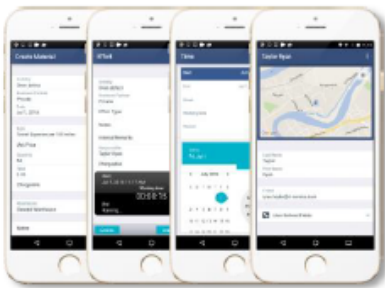


Check + Approval



Mobile Field Service





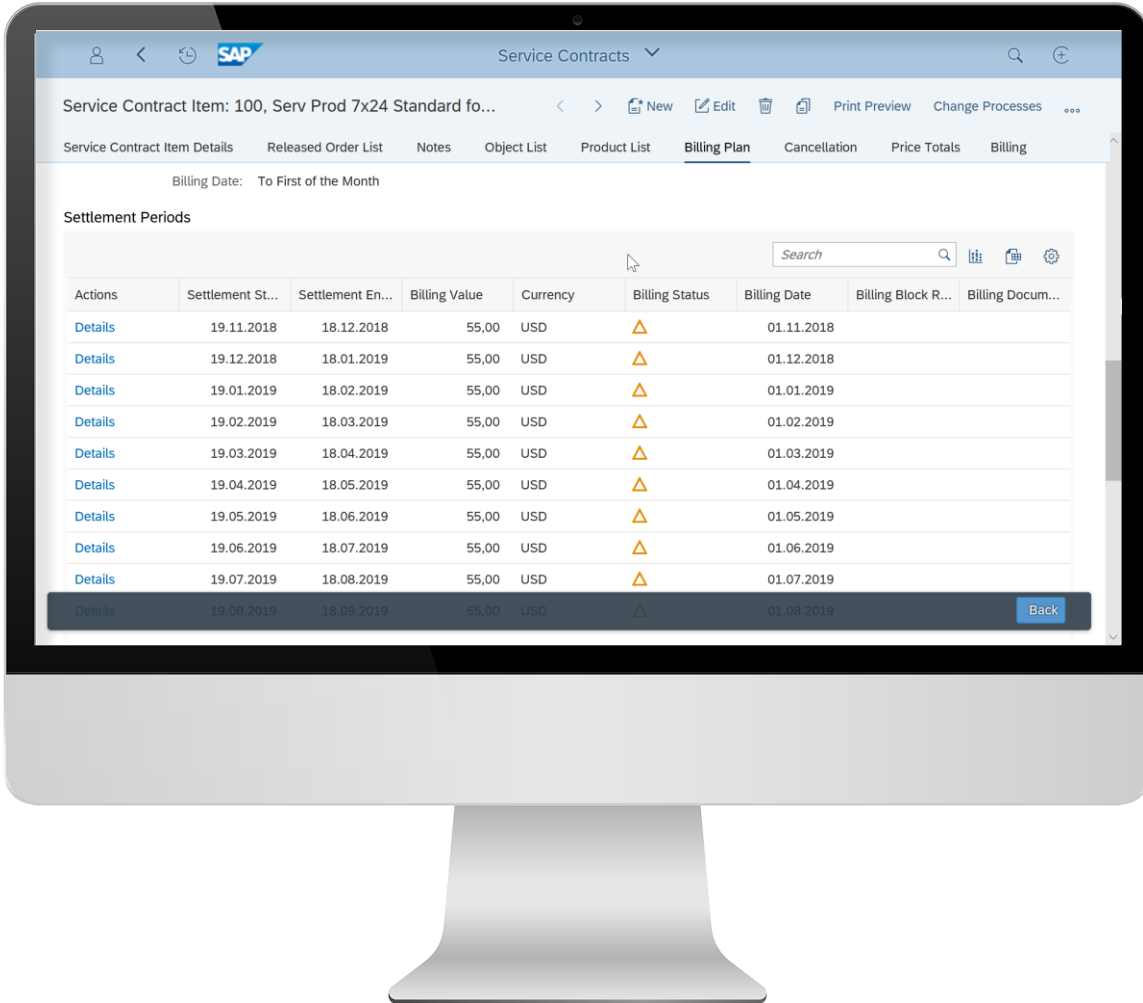
RISE with SAP S/4HANA Cloud 2208

Best Practice for Service – Service Master Data & Agreement Management (1/1)

Business Area	Scope Item	SID	Status	Short Description
Service Master Data & Agreement Management	Service Contract Management	3MO	Changed	The scope item describes the creation of service contracts in SAP S/4HANA Cloud along with additional capabilities.
Service Master Data & Agreement Management	Service Contract Management with Advanced Variant Configuration	6GU	Technical Upgrade	The scope item covers service contract creation with configurable products using advanced variant configuration (AVC).
Service Master Data & Agreement Management	Service Monitoring and Analytics	43B	Technical Upgrade	This scope item helps to analyze various data to ensure on-time service delivery by monitoring incomplete or overdue service orders and service contracts that have expired or are about to expire. You can also analyze the top four products with the longest repair time. You can analyze service contracts for contract value and profit margin. The sales manager can use an order-to-cash dashboard to show incoming and open service orders.
Service Master Data & Agreement Management	Warranty Claim Management - Customer Claim Processing	63Y		This scenario enables you to create a warranty claim from a customer that can be validated and decided upon. You can then trigger the payment for a reimbursement request.
Service Master Data & Agreement Management	Warranty Claim Management - Supplier Recovery Processing	5HR		This scenario enables you to create a warranty claim that can then be forwarded to the respective supplier for a reimbursement.
Service Master Data & Agreement Management	Service Delivery Issue Analysis	43A	Technical Upgrade	This scope item helps to display and monitor issues that impede the fulfillment of service transactions.

Key Capabilities – Service Master Data & Agreement Management

SAP S/4HANA Cloud for Service



The screenshot displays the SAP S/4HANA Cloud for Service interface. The top navigation bar includes the SAP logo and the text 'Service Contracts'. Below this, a breadcrumb trail shows 'Service Contract Item: 100, Serv Prod 7x24 Standard fo...'. The main content area is titled 'Settlement Periods' and contains a table with the following data:

Actions	Settlement St...	Settlement En...	Billing Value	Currency	Billing Status	Billing Date	Billing Block R...	Billing Docum...
Details	19.11.2018	18.12.2018	55,00	USD	△	01.11.2018		
Details	19.12.2018	18.01.2019	55,00	USD	△	01.12.2018		
Details	19.01.2019	18.02.2019	55,00	USD	△	01.01.2019		
Details	19.02.2019	18.03.2019	55,00	USD	△	01.02.2019		
Details	19.03.2019	18.04.2019	55,00	USD	△	01.03.2019		
Details	19.04.2019	18.05.2019	55,00	USD	△	01.04.2019		
Details	19.05.2019	18.06.2019	55,00	USD	△	01.05.2019		
Details	19.06.2019	18.07.2019	55,00	USD	△	01.06.2019		
Details	19.07.2019	18.08.2019	55,00	USD	△	01.07.2019		
Details	19.08.2019	18.09.2019	55,00	USD	△	01.08.2019		

Service Contract Management

- Manage long-term agreement with customers
- Trigger automatic periodic billing and follow-up activities

Event based Revenue Recognition

- Analyzes recognition values for service contracts with customers
- Recognized periodically, revenue associated with service contract items, based on the referenced billing plan

Service

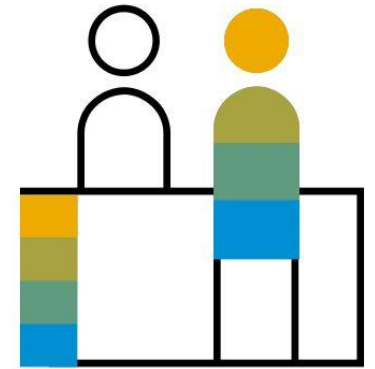
Service Contract Management

3MO

This scope item covers the creation of service contracts in SAP S/4HANA Cloud. Service contracts are outline agreements that define services offered for a particular period and represent long-term service agreements with customers. Service contracts are billed on a periodic billing plan. Via price adaptations for service contracts, different prices within the contract periods are possible.

Customer-specific price agreements can be defined and handled within service contracts. Service contract determination is enabled for service orders that correspond with the service contract in predefined criteria – in this case, contract and price details from determined service contract are considered.

Customers can define service level agreements and maintain service and response profiles in service contracts. If desired, you can renew an expiring service contract automatically for a predefined period at a predefined date. You can also manually renew service contracts and items. As part of the change process, you can change the sold-to party of a service contract and create a service contract automatically.



Key process steps

- Create service contract and add service contract items
- Maintain product list and create price agreements for service product
- Adapt service contract prices
- Release service contract and service contract items
- Schedule billing document request creation
- Manage billing document requests
- Create invoice
- Following service contract change processes are possible:
 - Change sold-to-party in service contract (optional)
 - Renew entire service contract manually (optional)
 - Renew service contract item manually (optional)
 - Renew service contract item automatically (optional)
 - Cancel service contract or service contract item (optional)

Business benefits

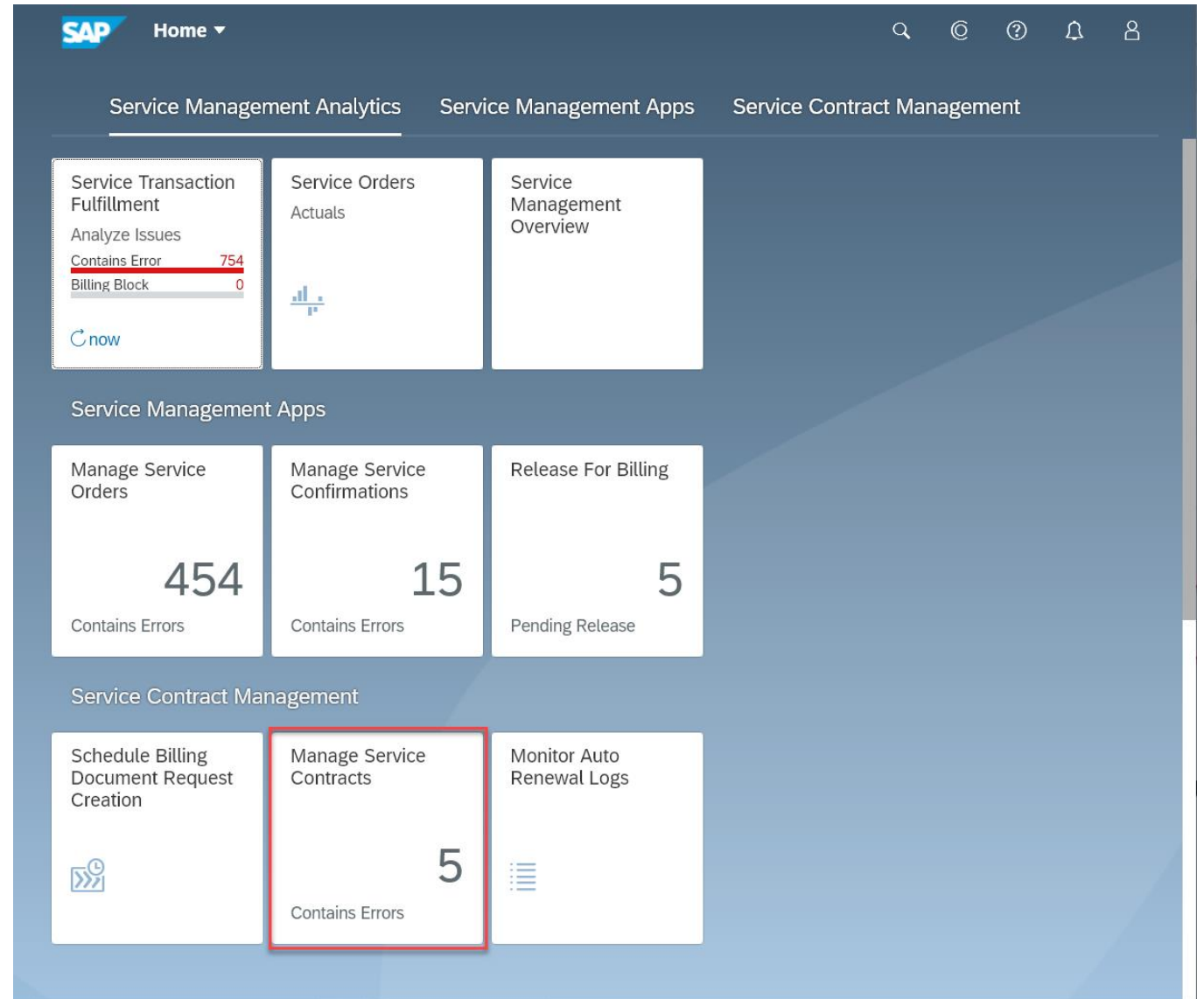
- Increase service revenue by offering a flexible service contract management process
- Increase service revenue by building long-term relationships with customers for additional recurring services
- Provide guided service contract changes to keep your customer contracts up to date
- Support compliance with SLAs by managing contracts of varying complexity over the entire life cycle
- Generate an external view of your business transactions

Manage Service Contracts

With the Manage Service Contracts app, you can now **create** and **edit** service contracts and service contract items.

This includes both service contracts created in the system and service contracts synchronized from external systems.

The Manage Service Contracts app is available in Role Service Manager (CUSTOMER_SRVC_MGR).



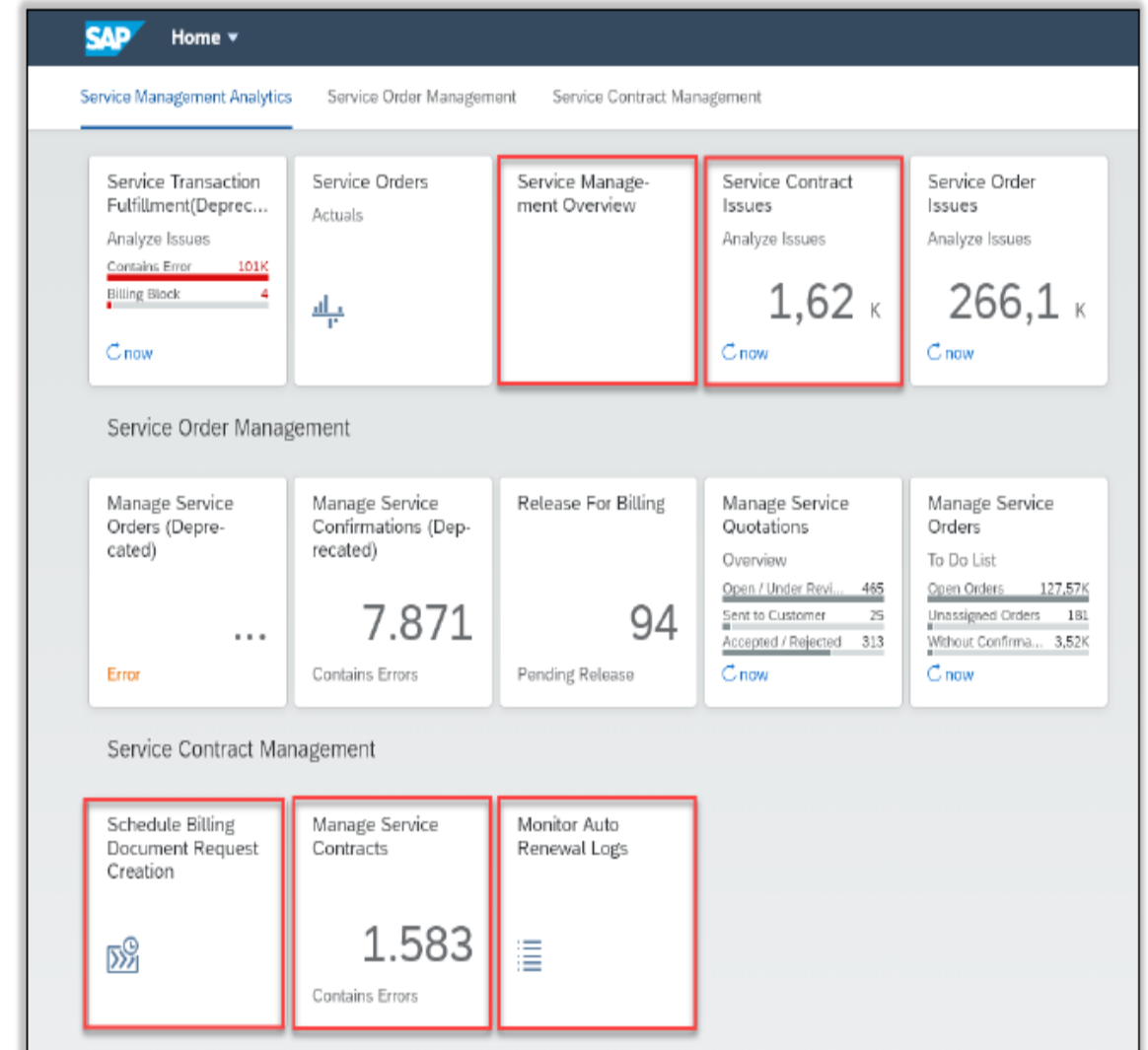
RISE with SAP S/4HANA Cloud for Service – Service Contract Management

With SAP S/4HANA Cloud for Service contract management

- ❖ Monitor external outline agreements or long-term service agreement
- ❖ Get holistic view of all services and its financial impact
- ❖ Manage pricing agreements and discounts to offer flexibly priced services

Capabilities

- Service Level Agreements (SLA) for Service Order/Contract
- Service Contract change process for change of Sold-to
- Output Management for Service Contracts
- New price agreement maintenance in Service Contracts
- Credit Memo Requests for Service Contract based Invoices



Service Contract Management (3MO)

Service Level Agreements (SLA)

Define the attributes of service products agreed upon with your customers in service contracts

SLAs influence the pricing and date calculation of services as service contract items

Use service and response profiles to define the parameters of SLAs

Create/maintain service profiles via SSCUI

The screenshot displays the SAP SLA Management interface. The top bar shows 'Configure Your Solution - SLA Management'. Below it, the 'SLA Management' section has tabs for 'Description', 'Configuration Steps', and 'Comments'. The 'Configuration Steps' tab is active, showing a list of steps:

Step Name	Short Description	Last Edited	Status	Mandatory	Country-Dependent	Redo in P System	ID	Actions
1. Define Service Profiles	Define time frames within which services specified in the service contracts (for example, hotline or maintenance) can be performed.		Open	Recommended	Global	No	103194	Set Status Configure
2. Define Response Profiles	Define time frames (with duration and time unit) within which							
3. Define SLA Determination Procedures								

Below the steps, there is a 'Comments' section. Overlaid on this is the 'Change View "Availability Times Maintenance View": Overview' dialog. This dialog shows the 'Availability Times Maintenance View' with a table of service profiles:

Serv Prof.	Description
☐ 5X10	Mo-Fr: 7-17h
☒ 7X24	Mo-Fr: 0-24h
☒ ZNAV1	ZNAV1-Mo-Fr: 8-17h
☐	
☐	
☐	
☐	
☐	
☐	
☐	
☐	
☐	

At the bottom of this table is a '+ Position...' button. To the right of the table, the 'Availability Times for Schema ZNAV1' section shows a summary: 'Every week Mondays 8:00-17:00; Tuesdays 8:00-17:00; Wednesdays 8:00-17:00; Thursdays 8:00-17:00'. Below this are buttons for '+ More' and '- Remove'. The 'General Rule' section shows 'Rule: weekly periodic Availability Times'. The 'Weekly' section shows a 'Week Rule' of 'every week on' and a table of days with their respective time ranges and time zones:

Day	from	to	Hrs
☒ Mo	08:00	17:00	UTC+0
☒ Tu	08:00	17:00	UTC+0
☒ We	08:00	17:00	UTC+0
☒ Th	08:00	17:00	UTC+0
☒ Fr	08:00	17:00	UTC+0
☐ Sa			UTC+0

A 'Copy' button is visible at the bottom right of the dialog.

Service Contract Management (3MO)

Change of Sold-To Party

Enable the change process to transfer a selected service contract from one sold-to party to another

Possible to change the customer at any time up to the end of the contract term

The change process applies to the entire contract

The screenshot shows the SAP Service Contracts Change Process Selection screen. The title bar indicates the current process is 'Change Process Selection' for 'Service Contract: 7000085611, BT Contract 20191008 - Change Pro...'. Below the title bar, there are three tabs: 'Change Process Selection', 'Message Log', and 'Change Process Parameters'. The 'Change Process Selection' tab is active, showing a dropdown menu for 'Change Sold-to Party'. The 'Message Log' tab is also visible, showing a search bar and the message 'No result found'. The 'Change Process Parameters' tab is visible at the bottom, showing fields for 'Validity' (Date Received: 10/08/2019, Effective Date: 01/01/2020, Earliest Effective Date: 10/01/2019, Latest Effective Date: 10/01/2020), 'Parties Involved' (New Partner: 10100003, Current Partner: 10100002, Inlandskunde DE 3, Inlandskunde DE 2), and 'Additional Functions' (Release Automatically: checked). At the bottom right, there are buttons for 'Execute Change Process' and 'Back'.

Validity	Parties Involved	Additional Functions
★ Date Received: 10/08/2019 ★ Effective Date: 01/01/2020 Earliest Effective Date: 10/01/2019 Latest Effective Date: 10/01/2020	★ New Partner: 10100003 Current Partner: 10100002 Inlandskunde DE 3 Inlandskunde DE 2	Release Automatically: ☒

Service Contract Management (3MO)

Output Management

Use output management to print and email service contracts from the result search list of the Manage Service Contracts app

The screenshot displays the SAP 'Manage Service Contracts' app. At the top, a filter 'Standard *' is applied, and the results are filtered by '(1): External Reference'. A table lists 8 service contracts. The first contract, 'BT Contract 20190712 7000001352', is highlighted. An overlay titled 'Output Items for Service Contract 7000126672' is shown, displaying a table of output items. Item 1 is selected, and its details are shown on the right. The output details table includes columns for Item ID, Log, Status, Dispatch Time, Output Type, Recipient, Channel, Form Language, Form Template, Changed On, and Display. The output details for item 1 show it is in 'In Preparation (1)' status, with a dispatch time of 'Immediately (1)', output type of 'SERVICE_CONTRACT', recipient of 'Kate Thompson (11910006)', channel of 'EMAIL', form language of 'German (DE)', and form template of 'CRMS4_SERVICE_CONTRACT_DEFAULT'. The output details for item 2 show it is in 'In Preparation (1)' status, with a dispatch time of 'Immediately (1)', output type of 'SERVICE_CONTRACT', recipient of 'Kate Thompson (11910006)', channel of 'PRINT', form language of 'German (DE)', and form template of 'CRMS4_SERVICE_CONTRACT_DEFAULT'. The right side of the overlay shows the 'Service Contract' details, including customer details, contract details, and contract position details.

Item ID	Log	Status	Dispatch Time	Output Type	Recipient	Channel	Form Language	Form Template	Changed On	Display
1		In Preparation (1)	Immediately (1)	SERVICE_CONTRACT	Kate Thompson (11910006)	EMAIL	German (DE)	CRMS4_SERVICE_CONTRACT_DEFAULT	10/07/2019	
2		In Preparation (1)	Immediately (1)	SERVICE_CONTRACT	Kate Thompson (11910006)	PRINT	German (DE)	CRMS4_SERVICE_CONTRACT_DEFAULT	10/07/2019	

Service Contract

Kundendetails

Name: Inlandskunde DE 2
Adresse: Unternehmen, Inlandskunde DE
2, Plattenstraße 45, 09119
CHEMNITZ, DEUTSCHLAND
Telefon: +499990412520

Ansprechpartner

Name: Kate Thompson
Telefon:

Vertragsdetails

Vertragsnr.: 7000126672
Bruttowert: Service Contract
Nettowert: 2400.00 EUR

Zuständiger Mitarbeiter

Name: Example Customer Service
Telefon:
E-Mail:

Vertragspositionsdetails

Position	Positionsdetails	Nettowert
100	Produkt-ID: SRV_CONTRACT Produktbeschreibung: Service Contract Product Menge: 1 Leiste Beginndatum: 01.10.2019 Enddatum: 01.10.2020 Laufzeit: 12 Monate Abrechnungszyklus: zum Monatsanfang Verlängerungsphase: 8 Wochen	1200.00 EUR

Service Contract Management (3MO)

New Price Agreement Maintenance

Offer lower prices or discounts for services and service parts based on price agreements in service contracts

Inherit agreed prices from service contracts to service orders by service contract determination

Price condition records as service contract item

- Material price in SC (PSC0)
- Material discount in SC (DSC1)
- Group discount of material price in service contract (DSC2)

The screenshot displays the SAP Service Contracts interface for maintaining a price agreement. The main window shows the 'Price Agreement' tab for 'Service Contract Item: 200, Service Contract Product'. A dialog box titled 'Choose Condition Type and Key Combination' is open, showing a list of condition types: 'PSC0 MtrlPr.in Serv.Cntr (PSC0)', 'DSC1 MatlDisc.inSrv.Cntr (DSC1)', 'DSC2 GrpDiscMatlPrSrvCntr (DSC2)', and 'PSC0 MtrlPr.in Serv.Cntr (PSC0)'. The 'DSC1 MatlDisc.inSrv.Cntr (DSC1)' option is selected. Below the dialog, the 'Service Contract Item: 200, Service Contract Product - Price Agreement' form is visible, showing fields for 'General Data', 'Rate', and 'Validity'. The 'Condition Type' is set to 'DSC1', the 'Material' is 'SRV_01', the 'Condition Amount' is '-20,00', the 'Condition Currency' is '%', and the 'Valid From' date is '10/01/2019' and 'Valid To' date is '12/31/9999'. The 'Add' button is highlighted in red.

Service Contract Item: 200, Service Contract Product

Service Contract Item Details Released Order List Billing Plan Object List Product List **Price Agreement** Notes Cancellation Price To

Price Agreement

Choose Condition Type and Key Combination

Condition Type:

- PSC0 MtrlPr.in Serv.Cntr (PSC0)
- DSC1 MatlDisc.inSrv.Cntr (DSC1)**
- DSC2 GrpDiscMatlPrSrvCntr (DSC2)
- PSC0 MtrlPr.in Serv.Cntr (PSC0)

Search Add

Service Contract Item: 200, Service Contract Product - Price Agreement

General Data Rate Validity

Condition Type: DSC1 Condition Amount: -20,00 Valid From: 10/01/2019

* Material: SRV_01 Condition Currency: % Valid To: 12/31/9999

OK Cancel

Service Contract Item: 200, Service Contract Product

Service Contract Item Details Released Order List Billing Plan Object List Product List **Price Agreement** Notes Cancellation Price Totals Additions

Price Agreement

Search Add

Condition Type	Material	Condition Amount	Condition Currency	Pricing Unit	Unit of Measure	Valid From	Valid To
DSC1	SRV_01	20,00-	%	0		10/01/2019	12/31/9999

Price Adaptation for Service Contract

For long-term service contracts, prices of individual items are always determined once and then usually remain fixed throughout the entire contract duration. For scenarios that require flexible pricing, price adaptation for service contracts offers two methods of achieving this:

- One is to set the billing date, settlement start date, or settlement end date within a billing request line as the pricing date of a service contract item, so that varying prices can be determined according to varying pricing dates.
- The other method is to maintain the prices of service contract items manually at billing request line level.

< **SAP** Service Contracts ▾

🔍 🔄 ⓘ 🔔 👤

Service Contract: 7000000531, EKT Service Contract

New Copy Reject All Items Reset Item Rejection Refresh 📄 ⚙️

Service Contract Details Items Cancellation Organizational Data Transaction History Notes Price Totals Price Details Parties Involved Dates Change History Private Notes Billing

▼ Items

Search 🔍 Edit List 📄 📊 ⚙️

Actions	Item No.	Higher-Level...	Product ID	Quantity	Unit	Product	Item Category	Net Value	Currency	Status	Equipment ...
✏️ 🗑️	100		SRV_CONTRACT	1	AU	Service Contract Product	SC Itm (Pri. Adptn.)	1.725,00	USD	Released	
✏️ 🗑️	200		SRV_CONTRACT	1	AU	Service Contract Product	SC Itm (Pri. Adptn.)	1.440,00	USD	Released	
✏️ 🗑️	300		SRV_CONTRACT	1	AU	Service Contract Product	Service Contract Itm	1.200,00	USD	Released	

Service Contract Management (3MO)

Credit Memo Requests for Service Contract based Invoices

Credit Memo Requests can be triggered with reference to invoices of the following service transactions:

- Service Contracts
- Service Orders
- Service Confirmations

The screenshot displays the SAP 'Credit Memo Request' interface for document 60002640. The header shows the document type 'Cre.MemoReq.' and number 'f.Srv 60002640'. Key fields include 'Sold-To Party: Inlandskunde DE 2 (10100002)', 'Overall Status: Completed', 'Billing Status: Fully Invoiced', 'Approval Status: Not Relevant', and 'Net Value: 30,00 EUR'. The 'General Information' tab is active, showing 'Sales Area: Dom. Sales Org DE, Direct Sales, Product Division 00', 'Employee Responsible: Ashik Shome (50002212)', 'Customer Reference: Inlandskunde DE 2', and 'Document Date: 10/08/2019'. The 'Items' section contains a table with one item: 'Service Contract Product (SRV_CONTRACT)' with a target quantity of 1,000 AU, billed on 10/08/2019, and a net value of 30.00 EUR. The 'Business Partners' section lists 'Inlandskunde DE 2' as the Sold-To Party, 'Ashik Shome' as the Employee Responsible, and 'Inlandskunde DE 2' as the Ship-To Party. The 'Process Flow' section shows a sequence of steps: 'Reference' (Invoice 90009581, Completed, Billed On 10/08/2019, Net Value 275.00 EUR), 'Invoicing' (Cre.MemoReq. f.Srv 60002640, Completed, Requested Invoice On 10/08/2019, Completely Invoiced), 'Accounting' (Credit Memo 90006699, Completed, Billed On 10/11/2019, Net Value 30.00 EUR), and 'Journal Entry 9400032460' (Not Cleared, Posted On 10/11/2019).

Service Contract Management (3MO)

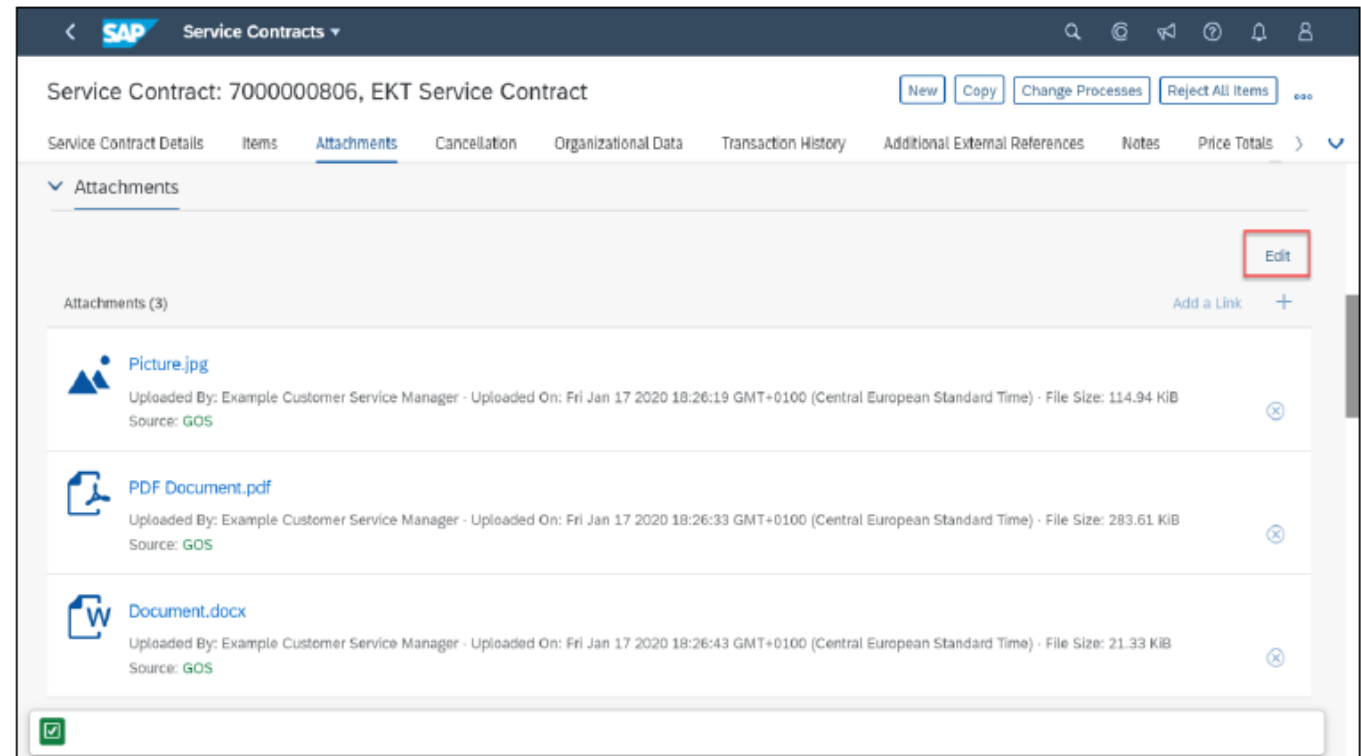
Attachments

You can attach files and URL links to service contracts

Most attachment functions are supported for service contracts

You have the following options

- Upload, download, and display attachments
- Add files or URLs



Service Contract Management (3MO)

Cancellation Status

Four cancellation status are introduced to give more information about executed cancellation processes

- Full Cancellation
- Partial Cancellation
- No Cancellation
- Not Relevant

Manage Service Contracts

Standard * ▾

Search External Reference: EKT* x Description: Error Status: No Errors x Transaction ID:

Cancellation Status: ▾

- ☐ Full Cancellation
- ☐ No Cancellation
- ☐ Not Relevant
- ☒ Partial Cancellation

Service Contracts (1)

☐	Description / ID	Sold-To Party	Life Cycle Status	Contract Start	Contract End	Net Value	Cancellation Status	Actions
☐	EKT Service Contract 7000000806	Inlandskunde DE 2	Released	01/01/2020	01/01/2021	1.306,67 EUR	Partial Cancellation	Edit Delete More

Service Contracts

Service Contract: 7000000806, EKT Service Contract

New Copy Change Processes Reject All Items Reset Item Rejection ...

Service Contract Details Items Attachments Cancellation Organizational Data Transaction History Additional External References Notes Price Totals Price Del > ▾

Items

Actions	Ite...	Product ID	Q...	Unit	Prod...	Item Ca...	Net Value	Curr...	Status	Actual Cancellation Date	Cancelling Party	Cancellation Reason
Edit Delete	100	SRV_CONTRACT	1	AU	Serv...	Service ...	1.200,00	EUR	Released			
Edit Delete	200	SRV_CONTRACT	2	AU	Serv...	Service ...	106,67	EUR	Released	01/17/2020	Customer	Quality of Service

Service Contract Change Process – Entire Service Contract Renewal

- Enable Service contract renewal on header level
- Extend the validity period of all items contained in a released service contract
- Create new items in the original service contract with the status *released* by using **Release Automatically** flag

Value Proposition

- Maintain service revenue by capitalizing on renewal opportunities

The first screenshot shows the 'Service Contract: 7000005030, Service Contract - Header Renewal' page. The 'Change Processes' button is highlighted in the top right. The 'Items' tab is active, showing a table with 3 items (100, 200, 300) all with Product ID 'SRV_CONTRACT'.

The second screenshot shows the 'Change Process Selection' dialog. The 'Contract Renewal - Entire Contract' option is selected in the dropdown menu. The 'Change Process Parameters' section shows 'Date Received' as 03/23/2020 and 'Duration' as 3 Month. The 'Release Automatically' checkbox is checked.

The third screenshot shows the 'Items' tab after the renewal process. The table now displays 6 items (100-600). The last three items (400, 500, 600) have their 'Contract Start' and 'Contract End' dates highlighted in red, showing a renewal period from 09/01/2020 to 12/01/2020.

Item No.	Product ID	Qu...	Unit	Product	Item Category	Net Value	Currency	Status	Profit Center	Contract Start	Contract End
100	SRV_CONTRACT	1	AU	Service Contract Product	Service Contract Item	600,00	USD	Released	YB110	03/01/2020	09/01/2020
200	SRV_CONTRACT	1	AU	Service Contract Product	SC Item (Pri. Adptn.)	867,00	USD	Released	YB111	03/01/2020	09/01/2020
300	SRV_CONTRACT	2	AU	Service Contract Product	Service Contract Item	1.200,00	USD	Released	YB101	03/01/2020	09/01/2020
400	SRV_CONTRACT	1	AU	Service Contract Product	Service Contract Item	300,00	USD	Released	YB110	09/01/2020	12/01/2020
500	SRV_CONTRACT	1	AU	Service Contract Product	SC Item (Pri. Adptn.)	433,50	USD	Released	YB111	09/01/2020	12/01/2020
600	SRV_CONTRACT	2	AU	Service Contract Product	Service Contract Item	600,00	USD	Released	YB101	09/01/2020	12/01/2020

Service Contract Management – Change Process - Contract Renewal - Entire Contract (1/2)

In the Change Process screen you can select *Contract Renewal – Entire Contract* from drop-down selection list.

In the change process parameter section you can

- Enter a renewal duration for all valid items.
- Select **Release Automatically** to create new items in the original service contract with the status *released*.

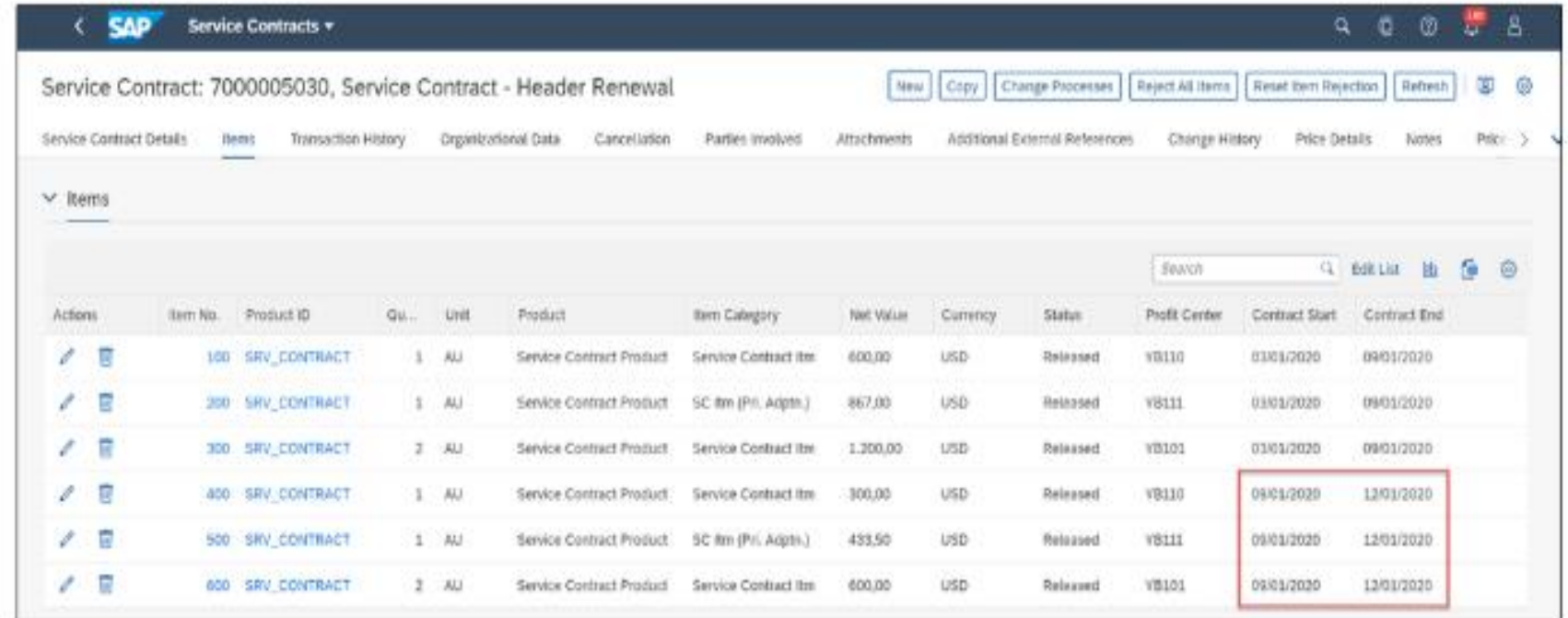
The button *Execute Change Process* starts the change process.

The screenshot shows the SAP Service Contracts interface. At the top, the header reads 'Service Contracts' with a dropdown arrow. Below this, the specific contract is identified as 'Service Contract: 7000005030, Service Contract - Header Re...'. There are three tabs: 'Change Process Selection' (which is active), 'Change Process Parameters', and 'Message Log'. Under the 'Change Process Selection' tab, a dropdown menu is open, showing 'Contract Renewal - Entire Contract' as the selected option. Below this, the 'Change Process Parameters' section is visible. It contains two main areas: 'Date Received' with a date field set to '03/23/2020', and 'Duration' with a numeric field set to '3' and a unit dropdown set to 'Month'. To the right of these is the 'Additional Functions' section, which includes a 'Release Automatically' checkbox that is checked. At the bottom right of the screen, there is a blue button labeled 'Execute Change Process' and a grey button labeled 'Back'. The 'Execute Change Process' button is highlighted with a red rectangle.

Service Contract Management – Change Process - Contract Renewal - Entire Contract (2/2)

After the execution of the change process you need to save the contract to persist the newly created contract items.

The new items start date is following the end date of the existing items. With that it is guaranteed that the renewal items don't overlap with the original items or have a date gap.



The screenshot displays the SAP Service Contracts - Header Renewal interface. The main title is "Service Contract: 7000005030, Service Contract - Header Renewal". Below the title, there are several tabs: "Service Contract Details", "Items", "Transaction History", "Organizational Data", "Cancellation", "Parties Involved", "Attachments", "Additional External References", "Change History", "Price Details", "Notes", and "Price". The "Items" tab is selected. The table below shows the details of the contract items. The columns are: Actions, Item No., Product ID, Qu., Unit, Product, Item Category, Net Value, Currency, Status, Profit Center, Contract Start, and Contract End. The table contains six rows of data. The last three rows (Item No. 400, 500, and 600) are highlighted with a red box, indicating the renewal items. These items have a Contract Start date of 09/01/2020 and a Contract End date of 12/01/2020, which follows the end date of the previous items (09/01/2020).

Actions	Item No.	Product ID	Qu.	Unit	Product	Item Category	Net Value	Currency	Status	Profit Center	Contract Start	Contract End
 	100	SRV_CONTRACT	1	AU	Service Contract Product	Service Contract itm	600.00	USD	Released	VB110	01/01/2020	09/01/2020
 	200	SRV_CONTRACT	1	AU	Service Contract Product	SC itm (Pri. Adpth.)	867.00	USD	Released	VB111	01/01/2020	09/01/2020
 	300	SRV_CONTRACT	2	AU	Service Contract Product	Service Contract itm	1,200.00	USD	Released	VB101	01/01/2020	09/01/2020
 	400	SRV_CONTRACT	1	AU	Service Contract Product	Service Contract itm	300.00	USD	Released	VB110	09/01/2020	12/01/2020
 	500	SRV_CONTRACT	1	AU	Service Contract Product	SC itm (Pri. Adpth.)	433.50	USD	Released	VB111	09/01/2020	12/01/2020
 	600	SRV_CONTRACT	2	AU	Service Contract Product	Service Contract itm	600.00	USD	Released	VB101	09/01/2020	12/01/2020

Service Contract Management – Editing Profit Center in Service Contracts (1/2)

Enable to edit Profit center manually on Service Contract line items, differently from the Profit Center that is derived from Employee responsible

- The determined profit center is displayed in the item list of the Service Contract
- The profit center can be changed by the user in the field itself or via *Select Profit Center* button

The top screenshot shows the SAP Service Contracts interface for Service Contract 7000005030. The 'Items' table is displayed with columns: Response, Service Pr., Actions, Item No., Higher Le., Product ID, Quantity, Unit, Product, Item Cate., Net Value, Currency, Status, Equipment, and Profit Center. The 'Profit Center' column is highlighted with a red box.

The bottom screenshot shows the same interface with the 'Select Profit Center' button highlighted by a red box. A modal window titled 'Select Profit Center' is open, showing a list of profit centers with columns: Controlling Area, Profit Center, and Profit Center Name. The 'Select Profit Center' button and the modal window are also highlighted with red boxes.

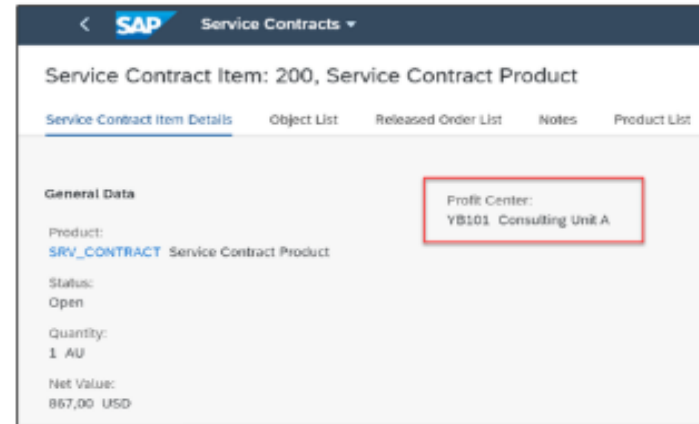
Response	Service Pr.	Actions	Item No.	Higher Le.	Product ID	Quantity	Unit	Product	Item Cate.	Net Value	Currency	Status	Equipment	Profit Center
First Level	Mo-Pr-179		100		SRV_CONT...	1	AU	Service Co...	Service Co...	800.00	USD	Open	10048303	VB001
Standard	Mo-Pr-248		200		SRV_CONT...	1	AU	Service Co...	SC Item (Pr...	807.00	USD	Open		VB001

Controlling Area	Profit Center	Profit Center Name
A000	AK_TEST	tests for SAC
A000	EVN	EVN
A000	CP1	CP1
A000	CP2	CP2
A000	DS	DS
A000	JA_TEST	abgangsweg

Service Contract Management – Editing Profit Center in Service Contracts (2/2)

The profit center information is also available in the Service Contract Item Details section of the item overview page and can be changed here as well.

Once users have made such a manual change, the system no longer redetermines the profit center in case the employee responsible is changed.



SAP Service Contracts

Service Contract Item: 200, Service Contract Product

Service Contract Item Details | Object List | Released Order List | Notes | Product List

General Data

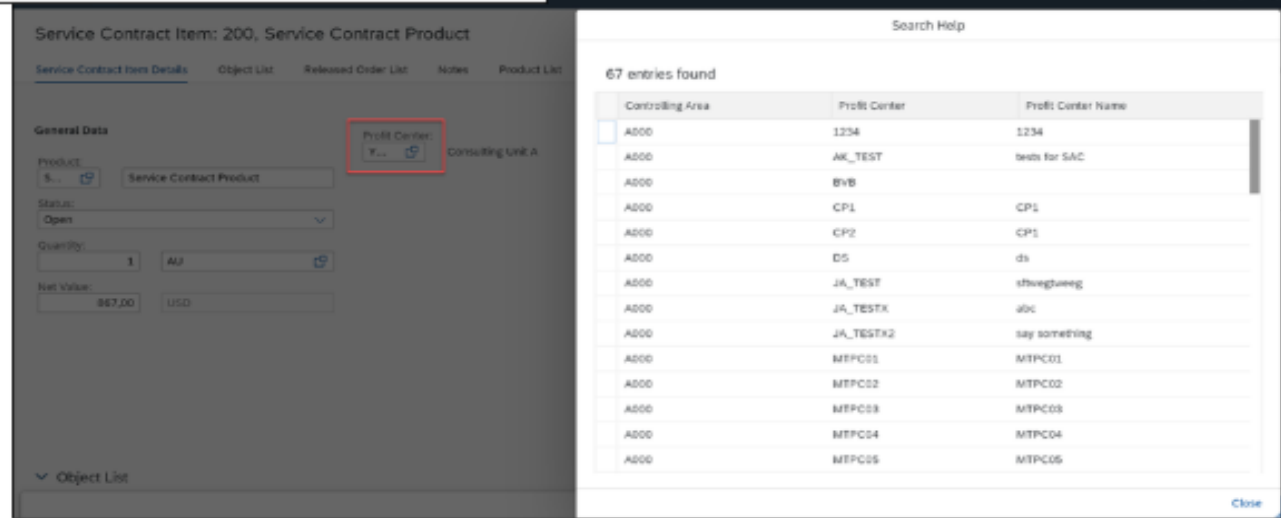
Product: SRV_CONTRACT Service Contract Product

Status: Open

Quantity: 1 AU

Net Value: 867,00 USD

Profit Center: YB101 Consulting Unit A



Service Contract Item: 200, Service Contract Product

Service Contract Item Details | Object List | Released Order List | Notes | Product List

General Data

Product: Service Contract Product

Status: Open

Quantity: 1 AU

Net Value: 867,00 USD

Profit Center: Y... Consulting Unit A

67 entries found

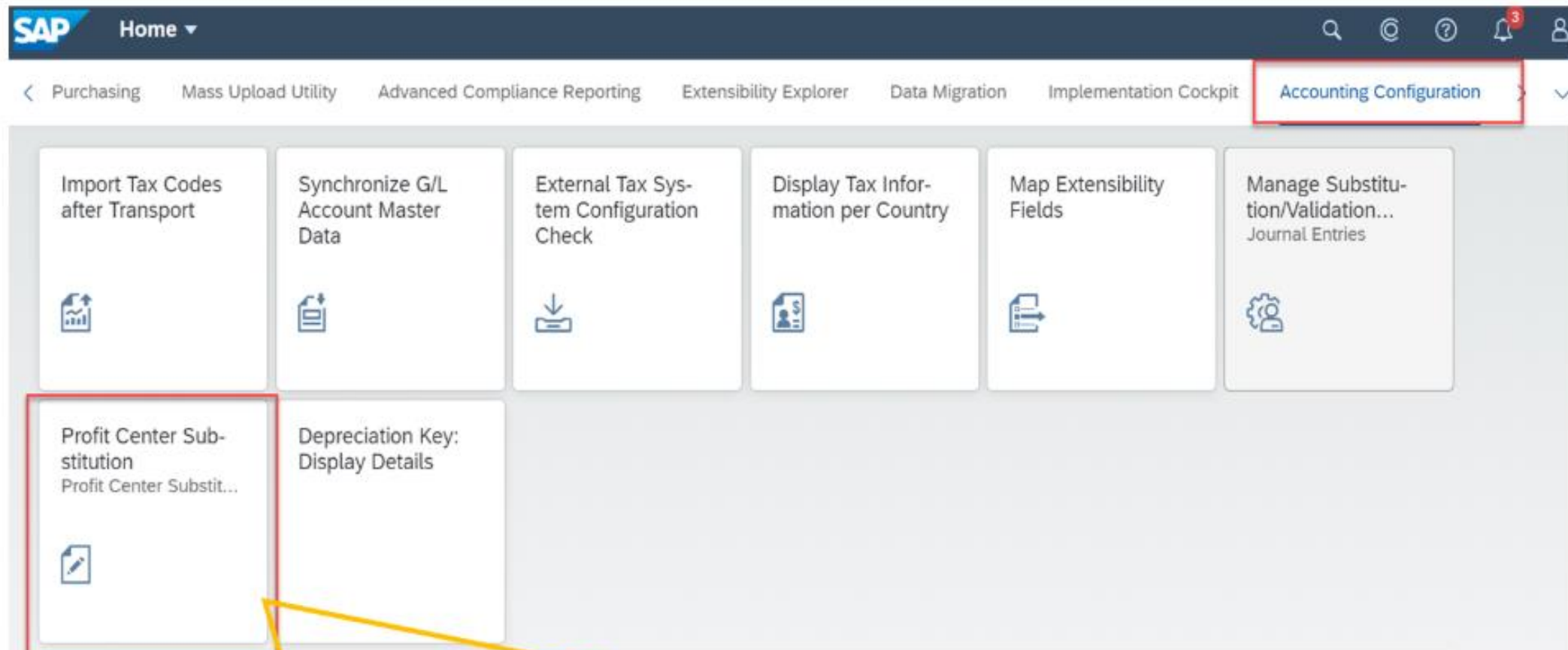
Controlling Area	Profit Center	Profit Center Name
A000	1234	1234
A000	AK_TEST	test for SAC
A000	BVB	
A000	CP1	CP1
A000	CP2	CP1
A000	DS	ds
A000	JA_TEST	stuegung
A000	JA_TESTX	abc
A000	JA_TESTX2	say something
A000	MTPC01	MTPC01
A000	MTPC02	MTPC02
A000	MTPC03	MTPC03
A000	MTPC04	MTPC04
A000	MTPC05	MTPC05

Service Contract Management – Profit Center Determination

Profit Center Determination via Product

- Customers have requested to provide alternative methods to derive profit center such as from Products, org structures etc.
- In 2005CE, profit center derivation from Product is now supported
- This was enabled via Substitution and Validations rules
- A new tile with title 'Profit Center Substitution' has been configured to create rules for this use case
- Business role SAP_BR_BPC_EXPERT has access to this app

Service Contract Management – Profit Center Substitution Application (1/6)



This application has been delivered by FIN to allow customers to setup up profit center substitution rule as per their needs. Profit Center determination via Product and Plant combination is supported via this app. This app has been added to Business role **SAP_BR_BPC_EXPERT**

Service Contract Management – Profit Center Substitution Application (2/6)

< **SAP**

Manage Substitution and Validation Rules ▾

🔍

🌐

?

🔔³

👤

Standard ▾

Search

Search by Field:

Adapt Filters

Go

Profit Center Substitution Scenario - Rules (5)

Analyze Rules Create Rule ⚙️ 📄

Rule Name	Rule Description	Business Context	Status	Rule Type
PRCTR_DT_MATNR_WERKS	PC det based on material & plant	Service Document	Active	Substitution >
SRV01_SPECIAL	Special Rule for SRV_01	Service Document	Disabled	Substitution >
PRODUCT_SOLD_PC	Profit-Center of Product Sold	Service Document	Disabled	Substitution >
PRCTR_TEST_AG1	lorem ipsum	Service Document	Active	Substitution >
CHAGNE_PROFIT_CENTER	Change Profit Center form YB101 to YB102	Service Document	Active	Substitution >

This substitution rule is an example of Profit Center determination via Product and Plant combination. Users are free to define different rules.

Service Contract Management – Profit Center Substitution rule definition (3/6)

<  Manage Substitution and Validation Rules ▾ 🔍 © ? 🔔³ 👤



PRCTR_DT_MATNR_WERKS

Edit

Disable

Copy

Delete

Show Script



...

Created By: Example Configuration Expert - Business Process

Changed By: Example Configuration Expert - Business Process

Status: Active

Created At: 02/19/2020, 11:18:17

Changed At: 02/19/2020, 11:18:17

Business Context: Service Document

General Information

Precondition

Substitution

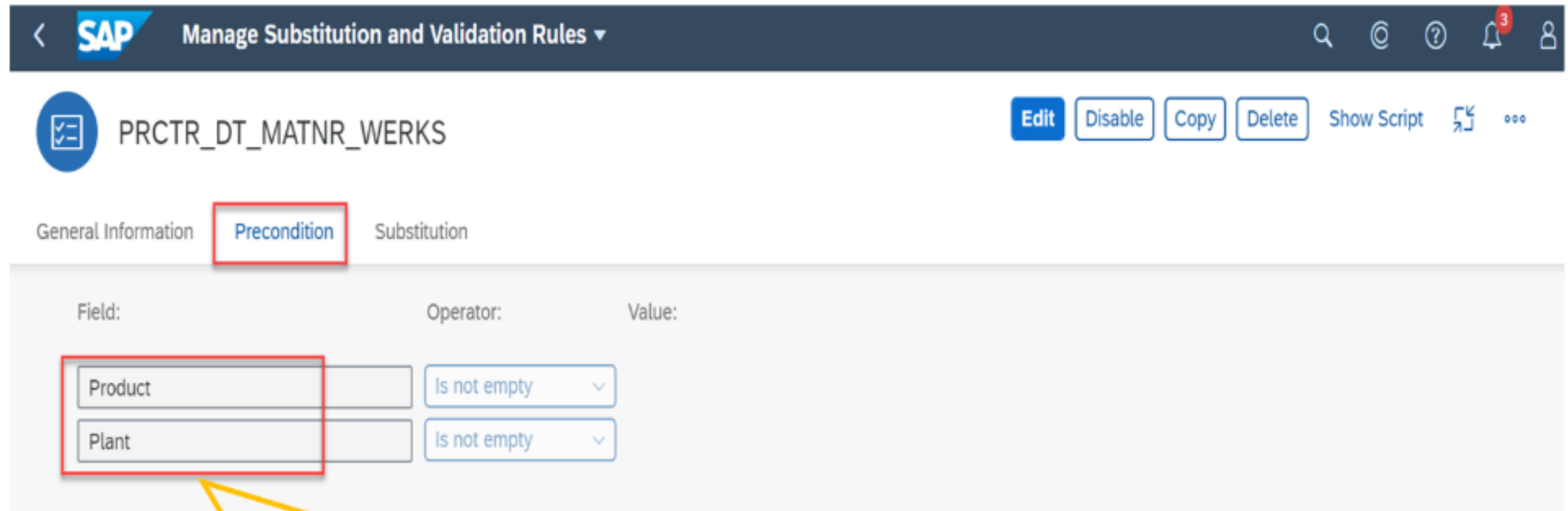
Rule Name*

PRCTR_DT_MATNR_WERKS

Description*

PC det based on material & plant

Service Contract Management – Profit Center Substitution App (4/6)

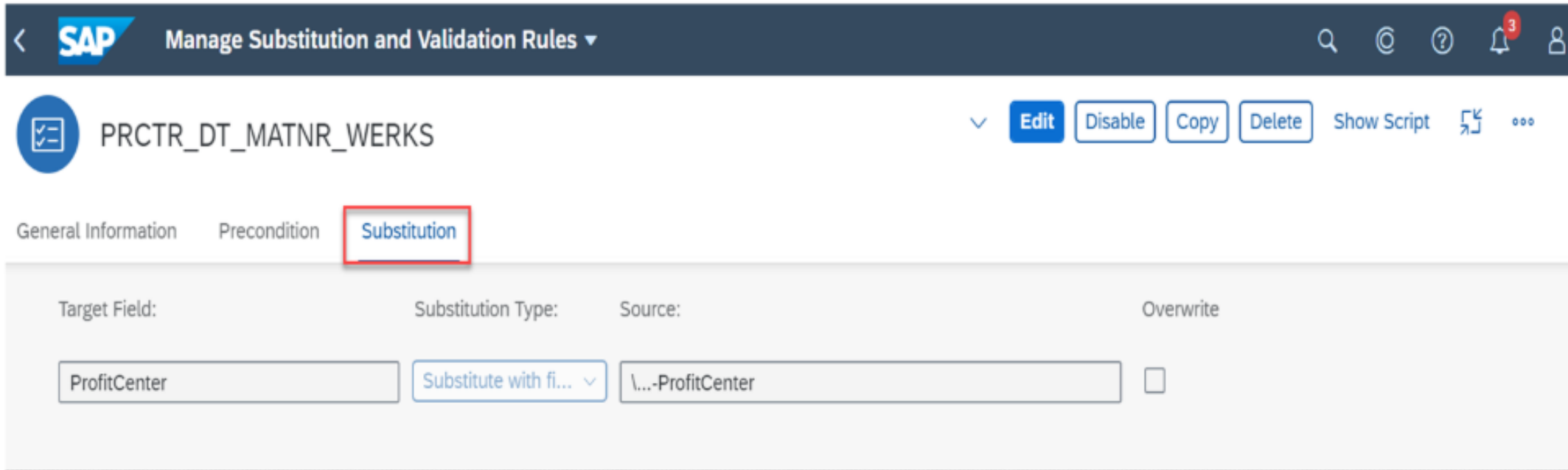


The screenshot shows the SAP 'Manage Substitution and Validation Rules' interface. The header bar includes the SAP logo, the title 'Manage Substitution and Validation Rules', and navigation icons. Below the header, the object 'PRCTR_DT_MATNR_WERKS' is displayed with a list of actions: Edit, Disable, Copy, Delete, Show Script, and a menu icon. Three tabs are visible: 'General Information', 'Precondition' (which is highlighted with a red box), and 'Substitution'. The 'Precondition' tab contains a table with three columns: 'Field:', 'Operator:', and 'Value:'. The table has two rows: the first row has 'Product' in the 'Field:' column and 'Is not empty' in the 'Operator:' column; the second row has 'Plant' in the 'Field:' column and 'Is not empty' in the 'Operator:' column. A red box highlights the 'Product' and 'Plant' entries in the 'Field:' column. A yellow arrow points from this box to a text box at the bottom of the slide.

Field:	Operator:	Value:
Product	Is not empty	
Plant	Is not empty	

In Precondition, we can define conditions on fields from service order items being created/updated. Here we use order item Product and Plant (derived from service team if enabled or from Employee-Plant mapping customizing).

Service Contract Management – Profit Center Substitution App (5/6)



The screenshot shows the SAP 'Manage Substitution and Validation Rules' interface. The header bar includes the SAP logo, the title 'Manage Substitution and Validation Rules', and navigation icons. Below the header, the object 'PRCTR_DT_MATNR_WERKS' is displayed with a dropdown arrow and action buttons: 'Edit', 'Disable', 'Copy', 'Delete', 'Show Script', and a menu icon. The 'Substitution' tab is selected and highlighted with a red box. The main area contains a table with the following columns: 'Target Field:', 'Substitution Type:', 'Source:', and 'Overwrite'. The first row shows 'ProfitCenter' in the Target Field, 'Substitute with fi...' in the Substitution Type, '\\...-ProfitCenter' in the Source, and an unchecked checkbox in the Overwrite column.

Target Field:	Substitution Type:	Source:	Overwrite
ProfitCenter	Substitute with fi... ▾	\\...-ProfitCenter	☐

Here user can define substitution source for Profit Center field of item under creation. In this case Profit Center maintained in plant data in material master data is copied over to profit center target field.

Service Contract Management – Profit Center on Product Master (6/6)

The screenshot shows the SAP 'Display Material' interface for material **SRV_06 (SERV)**. The material description is 'Service - Material PC' and the plant is '1710 Plant 1 US'. Under the 'General data' section, the 'Base Unit of Measure' is 'HR' (Hours). Under the 'General plant parameters' section, the 'Profit Center' is 'YB900', which is highlighted with a red rectangular box. A yellow line originates from this box and points to a text box at the bottom of the slide.

Material: SRV_06
Descr.: Service - Material PC
Plant: 1710 Plant 1 US

General data
Base Unit of Measure: HR Hours

General plant parameters
Profit Center: YB900

This field is fetched and substituted in order item profit center field based on item Product and Plant (derived from service team if enabled or from Employee-Plant mapping customizing)

Service Contract Management – Functional Locations in Service Contract Object List

In addition to products and equipment you are now able to reference **functional locations** in the object list of Service Contract items:

- If a functional location is referenced in a service order then it is used to determine service contract items with an object list containing the functional location in object list.

The image displays three screenshots of the SAP Service Contracts interface, illustrating the process of adding functional locations to a service contract object list.

Top Screenshot: Shows the 'Service Contract Item: 300, Service Contract Product' screen. The 'Object List' tab is active. The 'Functional Location ID' field is highlighted with a red box, indicating it is a new field added to the object list structure.

Middle Screenshot: Shows the 'Search: Functional Locations' dialog box. It contains search criteria for 'Functional Location Description' (set to 'Pump'), 'Functional Location Category', 'Object Type', and 'Partner Function'. The 'Hide Search Fields' button is visible.

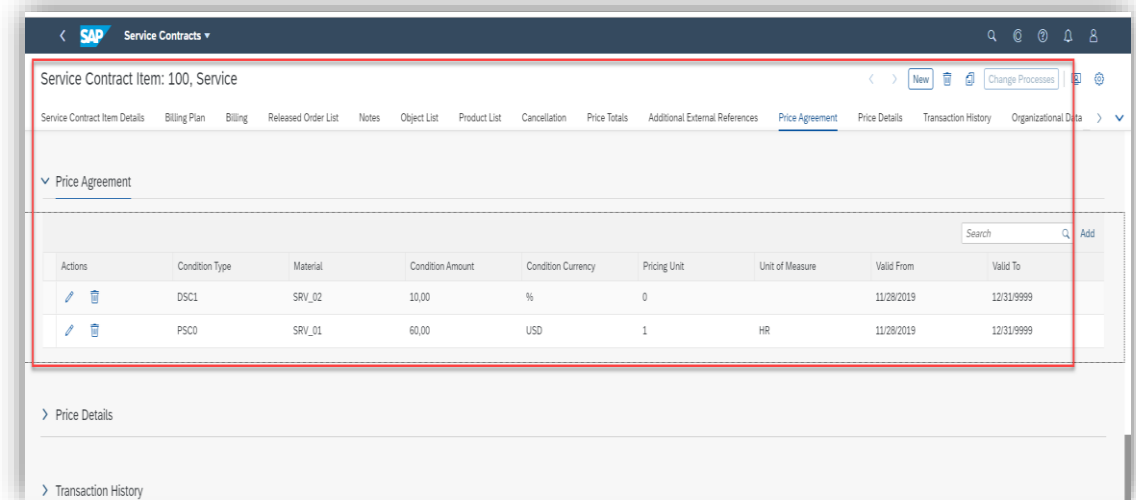
Bottom Screenshot: Shows the 'Service Contract Item: 300, Service Contract Product' screen with the 'Object List' tab active. The 'Functional Location ID' field is now populated with the value '1010-CWS-WCS-CWCP1', which is highlighted with a red box. The 'Description' field also contains the text 'Cooling Water Circulation Pump#01'.

Copying of Price Agreements on Service Contracts

- Enable to copy, edit, and delete Price Agreement conditions for the change process when changing sold-to party or any contract renewal

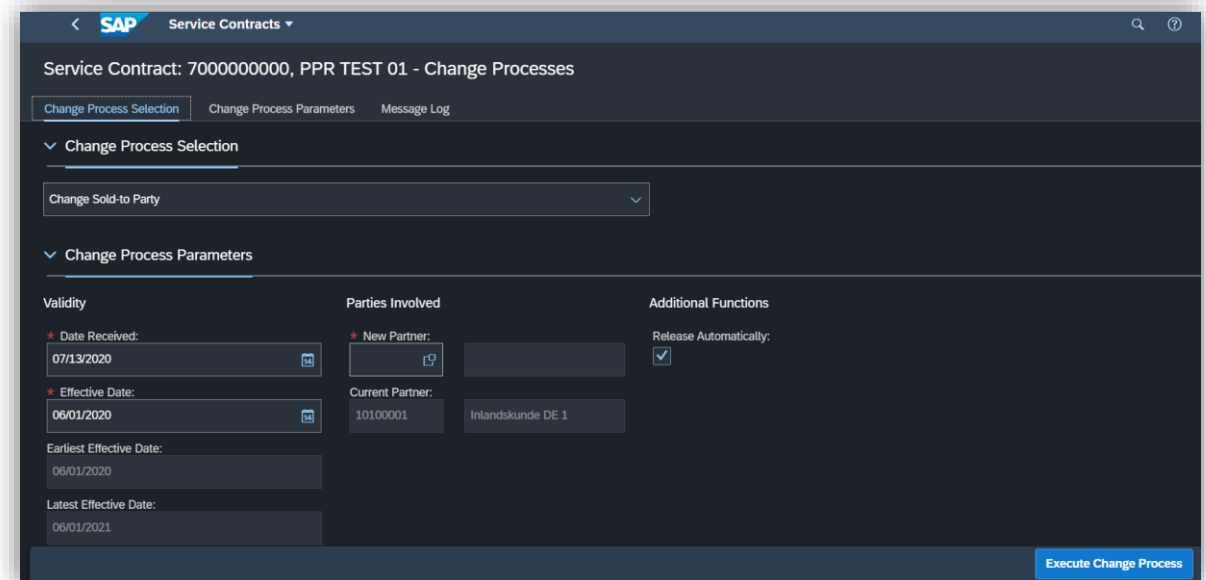
Value Proposition

- Reduce effort to maintain price agreement condition records when running change process



The screenshot shows the 'Price Agreement' tab in the SAP Service Contracts interface. A red rectangle highlights the table of price agreement conditions. The table has columns for Actions, Condition Type, Material, Condition Amount, Condition Currency, Pricing Unit, Unit of Measure, Valid From, and Valid To. Two rows are visible: one for DSC1 (SRV_02) with a condition amount of 10.00 and currency %, and another for PSC0 (SRV_01) with a condition amount of 60.00 and currency USD.

Actions	Condition Type	Material	Condition Amount	Condition Currency	Pricing Unit	Unit of Measure	Valid From	Valid To
	DSC1	SRV_02	10.00	%	0		11/28/2019	12/31/9999
	PSC0	SRV_01	60.00	USD	1	HR	11/28/2019	12/31/9999



The screenshot shows the 'Change Processes' screen for Service Contract 7000000000. It includes tabs for Change Process Selection, Change Process Parameters, and Message Log. The 'Change Process Selection' tab is active, showing a dropdown for 'Change Sold-to Party'. The 'Change Process Parameters' tab is also visible, showing fields for Validity (Date Received, Effective Date, Earliest Effective Date, Latest Effective Date), Parties Involved (New Partner, Current Partner), and Additional Functions (Release Automatically). An 'Execute Change Process' button is at the bottom right.

Service Contract: 7000000000, PPR TEST 01 - Change Processes

Change Process Selection | Change Process Parameters | Message Log

Change Process Selection

Change Sold-to Party

Change Process Parameters

Validity

* Date Received: 07/13/2020

* Effective Date: 06/01/2020

Earliest Effective Date: 06/01/2020

Latest Effective Date: 06/01/2021

Parties Involved

* New Partner:

Current Partner: 10100001 Inlandskunde DE 1

Additional Functions

Release Automatically: ☒

Execute Change Process

Notification for expiring service contract items

- Customer service manager gets notified automatically when a service contract is due to expire within a defined number of days
- Notification also mentions the net value under expiry (aggregation of net value of all of the items of the service contract due to expire in the defined period)
- The notification mentions the first item which is due to expire in the defined period as an additional piece of information
- The user can navigate to the service contract and initiate the item renewal process

Value Proposition

- Customer Service Manager will be alerted for the service contracts that are due to expire in time to start the process of renegotiation & renewal for those contracts
- Minimize potential loss of business due to missed renewals

The screenshot displays the SAP Service Contract Management interface. At the top, there's a navigation bar with 'Home' and a search icon. Below it, tabs for 'Service Order Management', 'Service Contract Management', 'Service Management Analytics', and 'My Inbox' are visible. The 'Service Contract Management' tab is active, showing options like 'Manage Service Contracts', 'Monitor Auto Renewal Logs', and 'Schedule Billing Document Request Creation'. A notification pop-up is overlaid on the right, titled 'Service contract due to expire'. It contains three items: 1) A warning icon, the title 'Service contract due to expire', and a close button. The text below states: 'One or more items of service contract 8000000236 with net value 1.128,83 EUR are due to expire soon. Item 000010 is due to expire next. It will expire in 28 days.' It also shows '22 days ago' and a 'Show Less' link. 2) A second, identical notification. 3) A third notification titled 'ZPP1-Service contract due to expire'. Below the notifications, the 'Service Contract Details' for contract 8000000236 are shown, including 'General Data' (ID, Description, Sold-To Party) and 'Processing Data' (Status, Net Value). At the bottom, the 'Service Contract Item: 10, Initial test - Change Processes' screen is visible, showing a 'Change Process Selection' dropdown menu and a 'Message Log' section.

Service

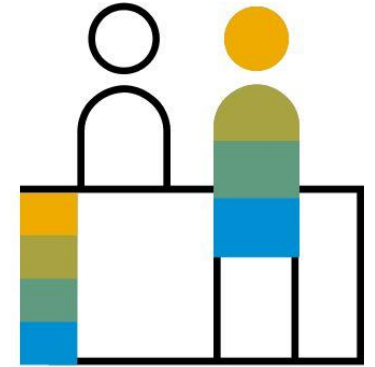
Service Contract Management with Advanced Variant Configuration

6GU

This scope item covers service contract creation with configurable products using advanced variant configuration (AVC) in SAP S/4HANA Cloud.

Customers can create service contracts with configurable products. Configurable products can be added as standard contract items, price adaptation items, and ad-hoc billing items. If you add a configurable product as a service contract item, it's required to configure the product that has been added. To configure the product, the customer navigates to the configuration user interface and selects the characteristics and characteristic values that are defined in the product master data. By default, the status of the configurable product is incomplete. When the product configuration is complete, the configuration status is changed to released. Depending on the product definition, the selection of characteristics and characteristic values of a configurable product can impact the price of a contract item based on the defined variant conditions.

After creating configurable products in service contracts, customers can follow the process of service contract management of the Service Contract Management (3MO) scope item to finalize service contract relevant steps.



Key process steps

- Create Service Contract with Configurable Products
- Configure Item in Configuration User Interface
- Check Net Value and Status of Configurable Product

Business benefits

- Increase flexibility in service contract product offerings with product configuration support
- Offer more complex service contract products

Service

Service Contract Management with Advanced Variant Configuration

- Configure a service contract item with advanced variant configuration (AVC)
- Add and configure a configurable product as a service contract item
- Select the characteristics and characteristic values that are defined in the product master data
- See the price impact of selected characteristics and characteristic values based on the defined variant conditions in the price details

Value Proposition

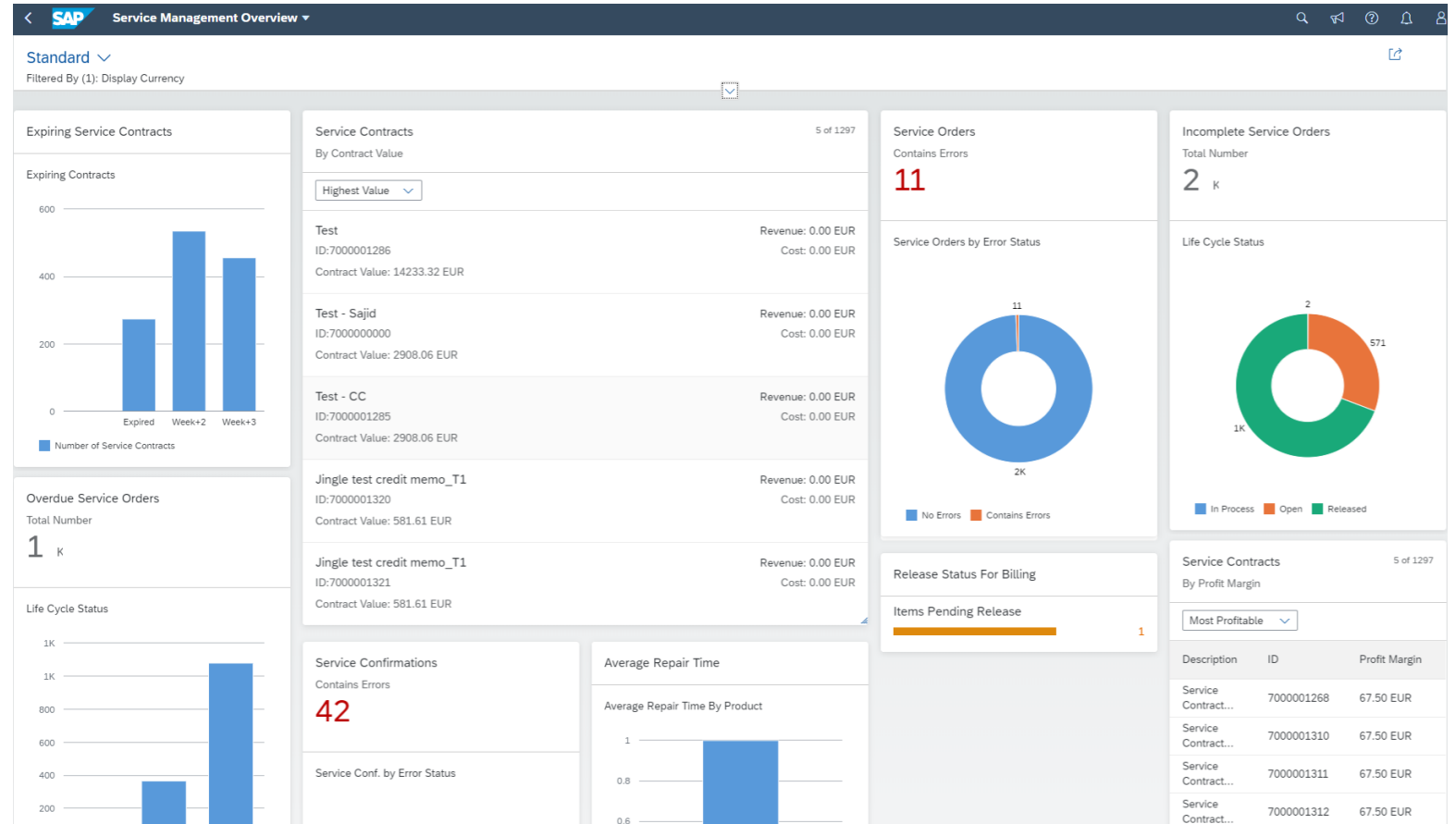
- Increase flexibility in service contract product offerings with product configuration support
- Enabled to offer more complex service contract products

The top screenshot displays the 'Service Contract Details' for contract 7000003008. It includes tabs for Service Contract Details, Items, Notes, Cancellation, Price Totals, Price Details, Parties Involved, Dates, Organizational Data, and Trail. The 'General Data' section shows the ID (7000003008), Description (Service Contract w Configurable Product), Sold-To Party (Domestic US Customer 1), Contact (Susan Miller), and Employee Responsible (John SolnOrderSpclst). The 'Processing Data' section shows the External Reference (YK), Status (Open), Net Value (3,540,00 USD), Gross Value (3,540,00 USD), and Solution Order. The 'Dates' section shows the Contract Start (12/21/2020 00:00) and Contract End (12/21/2021 00:00).

The bottom screenshot displays the 'CONFIGURABLE PRODUCT CONTR. HW' for the same contract. It shows the Configuration Status as 'Incomplete', Net Value as 0,00 USD, Document as 7000003008 / 000300, Ship-To-Party as Domestic US Customer 1 (17100001), Order Quantity as 0.000 AU, and Date as 12/21/2020. A dropdown menu is open, showing 'Service Content Hardware' with predefined values: Server Maintenance, Employee workplace, Printer Service, and Network Service. The 'Select' button is highlighted.

Service Management Analytics (43A, 43B)

- Service Delivery Issue Analysis (43A):
 - Analyze service order or contract issues with Graphical overview or mini charts, by country and region, service transactions, sales organization
- Service Management Overview (43B):
 - Review service contracts for expiry/renewal or by contract value/profit margin, incomplete/overdue service orders, service confirmations
 - Monitor average repair time by product
 - Monitor release status of billing

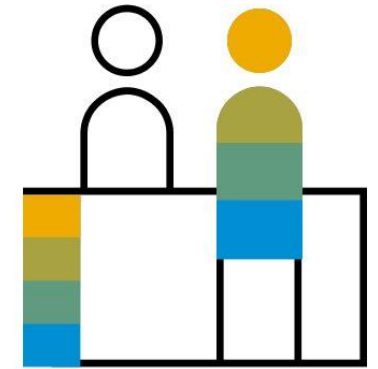


Service

Service Delivery Issue Analysis

43A

This scope item helps to display and monitor a variety of issues in service contracts and service orders. It supports the detail views for issues including display of results by issue, country and region, service transaction, and sales organization. It also supports a variety of chart types, mini charts, and filters for analysis, monitoring, additional information and to focus on certain data, such as service transactions.



Key process steps

Service Order Analysis:

- Analyze service order issues - Graphical overview
- Analyze service order issues by country and region
- Analyze service order issues by service transactions
- Analyze service order issues by sales organization
- Analyze service order issues - Mini charts

Service Contract Analysis:

- Analyze service contract issues - Graphical overview
- Analyze service contract issues by country and region
- Analyze service contract issues by service transactions
- Analyze service contract issues by sales organization
- Analyze service contract issues - Mini charts

Business benefits

- Display and monitor issues in service contracts and service orders
- Analyze results by issue, country and region, service transaction and sales organization

Service

Service Monitoring and Analytics

43B

This scope item helps the customer service manager ensure on-time service delivery by monitoring incomplete or overdue service orders. This scope item also helps to compare the average repair time per product.

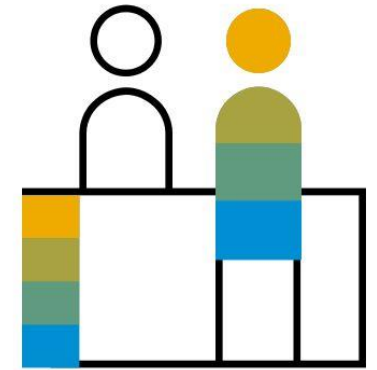
The customer service manager must also know how many service contracts will expire soon. The customer service manager can compare and view the service contracts from various dimensions, such as total contract value and profit margin. The customer service manager can also trigger actions to renew them.

This scope item helps to display and monitor a variety of issues in service contracts and service orders. It supports a detailed analysis of the issues by displaying the results by issue, service transaction, country, region, and sales organization. You can use various chart types, mini charts, and filters for analysis, monitoring, discovering additional information, and focusing on certain data, such as service transactions.

The manager can use the flexible analysis apps to analyze service orders and service contract-related KPIs in multidimensional reports.

In addition, we have the service contracts performance dashboard, which helps the customer service manager to analyze the contracts in further detail.

As a sales manager, you can use the Order to Cash dashboard to analyze incoming and open service orders.



Key process steps

- Review service contracts for expiry or renewal
- Review service contracts by contract value and profit margin
- Verify situation handling alerts for expiring service contracts
- Review overdue service orders
- Review incomplete service orders
- Monitor average repair time by product
- Use flexible combination of dimensions to analyze service contracts and service orders
- Analyze service order and contract issues
- Review order-to-cash dashboard - Incoming sales and service

Business benefits

- Provide a graphical overview of key service process data to gain insights into the current service situation
- Display detailed information that helps to examine and analyze data across various dimensions
- Provide an overview of service order or contract related issues
- Combine sales and service data in the Order to Cash dashboard, providing a more holistic view of the business

Service

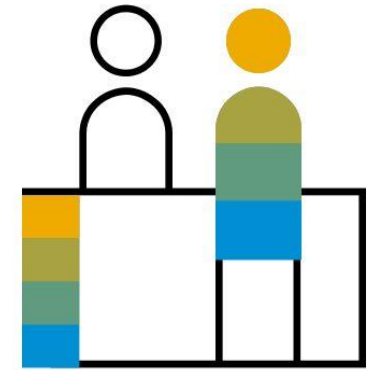
Warranty Claim Management - Customer Claim Processing

63Y

This scenario enables you to create a warranty claim for a reimbursement request of a supplier (based on a performed repair).

In this scenario, you create a claim, validate it for completeness and eligibility for reimbursement, and determine the correct prices for material, labor activities, and so on.

Based on the validation support of the system, the claim analyst can make a transparent decision on the claim and perform the financial reimbursement to the customer.



Key process steps

- Create claim
- Validate and submit claim
- Discard claim
- Adjust claims
- Perform formal validation
- Perform content validation
- Post claim
- Reverse posting
- Reject claim
- Close claims

Business benefits

- Keep transparency on requested and approved (reimbursement) amounts of a claim with the versioning concept
- Save money by only paying claims that have a legal ground and by only paying the appropriate (negotiated) prices or rates

Service

Warranty Claim Management - Supplier Recovery Processing

5HR

This scenario enables you to create a warranty claim that can then be forwarded to the respective supplier for a reimbursement. The scenario covers the relevant steps starting with the creation of a claim (based on a performed repair), continuing with the validation for completeness, eligibility for reimbursement, and the finding of the correct prices for material, labor activities, and so on.

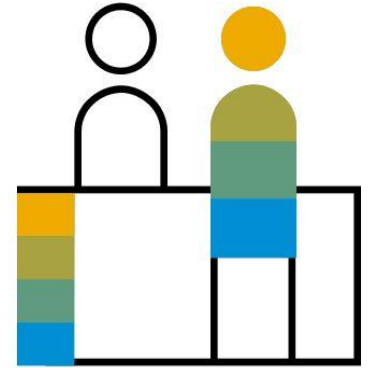
Once the information is sent to the supplier and their response is received, the scenario supports the transparent maintenance of values and the posting of the negotiated amount.

Key process steps

- Create, validate, and adjust claims
- Set parts return relevance and check execution
- Send claim to supplier
- Maintain supplier's response
- Post claim
- Reverse posting
- Reject, cancel, and close claims

Business benefits

- Increase your supplier recovery rate by easily creating claim for repairs, using the already available information in your system (materials, prices, and so on)
- Save time and increase supplier satisfaction by only raising and sending out valid claims that are likely to get paid (by validating the claims with regards to master data and eligibility)
- Keep transparency on requested and reimbursed amounts with the versioning concept and directly post the respective amounts to the appropriate accounts



Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- Service Contract Header Facet
- OData API: Service Contract (A2X)
- New Service Contract Migration API
- Manage Service Contract Templates
- SEPA Mandate in Service Contracts

Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

■ Service Contract Header Facet

By using the Service Contract header facet, it allows the end-user to have a overview of all key information on the Service Contract header without additional operations. The header facet contains the following information:

- Key Parties Involved, such as Sold-to-Party, Contact Person and Employee Responsible
- External Reference
- Posting Date of a Service Contract
- Key Status Information, such as "Error Status", "Situation Status", "Cancellation Status" and etc.
- Life Cycle Status
- Percentage of Billed Net Value

Service Contract: 7000000613, Service Contract Header ...

New

Sold-To Party: Inlandskunde DE 1
Contact Person: Ms. Alina Müller
Employee Responsible: Lucinda Liu
External Reference:
Created On: 02/16/2022

Error Status: No Errors
Situation Status: Contains Situations
Cancellation Status: Partial Cancellation
Credit Status: Credit check OK for some items and pending for some items
Billing Status: Some Items Billed

Life Cycle Status: In Process
Net Value Billed (%) 9.62%

Service Contract Details

Items

Cancellation

Organizational Data

Transaction History

Additional External References

Attachments

Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- **OData API: Service Contract (A2X)**

With this feature, you can use the OData version 4 API **Service Contract (A2X)** (API_SERVICECONTRACT) to integrate external applications with service contract processing. This inbound synchronous service supports create, update, read, and delete operations.

To use this API, you need to create a communication arrangement based on the communication scenario **Service Contract OData V4 Integration** (SAP_COM_0789).

More details are available on the [SAP API Business Hub](#)

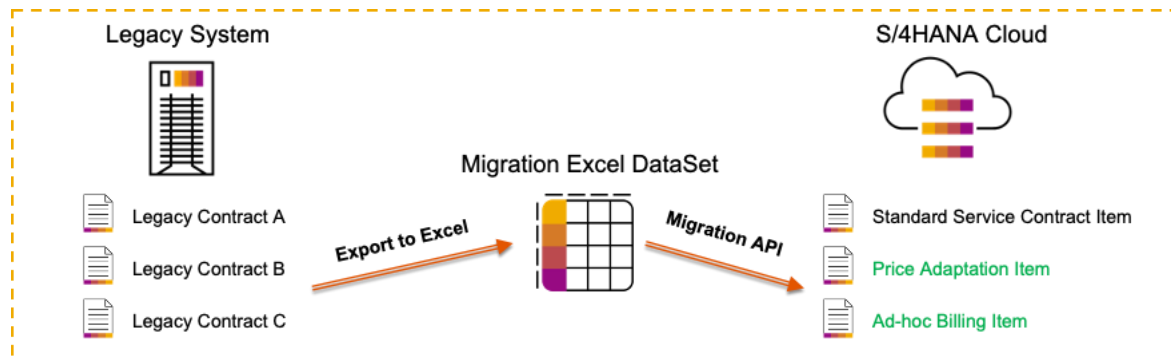
Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

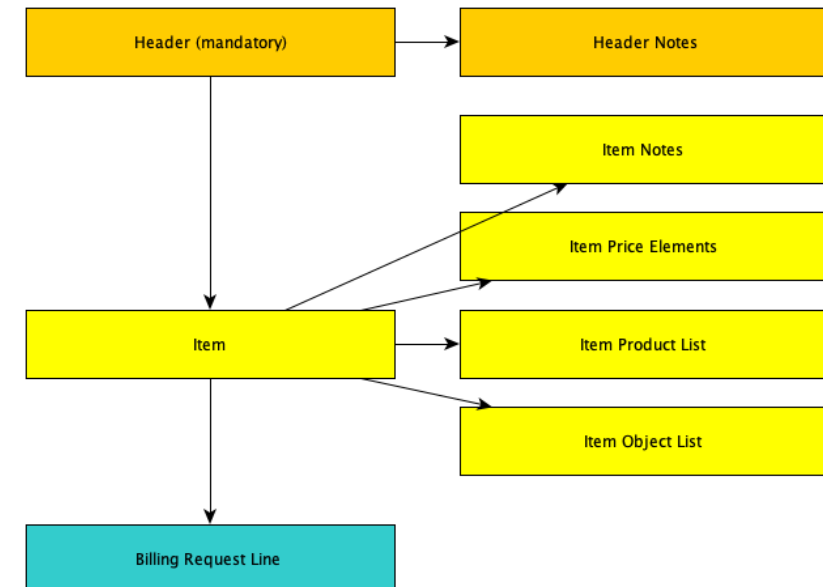
- **New Service Contract Migration API**

To initially migrate the legacy data to S/4HANA service contract, the migration API can be considered as the first option to process the initial load. The migration API is based on the data migration workbench, an xml file with excel format is considered as the data source to feed the S/4HANA system.

With new migration API for service contract, it supports to migrate the basic service contract item, price adaptation item and ad-hoc billing item.



Supported Entities



Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- New Service Contract Migration API

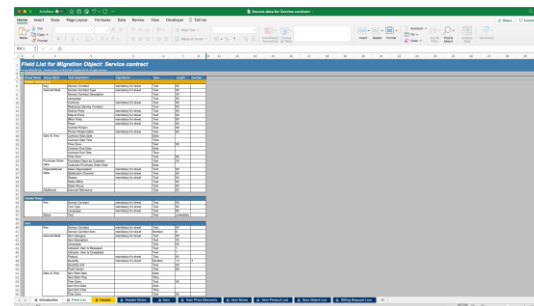
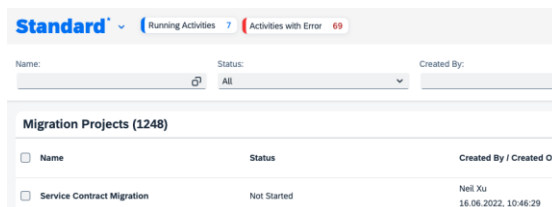
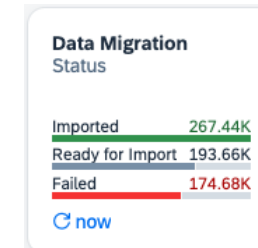
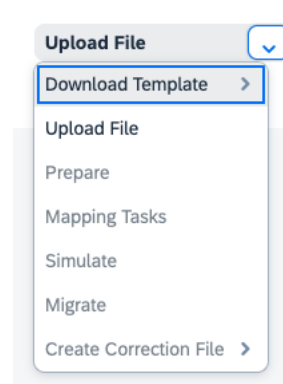
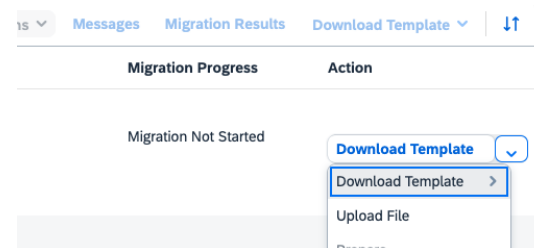
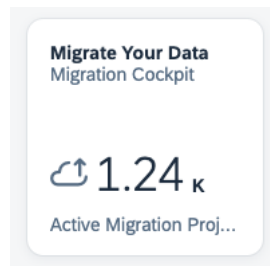
Create Migration Project

Prepare Migration Data Set

Trigger Service Contract Migration

Check the Migration Result

- Role:
- [SAP_BR_CONFIG_EXPERT_DATA_MIG](#)
- [SAP_BR_CUSTOMER_SRVC_MGR](#)



Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- New Service Contract Migration API

Fill-in the data set extracted from legacy system into the excel which needs to be uploaded into the migration project.

Source data for Service contract

Version SAPSCORE 129 - Standard Scope - 07.07.2022 © Copyright SAP SE. All rights reserved.

Source Data for Migration Object: Service contract									
General Data									
Key	Service Contract*	Service Contract Type*	Service Contract Description	Language	Currency*	Reference Service Contract	Sold-to Party*	Ship-to Party*	Bill-to Party*
001	SC1		Service Contract Migration	EN	USD		17100001	17100001	17100001
002	SC1		Service Contract Migration	EN	USD		17100001	17100001	17100001
003	SC1		Service Contract Migration	EN	USD		17100001	17100001	17100001
004	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002
005	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002
006	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002
007	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002
008	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002
009	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002
010	SC1		Service Contract Migration	EN	USD		17100002	17100002	17100002

Change the sheet in below to fill-in different legacy data for different service contract component. E.g. Item, product list, object list.

Service in SAP S/4HANA Cloud 2105 – Key Features

Service Contract Management (3MO):

- Ad-hoc billing plan in Service Contracts

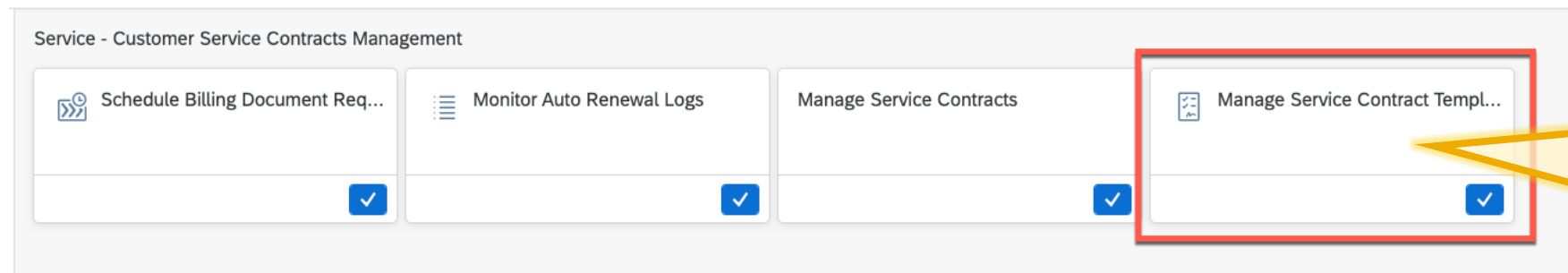


Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- Manage Service Contract Templates

A New App named „Manage Service Contract Templates“ is introduced to allow the end-user to create and update service contract templates. The service contract template is to define reusable data, which minimizes the amount of time required to create a service contract.



The new „Manage Service Contract Templates“ allows user to create and update service contract templates.

The screenshot shows the 'Manage Service Contract Templates' list report page. At the top, there is a search bar and filter options for 'Contract Template', 'Life Cycle Status', 'Posting Date', 'Valid From', 'Valid To', and 'Employee Responsible'. Below the filters, there is a table with the following columns: ID, Description, Life Cycle Status, Contract Duration, Contract Duration Unit, Posting Date, Valid From, and Valid To. The table contains 8 rows of data. At the bottom right of the table, there is a 'Create' button and a 'Go' button.

ID	Description	Life Cycle Status	Contract Duration	Contract Duration Unit	Posting Date	Valid From	Valid To
7000013129	wei test hotspots	Released	12	Month	06/29/2022	06/29/2022	06/29/2023
7000013057	my template	Released	12	Month	06/24/2022	06/24/2022	06/24/2023
7000013059	my template	Released	12	Month	06/24/2022	06/24/2022	06/24/2023
7000013065		Released	12	Month	06/23/2022	06/23/2022	06/23/2023
7000013070	my template	Released	12	Month	06/23/2022	06/23/2022	06/23/2023
7000013062	my SC template	Released	12	Month	06/21/2022	06/21/2022	06/21/2023
7000012952	test	In Process	12	Month	06/17/2022	06/17/2022	06/17/2023

In the list report page of „Manage Service Contract Templates“, you can search templates and navigate to “CREATE“ page to create new template.

Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

■ Manage Service Contract Templates

In the service contract template create page, the end-user can maintain the service contract template description, validity period of template, contract duration of follow-up service contract. Moreover, standard template item, price adaptation template item or ad-hoc billing template item can be added into the service contract template.

The service contract template can create follow-up service contract only if the status is „Released“

Contract Template: New

Service Contract Template Details Items Notes Parties Involved

General Data

Transaction ID: External Reference: Contract Duration: 12 Month Dates: Valid To: 07/05/2023 00:00

Description: Service Contract Template Demo Status: Open

Example Customer Service Manager

Items

Actions	Item No.	Product ID	Product	Quantity	Unit	Item Category	Status	Contract Duration	Contract Dura...	Service Profile	Response Profile
☐	100	SRV_CONTRACT	Service Contract Product	1	AU	Contr. Templat...	Open	12	Month	Mon-Fri:7...	Example Re...
☐	200	SRV_CONTRACT	Service Contract Product	2	AU	SC Tmpl. (PrcAdptn)	Open	12	Month	(Not Select...)	(Not Selected)
☐	300	SRV_CONTRACT	Service Contract Product	3	AU	SC Tmpl. (AdhocBill)	Open	12	Month	(Not Select...)	(Not Selected)
☐						(Not Selected)				(Not Select...)	(Not Selected)
☐						(Not Selected)				(Not Select...)	(Not Selected)

Notes

Parties Involved

Partner Function	Partner ID	Name	Address	Main Partner	Email Address	International Dialing Code	Phone	Extension
☐	9980000400	Example Customer ...	Dietmar-Hopp-Allee 16 / 69...	☒	customer_srvc_mgr@exam...			
☐				☐				

Save Cancel

Contract Duration is to define the contract validity period of follow-up service contract

The service contract template can add standard service contract template item, price adaptation template item or ad-hoc billing template item.

Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

■ Manage Service Contract Templates

When the service contract template is released, the Create Follow-Up button can be used to create follow-up service contract based on the service contract template. Once the button is clicked, a pop-up window will be shown and allow the end-user to input the Sold-to-Party, Service Contract Start Date Time to create follow-up service contract. It is also possible to create service contract only with selected items from the template.

Valid From:
07/05/2022 00:00

Valid To:
07/05/2023 00:00

Sold-To Party: []

Contract Start: 07/05/2022 00:00

Description: Service Contract Template Demo

Item No.	Product ID	Product	Quantity	Unit	Item Category	Contr...	Contr...
100	SRV_CONT...	Service Contract ...	1	AU	Contr. Template It...	12	M. v
200	SRV_CONT...	Service Contract ...	2	AU	SC Tmpl. (PrcAdp...	12	M. v
300	SRV_CONT...	Service Contract ...	3	AU	SC Tmpl. (AdhocB...	6	M. v

OK Cancel

Service in SAP S/4HANA Cloud 2208 – Key Features

Service Contract Management (3MO):

- SEPA Mandate in Service Contracts

'The Customer Service Manager can enter payment terms, a SEPA mandate and payment method in service contracts so that the billing documents that are created for service contract items can be paid through a SEPA mandate.

Service Contract: 7000002665, ZPB SEPA ...

Billing

The SEPA Mandate Reference can be maintained in the service contract header/item's billing assignment block

This field shows the status of the SEPA Mandate Reference

To maintain the SEPA mandate, the Payment Method must be SEPA relevant

Service in SAP S/4HANA Cloud 2105 – Key Features

Service Contract Management (3MO):

- Date Management in Service Contracts

Configure Your Solution - Date Management									
Date Management									
Description Configuration Steps Comments									
Step Name	Short Description	Last Edited	Status	Mandatory	Country /Region-Dependent	Redo in P System	ID	Actions	
1. Define Date Types, Duration Types and Date Rules	Allows you to define date types, duration types, and date rules.		Open Set Status	Optional	Global	No	104300	Configure	▼
2. Define Date Profile	Allows you to define a date profile.		Open Set Status	Optional	Global	No	104301	Configure	▼
3. Assign Date Profile to Transaction Types	Allows you to assign the correct date profile to transaction types.		Open Set Status	Optional	Global	No	104327	Configure	▼
4. Assign Date Profile to Item Categories	Allows you to assign the correct date profile to item categories.		Open Set Status	Optional	Global	No	104328	Configure	▼
5. Optimize Date Fields for Queries	Allows you to optimize date fields for queries.		Open Set Status	Optional	Global	No	104399	Configure	▼

SAP Help Portal

Central access point for SAP S/4HANA Cloud related information - all releases, all deployment models, release restrictions, documentation, trials, conversion guides...

Fiori Application Library

Overview of Fiori applications by role, industry, ...
Upload list of transactions – get Fiori analysis based on your transactions

SAP Best Practices Explorer

Browse and consume SAP Best Practices, which support your implementation projects with ready to run business processes

Roadmaps

Roadmap information from different perspectives: Product, solution, industry, LoB, technology, ...

Feature Scope Description

Legally relevant scope documentation; „what's in the core license, what has an extra license“. One document per shipment; covers scope of the technical SAP S/4HANA Cloud shipment

Innovation Discovery

Search for new functionality delivered by SAP – also for ERP. Easily evaluate and compare innovations and features, with both business and technical information at a glance

SAP API Business HUB

Explore, discover and consume digital content packages with APIs and pre-packaged integrations

The Power of SAP S/4HANA

This series aims to provide partners, customers and the interested public insights into real SAP S/4HANA Cloud systems in easy-to-consume pieces



openSAP - MicroLearning

With microlearning, you can learn using self-contained videos to get a flavor of a topic or simply to complement your existing knowledge

SAP Transformation Navigator

Clear guidance into the SAP S/4HANA Cloud world, based on customer licensing and landscape, business value and IT strategy

SAP S/4HANA Cloud Community

Access structured in-depth content on SAP S/4HANA Cloud such as blogs, road maps and more

SAP S/4HANA Cloud Trial

Experience the benefits of SAP S/4HANA Cloud first-hand by taking advantage of a 14-day trial

SAP Migration Cockpit

Migrate data from both SAP and third-party systems and get step-by-step guidance throughout the data migration process

openSAP Course

Learn how innovative technologies can be utilized in practice to gain an intelligence edge over the competition

What's New Viewer

Get a complete overview of the new, changed and deleted features and functions in the most recent versions of SAP S/4HANA Cloud

SAP Activate

Provides a clear process of structured and solution-specific practices for your business to choose how to adopt and extend new and differentiating capabilities across your organization

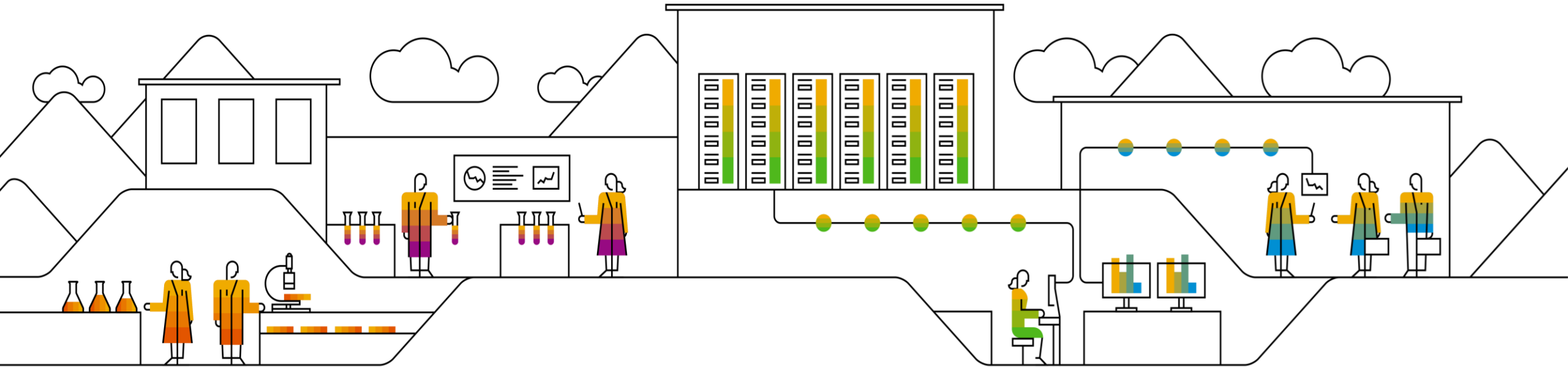
Thank You

Name: Himavanth Sunakante



Run Simple

Day 3: Scope Item Deep-Dive II: Service Operations & Processes



Agenda

Day 1: RISE with SAP S/4HANA Cloud – Service Overview, Fit2Standard & Organizational Units

- Explore RISE with SAP S/4HANA Cloud. The session will also cover the Fit to Standard workshop expectations and best practices as well as understanding organizational units

Day 2: Scope Item Deep-Dive I: Service Master Data & Agreement Management

- Interactively get a deep dive look at the scope items related to core Service Master Data and their configurations

Day 3: Scope Item Deep-Dive II: Service Operations & Processes

- **Get a deep dive look at the scope items related to Service Operations & Processes**

Day 4: RISE with SAP S/4HANA Cloud Native Integrations

- Gain a deeper knowledge of additional topics such as Native Integrations

Day 5: Extensibility Topics and Data Migration

- Gain a knowledge of additional topics such as In-App and Side-by-side extensibility options with RISE with SAP S/4HANA Cloud
- Understand Data migration

RISE with SAP S/4HANA Cloud

Best Practice for Service – Service Operations & Processes (1/1)

Business Area	Scope Item	SID	Status	Short Description
Service Operations & Processes	Credit Memo Processing for Service Management	4GG	Technical Upgrade	This scope item enables credit memo processing for service processes.
Service Operations & Processes	Recurring Services	4X5	Recent	This scope item encompasses the recurring services planning, scheduling, and execution with reference to the customer service contract and covers single cycle plans (both time-based and counter-based) and multicounter plans.
Service Operations & Processes	In-House Repair	3XK	Changed	This scope item covers the lean in-house repair process to repair simple, serialized devices, based on resource-related or fixed-price scenarios. You can select such repair objects, perform prechecks, and decide to either return the items to the customer or generate a quotation or repair order and plan the next steps (for example, share quotation, plan and execute repair, and so on). You can subsequently bill the customer.
Service Operations & Processes	Procurement for Service Management	3NI	Technical Upgrade	This scope item covers the integration of service management with procurement. Purchase Requisitions are created with reference to the Service Order line item and subsequent processes are executed. Procurement costs are updated in the service order.
Service Operations & Processes	Service Order Management and Monitoring	3D2	Technical Upgrade	This scope item encompasses the field services planning and execution comprising both Fixed Price and Time and Material services. The process incorporates service order creation, release followed by subsequent confirmations, and billing to customer.
Service Operations & Processes	Service Order Processing with SAP Field Service Management	49X	Changed	This scope item describes SAP S/4HANA Cloud service order processing scenarios with SAP Field Service Management.
Service Operations & Processes	Service Quotation	4GA	Technical Upgrade	This scope item covers the service quotation process: legally binding offers with fixed conditions made to a customer for the performance of services. It helps customer service managers to provide cost estimates before placing an order. Time and Material (T&M) and Fixed Price based cost estimates are supported with automatic creation of service orders once accepted by the customer.
Service Operations & Processes	Solution Order	4GT	Technical Upgrade	This scope item covers the creation of solution orders in SAP S/4HANA Cloud. The solution order acts as the central document for the customer, framing all orders and contracts for the specific customer offering.

RISE with SAP S/4HANA Cloud

Best Practice for Service – Service Operations & Processes (1/1)

Business Area	Scope Item	SID	Status	Short Description
Service Operations & Processes	Credit Memo Processing for Service Management	4GG	Technical Upgrade	This scope item enables credit memo processing for service processes.
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Service Operations & Processes	Service Management with Advanced Variant Configuration	6GS	Technical Upgrade	Enable more configuration options to the service products. Allow users to make choices to detail out the service. This scope item builds on the service management process.
Service Operations & Processes	Intercompany Billing for Service Documents	53Y	Recent	This scope item encompasses the creation of intercompany invoices and simultaneous posting of intercompany invoice to the accounts payable of the ordering company.

Service

Service Order Management and Monitoring

3D2

This scope item covers service orders creation in SAP S/4HANA Cloud. After planning, the service order is released for execution. Once the service order line items are released, a purchase requisition is created automatically for non-stock spare parts.

Service confirmations are posted against the service order line items. Based on the confirmation, time-sheet entries and expenses incurred are posted. Procurement costs can be copied into the confirmation from the supplier invoice or from the purchase order, so that the customer can be billed (Time & Material Service).

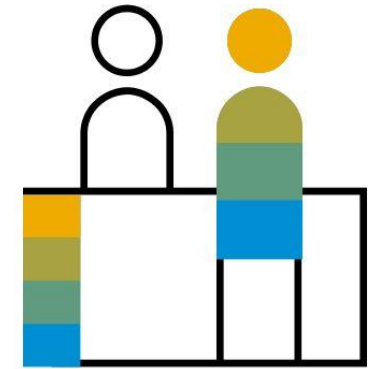
When a service order or confirmation is released for billing, a billing document request is created to invoice the customer.

The confirmation can be manually canceled, thus canceling the succeeding invoice and the billing document request (BDR).

Service orders can also be created automatically in the background as a follow-on from preceding processes, such as Service Quotations (4GA) or Recurring Services (4X5).

Key process steps

- Create a service order
- Create a service order automatically from service quotation (optional)
- Release service order
- Receive confirmation against the service order
- Post the time sheet against the service technician and expenses incurred automatically based on the confirmation
- Cancel the confirmation along with the follow-up documents (optional)
- Release the service order (for fixed price services)/confirmation (for time and material services) for billing and automatic creation of billing document request
- Copy procurement costs automatically in the confirmation, based on posted supplier invoice or purchase order for billing to the customer in case of time and material services
- Create a billing document from the billing document request for invoicing the customer
- Post revenues automatically against the service order line item
- Analyze service order fulfillment (optional)

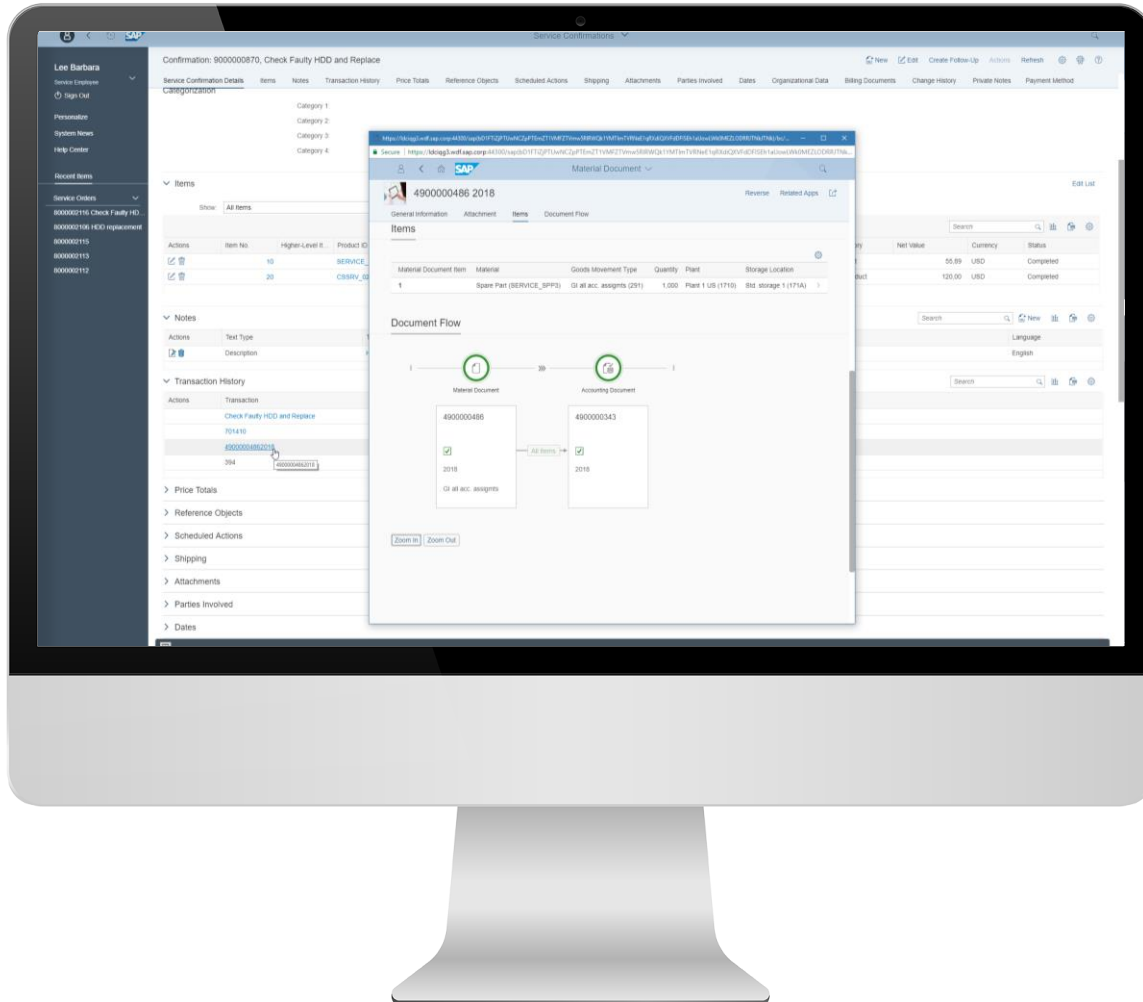


Business benefits

- Provide the functionality for planning and execution of field services
- Post directly in the universal journal, meaning that no settlement of revenue carrying cost objects is required
- Post time sheet and expenses automatically based on the confirmation (intercompany scenario supported)
- Link procurement process (for non-stock spares or external workforce procurement) with service order execution
- Post revenue automatically based on customer invoice (with event-based revenue recognition for fixed price or T&M Services)

Key Capabilities – Service Order Management

RISE with SAP S/4HANA Cloud for Service



Service Order, Service Fulfilment, and Service Billing

Create, track and manage service execution with full visibility of current and historical service agreements and activities

Real-Time Cost Controlling and Financial Visibility

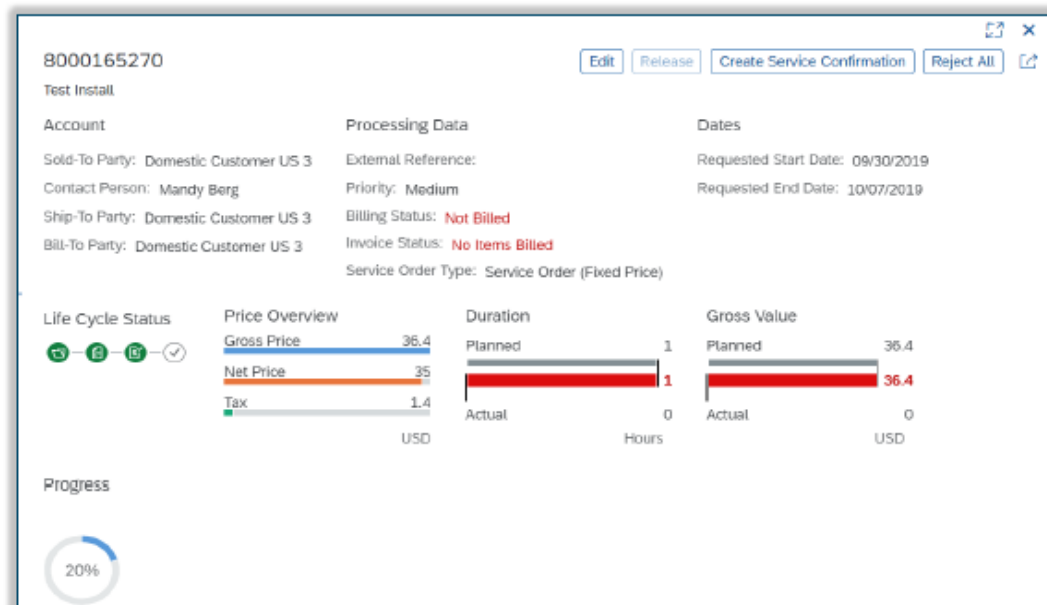
Monitor real-time the costs associated with execution of service operations and implications with finance

Service Order Management (3D2)

Improved user experience

‘Manage Service Orders’ provides a combined view of service orders and service confirmations

- Quick overview of all service orders upon life cycle status
- Drive actions based on the lists of service orders e.g. ‘Without Confirmations’, ‘With open confirmations’, ‘Billable Confirmations’



The screenshot displays the SAP 'Manage Service Orders' interface. The top section shows filters for 'Standard *' and various criteria like 'Requested Start Date', 'Description', 'Priority', 'Life Cycle Status', and 'Sold-To Party'. Below the filters, there are tabs for different service order statuses: 'All Service Orders (35,779)', 'Unassigned Orders (4)', 'Open Orders (0)', 'Without Confirmations (3,562)', 'With Open Confirmations (31,604)', and 'Billable Confirmations (3)'. The main table lists service orders with columns for ID, Sold-To Party, Life Cycle Status, Priority, Requested Start Date, Actions, Employee Responsible, Gross Value, and Net Value.

ID	Sold-To Party	Life Cycle Status	Priority	Requested Start Date	Actions	Employee Responsible	Gross Value	Net Value
8000164730	Domestic US Customer 11 CUST1		Medium	09/18/2019		9980004458	36,40 USD	35,00 USD
8000164724	Domestic US Customer 11 CUST1		Medium	09/18/2019		9980004458	36,40 USD	35,00 USD
8000164722	Domestic US Customer 11 CUST1		Medium	09/18/2019		9980000058	36,40 USD	35,00 USD
8000164720	Domestic US Customer 11 CUST1		Medium	09/18/2019		9980004458	0,00 USD	0,00 USD

Service Order Management (3D2)

Introducing lean 'pick from stock' scenario

Improve operational service by enabling logistical follow-up processes

- Support for inventory-managed service parts
- Direct integration of service parts into the service order
- Clear insight of service parts inventory and availability for use during service tasks

The screenshot displays the SAP Material Document interface for document 4900013939 dated 2019. The 'Items' tab is active, showing a table with one item:

Material Document Item	Material	Goods Movement Type	Quantity	Plant	Storage Location
1	Stock Service Part (Pick from Stock) (ZSRV_05)	GI all acc. assgmts (291)	2,000 PC	Plant US 1 (1710)	Std. storage 2 (171B)

Below the table, the 'Process Flow' section shows a diagram of the integration between the Material Document and the Accounting Document. It features two circular icons: a shopping cart for the Material Document and a document icon for the Accounting Document, connected by a double arrow. Below these icons, a flow diagram shows a green checkmark box labeled '1 Item(s)' with an arrow pointing to another green checkmark box, indicating the successful transfer of items from the material document to the accounting document.

Service Order Management (3D2)

Enable external workforce procurement

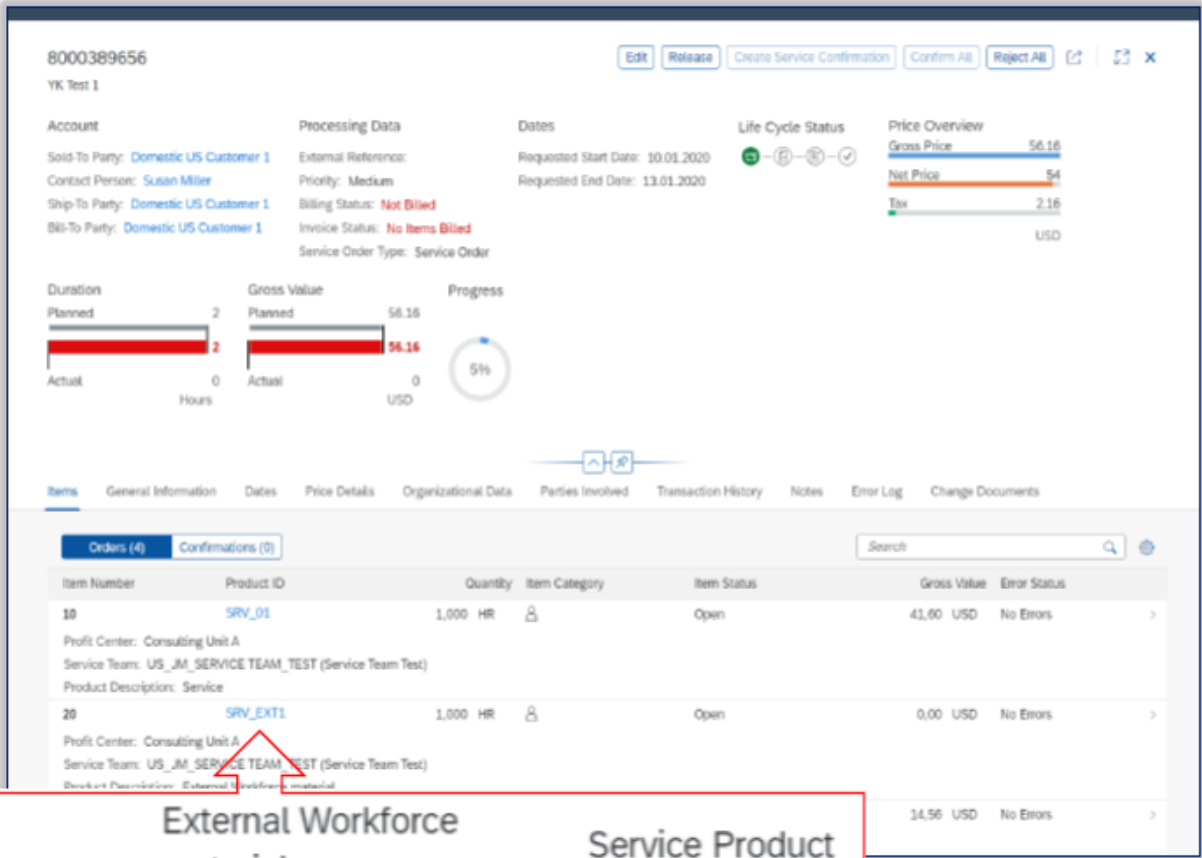
Service order processing is enhanced by including the service delivery by external work force

Value Proposition

- Increase business process coverage for service order processing
- Eliminate friction in process integration and avoid data loss resulting from broken process flows

Capabilities

- Enable external workforce procurement via Service order
- Possible to procure contractors to work on service orders, and assign related cost and revenues to service order



Service Order Management (3D2)

Enable to edit Profit center

Service order processing is enhanced by including the service delivery by enabling to edit profit center on service order item level

Value Proposition

- Increase business process coverage for service order processing
- Eliminate friction in process integration and avoid data loss resulting from broken process flows

Capabilities

- Enable to edit Profit center manually on Service order line items, to another one than the one derived from the Employee responsible

☐	Actions	Item ...	High...	Product ID	Quantity	Unit	Product	Item Category	Net Value	Curr...	Status	Item Cat...	Profit Center				
☐	 	10		SRV_01 	1,0	HR 	Service	Service Item 	40,00	USD	Open 		YB101 		A000	YB103	Customer Developm...
☐	 	20		SRV_EXT1 	1,0	HR 	External W...	Service Item 	0,00	USD	Open 		YB101 		A000	YB110	Product A
☐	 	30		SRV_EXT1 	1,0	HR 	External W...	Service Item 	0,00	USD	Open 		YB101 		A000	YB111	Product B
☐	 	20		SRV_EXT1 	1,0	HR 	External W...	Service Item 	0,00	USD	Open 		YB101 		A000	YB600	Shared Services
☐	 	30		SRV_02 	1	EA 	Service Ex...	Expense Item 	15,00	USD	Open 		YB101 		A000	YB700	Trading Goods

Service Order Management (3D2)

Enable Service teams

Service order processing is enhanced by including the service delivery by adding service teams (Optional to configure)

Value Proposition

- Increase business process coverage for service order processing

Capabilities

- Introduce Service teams, enabling Service managers to assign a service team as the best fit to service order
- Service coordinator can select a technician in this service team upon availability
- Team storage location can be maintained per service team level instead of plant/storage location combination per technician

Select Service Team for Header

Search

Team Name	Team Description
US_JM_SERVICE TEAM_TEST	Service Team Test
TEAM SUSANNE	Test Team Susanne
BGL01	Service Team Bangalore #1
NOV14-TEAM1	nov14-team1
SRVTEAM_BGL1_1710	SRVTEAM_BGL1_1710
SRVTEAM_BGL1_1730	SRVTEAM_BGL1_1730

< Back 1 2 3 4 Forward >

8000389656

YK Test 1

Edit Release Create Service Confirmation Confirms All Reject All

Account: Sold-To Party: Domestic US Customer 1 External Reference: Priority: Medium Ship-To Party: Domestic US Customer 1 Billing Status: Not Billed Invoice Status: No Items Billed Service Order Type: Service Order

Dates: Requested Start Date: 10.01.2020 Requested End Date: 13.01.2020

Life Cycle Status: [Progress Bar]

Price Overview: Gross Price: 56.16 Net Price: 54 Tax: 2.16 USD

Duration: Planned: 2 Actual: 2 Hours

Gross Value: Planned: 56.16 Actual: 56.16 USD

Progress: 5%

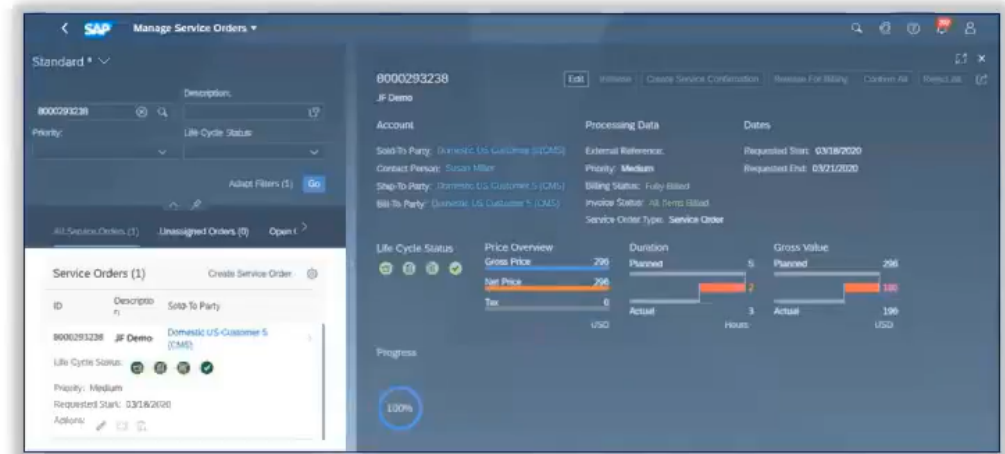
Items General Information Dates Price Details Organizational Data Parties Involved Transaction History Notes Error Log Change Documents

Orders (4) Confirmations (0)

Item Number	Product ID	Quantity	Item Category	Item Status	Gross Value	Error Status
10	SRV_01	1,000 HR		Open	41,80 USD	No Errors
Profit Center: Consulting Unit A Service Team: US_JM_SERVICE TEAM_TEST (Service Team Test) Product Description: Service						
20	SRV_EXT1	1,000 HR		Open	0,00 USD	No Errors
Profit Center: Consulting Unit A Service Team: US_JM_SERVICE TEAM_TEST (Service Team Test) Product Description: External Workforce material						
30	SRV_02	1,000 EA		Open	14,56 USD	No Errors
Profit Center: Consulting Unit A						

Flexible Service Order handling with Service bundle

- Possible to combine the category of service bundles with fixed price items and T&M items in a single service order
- Not required to split service orders into one with fixed price order and additional T&M order



Value Proposition

- Increase flexibility in Service order handling
- Expand functional scope of Service order for better coverage of service processes
- Higher revenue potential through service orders

[illegible]

Improvement on External workforce handling in Service Order

- Possible to create an approval workflow for Service manager to release Service Entry Sheet (SES) for external workforce
- Service confirmation can be generated automatically by approving SES

Value Proposition

- Increase usability
- Expand coverage of more business scenarios in service processes

* Note: The process for hiring External workforce is supported on Extended, but the automation of confirming service confirmation is only on Essentials

The screenshot shows the SAP My Inbox interface. On the left, a list of tasks is displayed, including 'Review and complete Incident ID 38: test, 04.03.2020, 15:38:17, ...' and 'Release Service Entry Sheet 0000000434 4500005774'. The main area displays the 'Release Service Entry Sheet' form for the selected task. The form includes a search bar, a task ID (4500005774), and a list of tasks. The 'Basic Data' section shows the Service Entry Sheet (434), Name of Service Entry Sheet (4500005774), Reference Purchase Order (4500005774), Posting Date for Goods Receipt (03/03/2020), and Created On (Time Stamp) (03/03/2020, 10:16:27). The 'Items (1)' section shows a table with columns: Purchase Order Item, Product, Item Description, Product Type Group, Service Performer, Performance Date, Stated Quantity, Net Order Price, Price unit, Open Quantity, Open Amount, and Stated Amount. The table contains one row for item 10, which is a Service SRV_0 with a quantity of 1.000 and a price of 5.00. The bottom of the form has buttons for 'Release', 'Reject', 'Show Log', 'Claim', 'Forward', and 'Suspend'.

The screenshot shows the SAP Transaction History table. The table has columns: Transaction, Reference Object, Description, and Creation Date. The data is as follows:

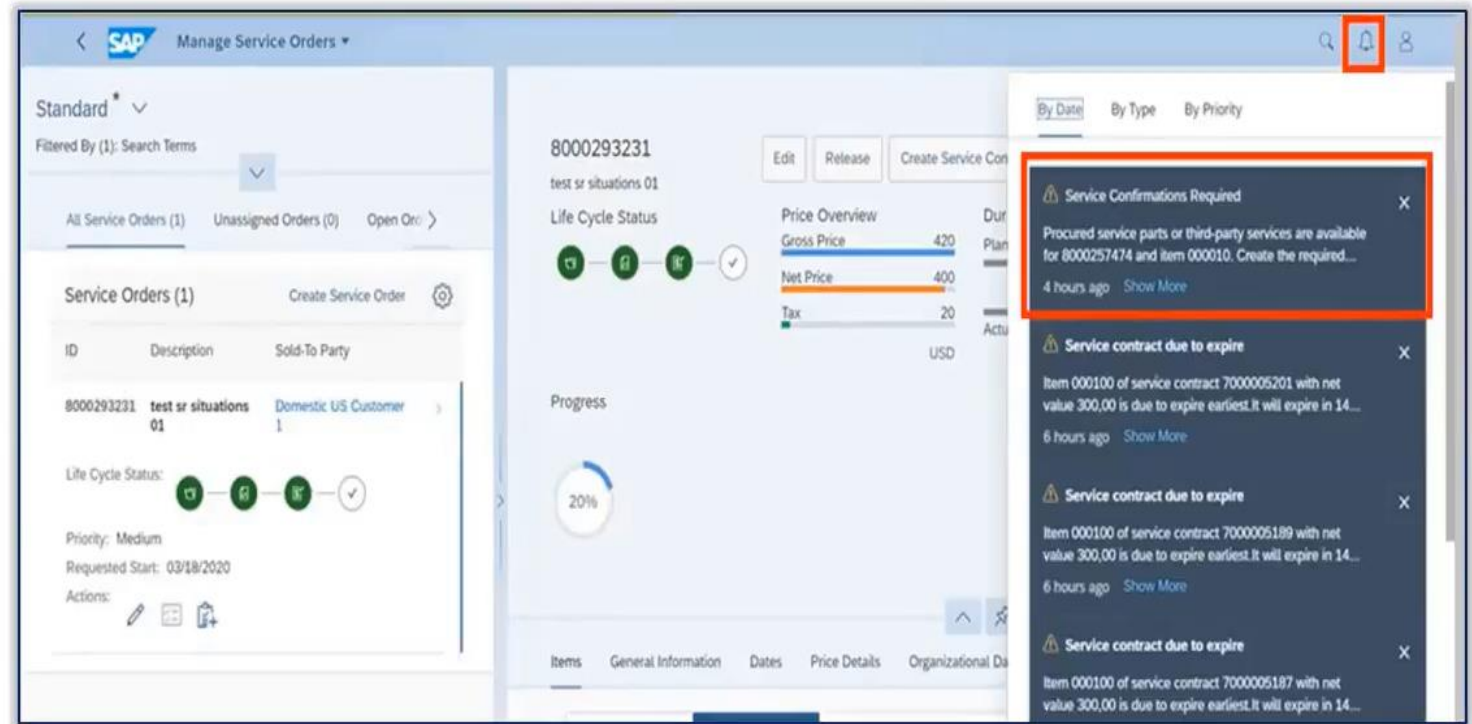
Transaction	Reference Object	Description	Creation Date
0000000663	Header/Item	Service Entry Sheet sProc	03/18/2020
0010013868	Header/Item	Purchase Requisition	03/18/2020
0090007519	Header/Item	Invoice	03/18/2020
4500008935	Header/Item	Purchase Order	03/18/2020
7000004202	Header/Item	Service Contract	03/18/2020
9000002275	Header/Item	Service Confirmation	03/18/2020
9000002284	Header/Item	Service Confirmation	03/18/2020

Notification for Service orders with pending confirmation

- Set up Situation handling for service orders with pending service confirmation
- Notify service managers the pending actions, when Service orders have Good Receipt or SES but service confirmations do not exist<
- Use app 'Manage Situation Type'

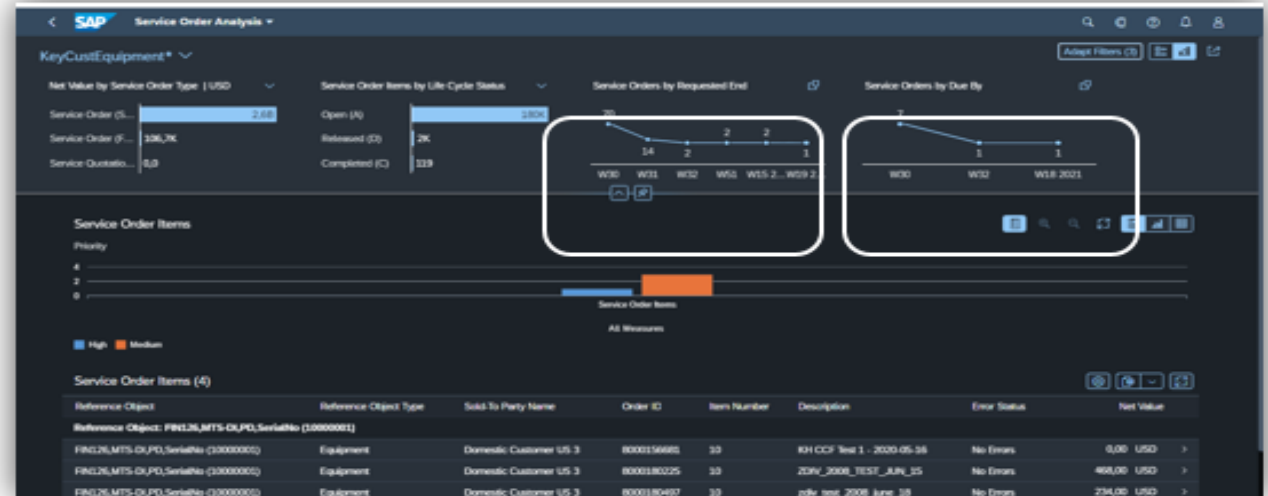
Value Proposition

- Reduce effort to check individual service orders for the status of procurement process
- Increase operational service excellence for active notification for action required



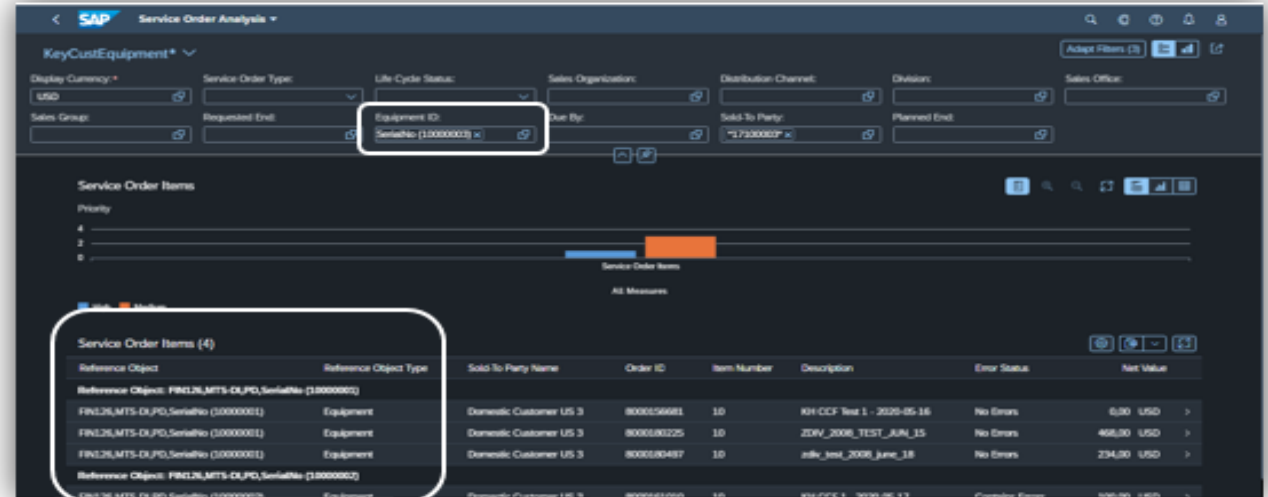
Track incomplete service orders by dates and equipment

- Customer service manager can identify service orders which are due in the coming weeks with criteria like
 - requested start/ end
 - first response by
 - due by
 - planned start/ end
- Search Incomplete service orders by equipment
- Service Monitoring & Analytics
 - > Service Management Overview
 - > Incomplete Service Orders



Value Proposition

- Avoid missing the due dates for the service orders and make the service execution process more efficient
- Improve the service order execution with respect to critical equipment for key customers



Service in SAP S/4HANA Cloud 2208 – Key Features

Service Order Management(3D2):

- Configurable Product for Service Items
- Execution Status for Service Orders
- Process Flow for Service Orders
- SEPA Mandate in Service Orders and Service Confirmations
- One-Time Usage of Contact Details in Service Orders
- Enhanced Accounting Indicators for Service Transactions
- Full Stock Availability Date for Service Orders
- Execution Status for Service Orders
- Planned Profit/Loss Margin for Service Orders
- Create Follow-Up Confirmation for Service Orders
- Plant and Storage Location for Service Orders and Service Confirmations

Configurable Service Products

Complex service business like outcome based business (OBB) requires service products that are configurable. The Advanced Variant Configuration (AVC) provides a means to handle these complex products. With scenario 6GS, Service Order and Service Confirmation now have the ability to use service products with single-level configuration.

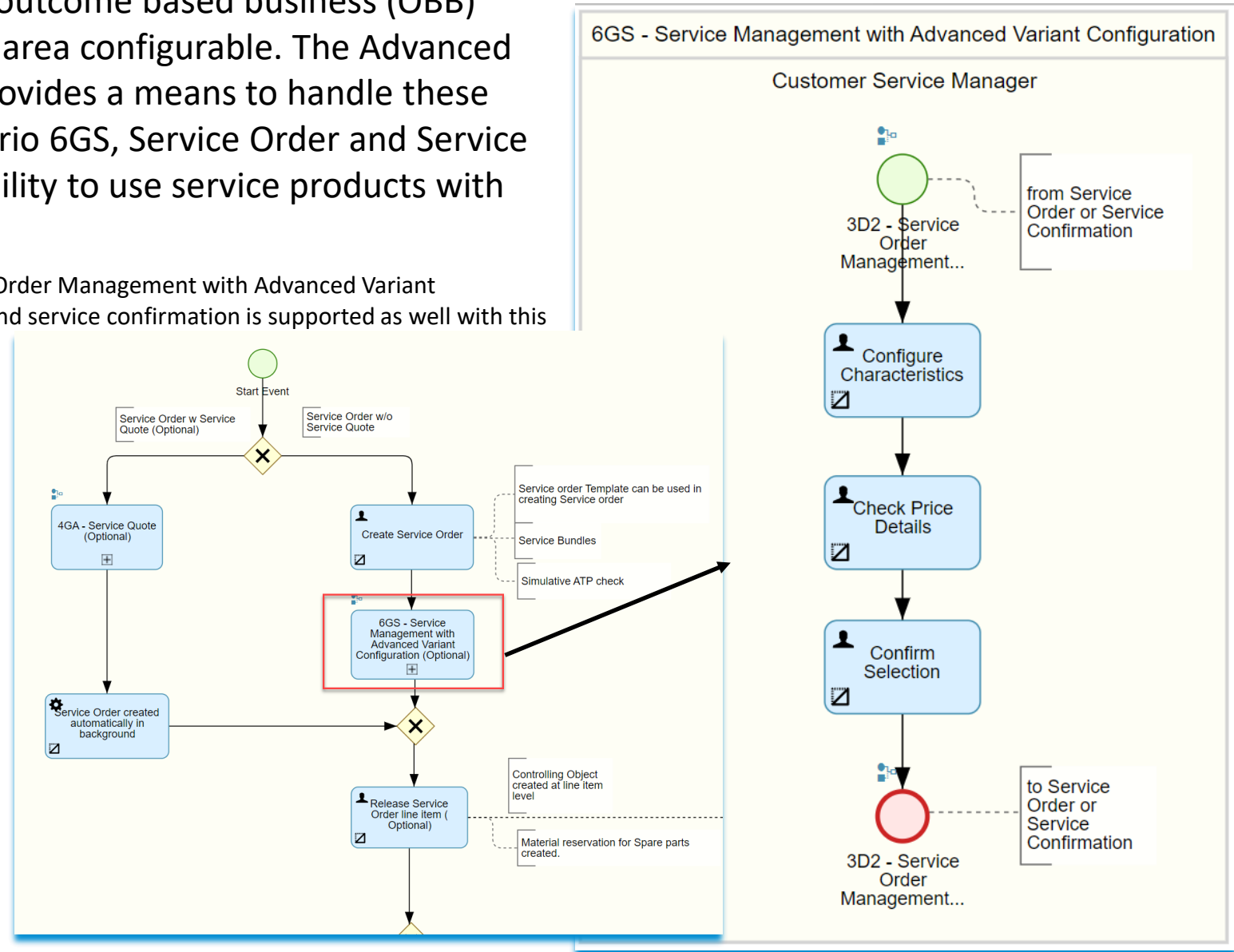
Please be aware that scenario 6HY (Solution Order Management with Advanced Variant Configuration) which includes service order and service confirmation is supported as well with this release.

Supported item types:

- Service item

Supported as:

- Standard items
- Hierarchical items
- Service bundle sub items



Execution Status on Service Order

Overview

This new display-only field 'Execution Status' is delivered with CE2208. The field is used by SAP Field Service Management (FSM) Integration and sets via oDATA service values for service product items. With this, a more fine-granular status reporting can be achieved for a released item.

Values

- Cancelled
- Execution Done
- In Execution
- In Planning
- Not Available
- Not Relevant

Meaning in FSM

Service is cancelled

Service was executed

Service is executed

Service is planned

No status set by FSM

Item is not relevant for FSM

The screenshot shows a web interface for creating a service order. At the top, there is a 'Go' button. Below it, a dropdown menu for 'Execution Status' is open, displaying a list of status options: Cancelled, Execution Done, In Execution, In Planning, Not Available, and Not Relevant. The background shows a form with fields for 'Mandate Reference' and 'Planned Start Date', and a 'Create Service Order' button.

The execution status field is in general open to be used by other (as well non-SAP) integrations than FSM with the oDATA service for service orders.

Status values could as well be set for expense or service part items.

Intercompany Check for Spare Parts

Until the point of time, the intercompany process is supported for service parts in the service order (3D2), a new check has been implemented, to forbid this scenario.

The service order cannot be released as the item is in error status.

The screenshot displays the SAP Service Order interface for Service Order 8000297623. The 'Items' tab is active, showing a table of service parts. Below the table, the 'Organizational Data' section is expanded, revealing a list of error messages. A red box highlights these error messages, which state: 'Item 60: Intercompany scenario is not supported for service parts.', 'Item 40: Intercompany scenario is not supported for service parts.', and 'Item 50: Intercompany scenario is not supported for service parts.'.

Item	High...	Product ID	Quantity	Unit	Pr...	Item Ca...	Net Value	Status	Cre
10		SRV_BUN...	1	EA	S...	Service ...	0,00	Re...	Not
20	10	SRV_01	1,0	HR	S...	Service ...	108,00	Re...	Not
30	10	SRV_02	2	EA	S...	Expens...	27,00	Re...	Not
40	10	SRV_03	3	EA	S...	Service ...	27,00	Re...	Not
50	10	SRV_04	4	EA	S...	Service ...	54,00	Re...	Not
60	10	SRV_05	5	PC	S...	Stock S...	67,50	Re...	Not
70		SRV...	10,0	HR	S...	Service ...	1.080,00	Re...	Not

Service Order: 8000297623, MV: Servic...

Service Order Details | **Items** | Organizational Data | Notes | Parties Involved | Reference Objects | Price Details

Search [] Edit List Insert Delete Copy Copy from Template Release All Items Product F

Organizational Data

- Item 60: Intercompany scenario is not supported for service parts.
- Item 40: Intercompany scenario is not supported for service parts.
- Item 50: Intercompany scenario is not supported for service parts.

Item 60: Intercompany scenario is not supported for service parts.

Diagnosis

Intercompany billing is not able to handle service parts. The plant for the current service part item is assigned to company code 1010. You are attempting to post costs for this service part item to company code 1710. You can't post costs from company code 1010 to company code 1710. All costs recorded using the current service part item in a follow-up service confirmation should be posted to company code 1710. If reservations are used in service order, a reservation would be created in a plant, which can't later be used for the goods issue.

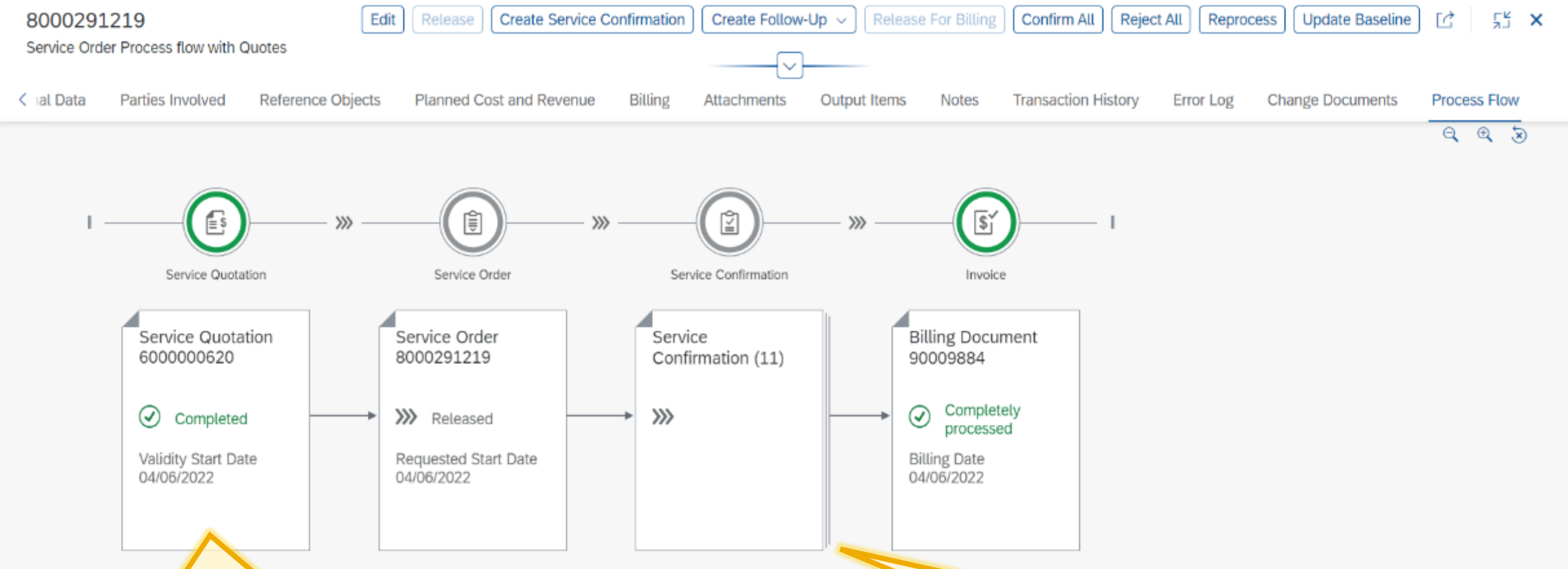
System Response

You can't set the service order to *Released*. The system can't post the recorded costs.

Procedure

Adjust the configuration settings in *Employee Service Location* so that a plant from company code 1710 can be determined. If you use service teams, choose a different service team or assign the service team to a different plant.

Service Order Process flow with Quotes



Process flow is dynamic which means that a particular object will be shown only if it is available as part of the actual flow. For example, the Service Quotation will be shown only if attached to the service order

Transactions for a specific object numbering more than 10 are shown as a stack to improve usability and the user by clicking on a specific stack can expand the same

New Create Confirmation feature in Service Order Application

8000299479

Edit

Release

Create Service Confirmation

Create Follow-Up

Release For Billing

Confirm All

Reject All

Reprocess

Update Baseline

New & Improved Confirmation Feature

Items

General Information

Timeline

Price Details

Organizational Data

Parties Involved

Reference Objects

Planned Cost and Revenue

Billing

Attachments

Output Items

Notes

Transaction

Orders (8)

Confirmations (0)

Search

Complete Confirmation

Final Confirmation

Cancel Confirmation

Item Number	Product ID	Quantity	Product Description	Item Category	Item Status	Actions
10 Common Rail Injector	RAIL_INJECTOR	1	PC Common Rail Injector	Stock Service Part Item	Released	
20 Injection Pump Service	INJECTOR_SERVICE	1,000	HR Injection Pump Service	Service Product Item	Released	
30 Engine Overhaul Service	ENGINE_SERVICE	1,000	HR Engine Overhaul Service	Service Product Item	Released	
40 Crank Shaft Bearing	SHAFT_BEARING	1	PC Crank Shaft Bearing	Stock Service Part Item	Released	
50 Repair Service (small)	REPAIR_SERVICE	1,000	HR Repair Service (small)	Service Product Item	Released	
60 Service	SRV_01	1,000	HR Service	Service Product Item	Released	
70 Service Expense	SRV_02	1	EA Service Expense	Expense Item	Released	
80 Stock Service Part	SRV_05	1	PC Stock Service Part	Stock Service Part Item	Released	

For Service Orders having more than 5 items as part of it, user has to either create a confirmation with a maximum of 5 items and then create another confirmation or use the 'Confirm All' option which in-turn would create the confirmation with all items on the order. No option was available for the user to create a confirmation by selecting specific items from the order when the user had to create a service confirmation with more than 5 items

New Create Confirmation feature in Service Order Application

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SAP

Service Order

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All

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Search

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8000299479

New & Improved Confirmation Feature

Edit

Release

Create Service Confirmation

Create Follow-Up

▼

Create Service Confirmation (New)

Release For Billing

Confirm All

Reject All

Reprocess

Update Baseline

🔗

🔍

✕

Account

Sold-To Party: Wartsila Corp (S10101010)

Contact Person: Mamfred Latepayer (1024627)

Ship-To Party: Wartsila Corp (S10101010)

Bill-To Party: Wartsila Corp (S10101010)

Payer: Wartsila Corp (S10101010)

Processing Data

External Reference: -

Priority: Medium

Billing Status: Not Billed

Invoice Status: No Items Billed

Service Order Type: Service Order

Dates

Requested Start: 06/24/2022

Requested End: 06/27/2022

Life Cycle Status

🔄 - 📄 - ⚙️ - ✓

Price Overview

Gross Price	956.05
Net Price	893.5
Tax	62.55
EUR	

Duration

Planned	4
Actual	0
Hours	

Gross Value

Planned	956.05
Actual	0
EUR	

Progress

20%

New option to Create Confirmation where users can select more than 5 items is provided in the Manage Service Order and Process Service Order Apps. This will be useful for customers during large Equipment services wherein number of parts are services will be expected to be more in number.

New Create Confirmation feature in Service Order Application

Create Service Confirmation

Reference Service Order ID:
8000299479

Description:

Final Confirmation: *
No

Sold-To Party:
Wartsila Corp

Exec. Service Employee: *

☐ Item	Product	Description	Quantity	Unit	Item Category	Accounting Indicator	Higher-Level Item	Higher-Level Product
☒ 10	RAIL_INJECTOR	Common Rail Injector	1,000	PC	Stock Service Part Item			
☐ 20	INJECTOR_SERVICE	Injection Pump Service	1,000	HR	Service Product Item			
☒ 30	ENGINE_SERVICE	Engine Overhaul Service	1,000	HR	Service Product Item			
☒ 40	SHAFT_BEARING	Crank Shaft Bearing	1,000	PC	Stock Service Part Item			
☒ 50	REPAIR_SERVICE	Repair Service (small)	1,000	HR	Service Product Item			
☒ 60	SRV_01	Service	1,000	HR	Service Product Item			
☐ 70	SRV_02	Service Expense	1,000	EA	Expense Item			
☒ 80	SRV_05	Stock Service Part	1,000	PC	Stock Service Part Item			

Save

Save and Edit

Cancel

Customers can select the list of Released items from the Service Order to create the Service confirmation

Unplanned Item

Key Terminologies

Unplanned item: When there is an additional service offered and included in service confirmation by a service technician while providing a service to their end-customer which is not actually listed in a service order called unplanned item.

Unplanned item in service order: Service confirmation is created w.r.t service order for those services which are listed in service order called planned items. Any service offered to an end-customer which does not belong to service order from a system point of view is considered as an unplanned item in service order because majority of service order data has been referred while creating service confirmation e.g., pricing, account assignment object, partner information, contract etc.

Unplanned item in service confirmation: From a business/process point of view, additional service included in a service confirmation which is not a part of service order consider as an unplanned item in service confirmation, however, form a system point of view is act as a normal item.

Need for Unplanned Item in Service Order

- When a service technician adds an unplanned item with a reference to a service order reference item in a service confirmation, the same unplanned item is assigned to the service order, resulting in the creation of an account assignment object for an unplanned item that is similar to the planned item.
- Depending on the service order reference item, there are three possibilities for creating an unplanned item in the service order.
 - If the service order reference item is a normal item, an unplanned item in the service order will be created.
 - If the service order reference item belongs to a time and material bundle, an unplanned item in the service order will be included under the time and material main item.
 - If a service order reference item belongs to a fixed price bundle, an unplanned item in a service order will not be created under the fixed price main item.

Unplanned Item in Service Confirmation - 1

SAPService Confirmations

AllSearch

©🔊🗨️❓🔔EC

Service Confirmation: 900003557, Test Unplan

Edit👤⚙️

Service Confirmation DetailsItemsParties InvolvedOrganizational DataCounters and ReadingsDates

Show:All Items

Search

Edit ListAdd Unplanned ItemDeletePropose Service Team📊🔗⌵⚙️

	Actions	Higher-Level It...	Item No.	Product ID	Quantity	Unit	Product	Item Category	Net value	Currency	Service Team	Accounting I...	Status
☐			10	SRV_01	1,0	HR	Service	Service ...	108,00	USD	FS_TE...	(Not Sel...)	Open
☐			20	SRV_05	1	PC	Stock Service ...	Service ...	13,50	USD	FS_TE...	(Not Sel...)	Open

Parties Involved

Search

Edit ListInsertDeleteAddress Prop...Propose Alternatives📊🔗⌵⚙️

Actions	Partner Function	Partner ID
---------	------------------	------------

Add Unplanned Item

Reference Service Order:
8000296554

Reference Service Order Item ID:

Product:

Quan... *Unit: *

AddCancel

On Clicking 'Add Unplanned Item', a pop up appears with this information which references the service Order.

Unplanned Item in Service Confirmation - 2

Search: Products

Hide Search Fields

Configurable

is

(No X)

+ x

Material

is

SRV_05

+ x

Product Description

is

+ x

Material Type

is

+ x

Maximum Number of Results: 100

Clear

Search

Result List: 1 Product Found

Search

Material

Description

Produ...

Catego...

Division

Item C...

Dele

SRV_05

Stock Service Part

Material

Trading...

00

SVST

- For F4 help of product – Configurable and non-stock spare parts product are excluded from search help

SAP

Service Confirmations

All

Search

Q

©

9999

EC

Service Confirmation: 9000003557, Test Unplan

Edit

Service Confirmation Details

Items

Parties Involved

Organizational Data

Counters and Readings

Dates

Show:

All Items

Search

Q

Edit List

Add Unplanned Item

Delete

Propose Service Team

	Actions	Higher-Level It...	Item No.	Product ID	Quantity	Unit	Product	Item Category	Net Value	Currency	Service Team	Accounting I...	Status	
	 		10	SRV_01	1,0	HR	Service	Service ...	108,00	USD	FS_TE...	(Not Sel...	Open	>
	 		20	SRV_05	1	PC	Stock Service ...	Service ...	13,50	USD	FS_TE...	(Not Sel...	Open	>
	 		30	SRV_05	1	PC	Stock Service ...	Service ...	13,50	USD	FS_TE...	(Not Sel...	Open	>

Parties Involved

Unplanned Item has been added and should be copied over to Service Order on Saving Service Confirmation.

Unplanned Item in Service Order/Confirmation - 3

The screenshot displays the SAP 'Manage Service Orders' interface. On the left, the 'Service Orders (1)' list shows a single entry with ID 8000296554 and description 'Test Unplan'. The right pane shows the details for this service order, specifically the 'Confirmations (3)' tab. The confirmations table lists two items, both with a quantity of 1 and marked as 'Unplanned: Yes'.

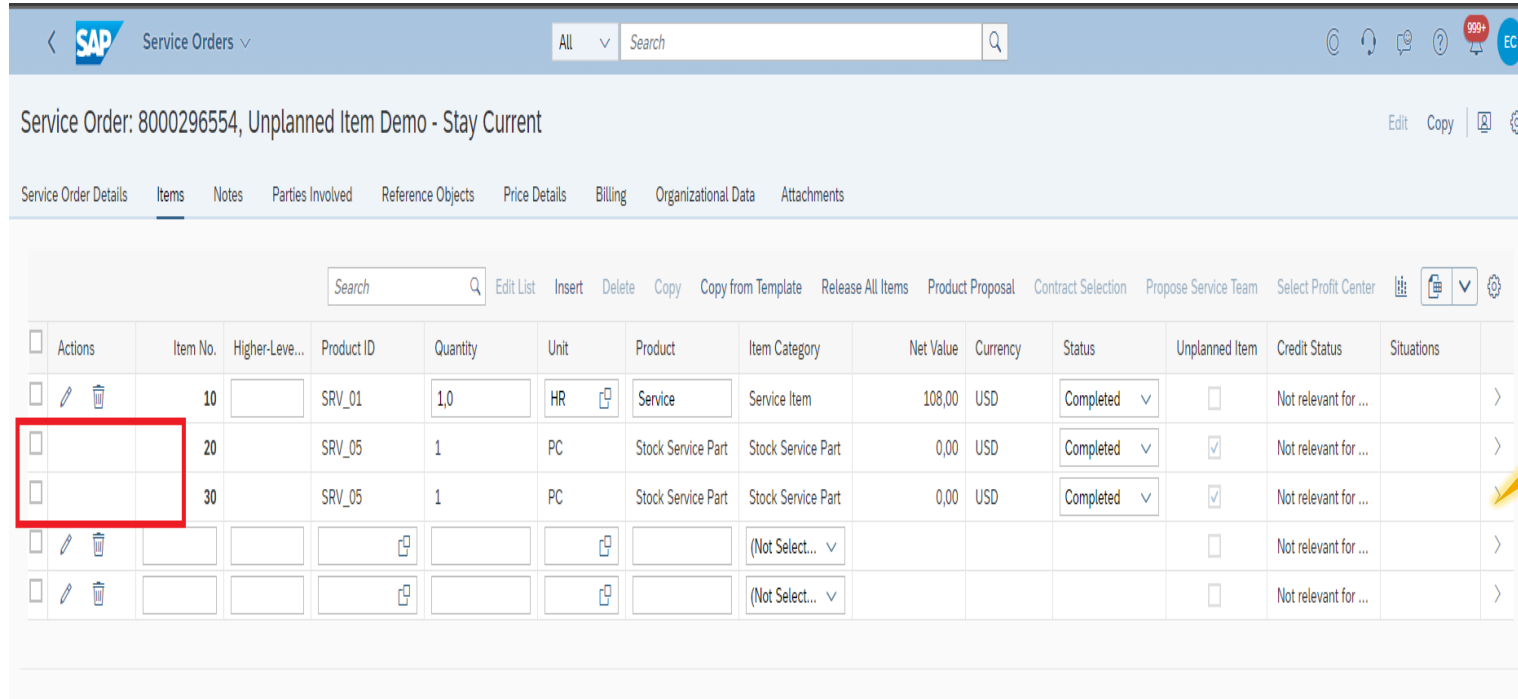
Item Number	Product ID	Quantity	Product Description
20	SRV_05	1	PC Stock Service Part
30	SRV_05	1	PC Stock Service Part

The 'Unplanned: Yes' status for item 30 is highlighted with a red rectangle.

Delete of Unplanned Item in Service Order / Confirmation:

- Delete of Unplanned item is only allowed in Service Confirmation not in Service Order
- Deleting the Unplanned item from Service Confirmation will also delete the item in Service Order as well

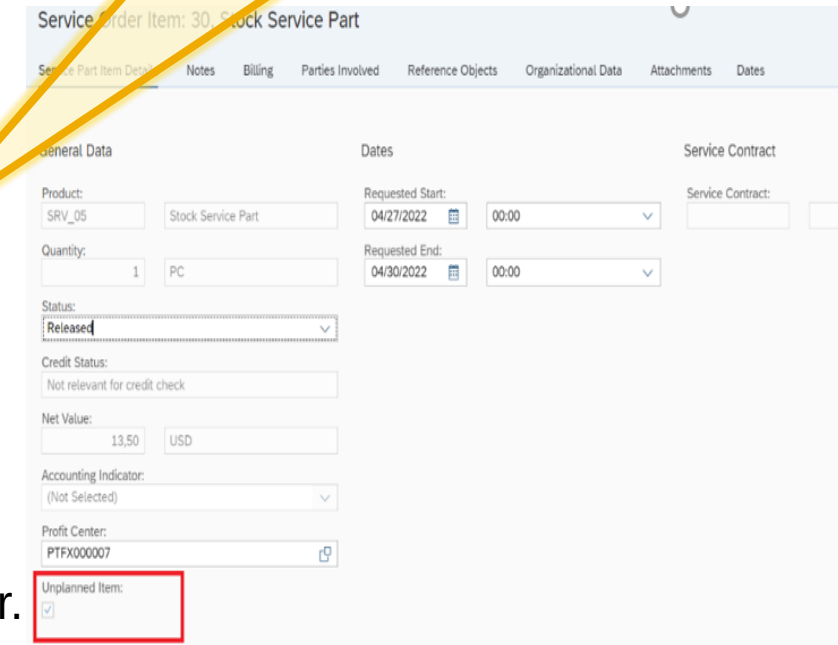
Unplanned Item in Service Order/Confirmation - 4



The screenshot shows the SAP Service Orders overview page for Service Order 8000296554. The 'Items' tab is selected, displaying a table of service order items. A red box highlights the first three rows of the table, which are unplanned items. The table columns include Actions, Item No., Higher-Level Item No., Product ID, Quantity, Unit, Product, Item Category, Net Value, Currency, Status, Unplanned Item, Credit Status, and Situations.

Actions	Item No.	Higher-Level Item No.	Product ID	Quantity	Unit	Product	Item Category	Net Value	Currency	Status	Unplanned Item	Credit Status	Situations
	10		SRV_01	1,0	HR	Service	Service Item	108,00	USD	Completed	☐	Not relevant for ...	>
	20		SRV_05	1	PC	Stock Service Part	Stock Service Part	0,00	USD	Completed	☒	Not relevant for ...	>
	30		SRV_05	1	PC	Stock Service Part	Stock Service Part	0,00	USD	Completed	☒	Not relevant for ...	>
						(Not Select...)					☐	Not relevant for ...	>
						(Not Select...)					☐	Not relevant for ...	>

Navigating to the Service Order Item Overview Page also shows the item as Unplanned item



The screenshot shows the SAP Service Order Item Overview page for Service Order Item 30, Stock Service Part. The 'General Data' tab is selected. The 'Unplanned Item' checkbox is checked, indicating that the item is an unplanned item. The form includes fields for Product, Quantity, Status, Credit Status, Net Value, Accounting Indicator, Profit Center, and Unplanned Item.

Service Order Item: 30, Stock Service Part

General Data

Product: SRV_05 Stock Service Part

Quantity: 1 PC

Status: Released

Credit Status: Not relevant for credit check

Net Value: 13,50 USD

Accounting Indicator: (Not Selected)

Profit Center: PTFX000007

Unplanned Item: ☒

Change of Unplanned Item in Service Order / Confirmation:

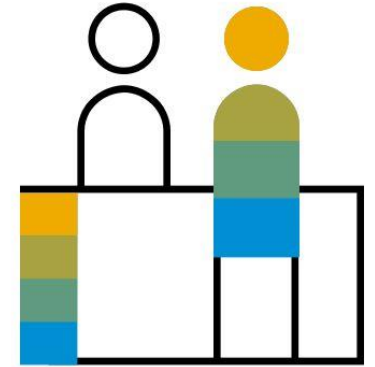
- No changes allowed via WEBUI for Unplanned Item in Service Order.
- Disable OCA buttons for Unplanned Item in Service Order
- All the changes will be done via Service Confirmation Item.

Service

Credit Memo Processing for Service Management

[4GG](#)

A credit memo request is created against a service process (such as a service contract) with the amount to be credited; the request is placed for approval. Once reviewed and approved, a credit memo is created, sent to the customer, and posted to a journal entry.



Key process steps

- Create credit memo request against a service process
- Approve and review workflow for credit memo requests
- Create credit memo

Business benefits

- Integrate credit memo processing in the system for service processes

Service

In-House Repair

The scope item covers the in-house repair process in SAP S/4HANA Cloud.

The in-house repair supports selecting the repair objects, performing prechecks, run a diagnosis and aiding in decision making to provide a repair quotation or repair order. Warranty and service contracts are considered. When the customer agrees to the repair, repair orders are created automatically.

The repair order is then planned and released for execution. Credit checks and ATP/reservation for spare parts safeguard the repair. A purchase requisition is created automatically for the applicable spare parts or external service items.

In repair execution, repair confirmations are posted against the repair order. The time-sheet entry, spares cost, and expenses are posted to finance and controlling.

Once the repair is done, the recorded effort is released for billing, automatically creating a billing document request to invoice the customer.

For logistics, in-house repair integrates with customer returns.

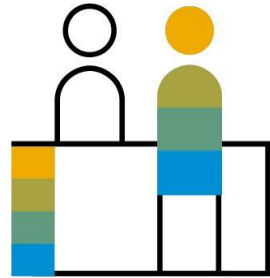
Key process steps

- Receive repair objects using customer returns
- Create in-house repair
- Add or remove repair objects
- Check service contracts and warranty
- Perform prechecks and decide repair
- Run a diagnosis by a service technician to prepare the quotation and charge diagnosis efforts to the customer
- Create and share a repair quotation with one or multiple repair objects in a quotation (time-and material or fixed-price)
- Accept or reject repair quotation
- Create repair order per repair object (time-and-material or fixed-price)
- Add or change repair order items
- Plan repair
- Check creditability
- Run ATP and initiate reservations for spare parts
- Create purchase requisitions for the non-stock spare parts and external service items in the repair order
- Review the assigned repair orders
- Create repair confirmations
- Copy procurement costs automatically in repair confirmations
- Release repair order or repair confirmations for billing, automatically create billing document requests
- Create a billing document from the billing document request for invoicing the customer
- Post revenues automatically against the repair order
- Trigger outbound delivery to send back the repair object to the customer

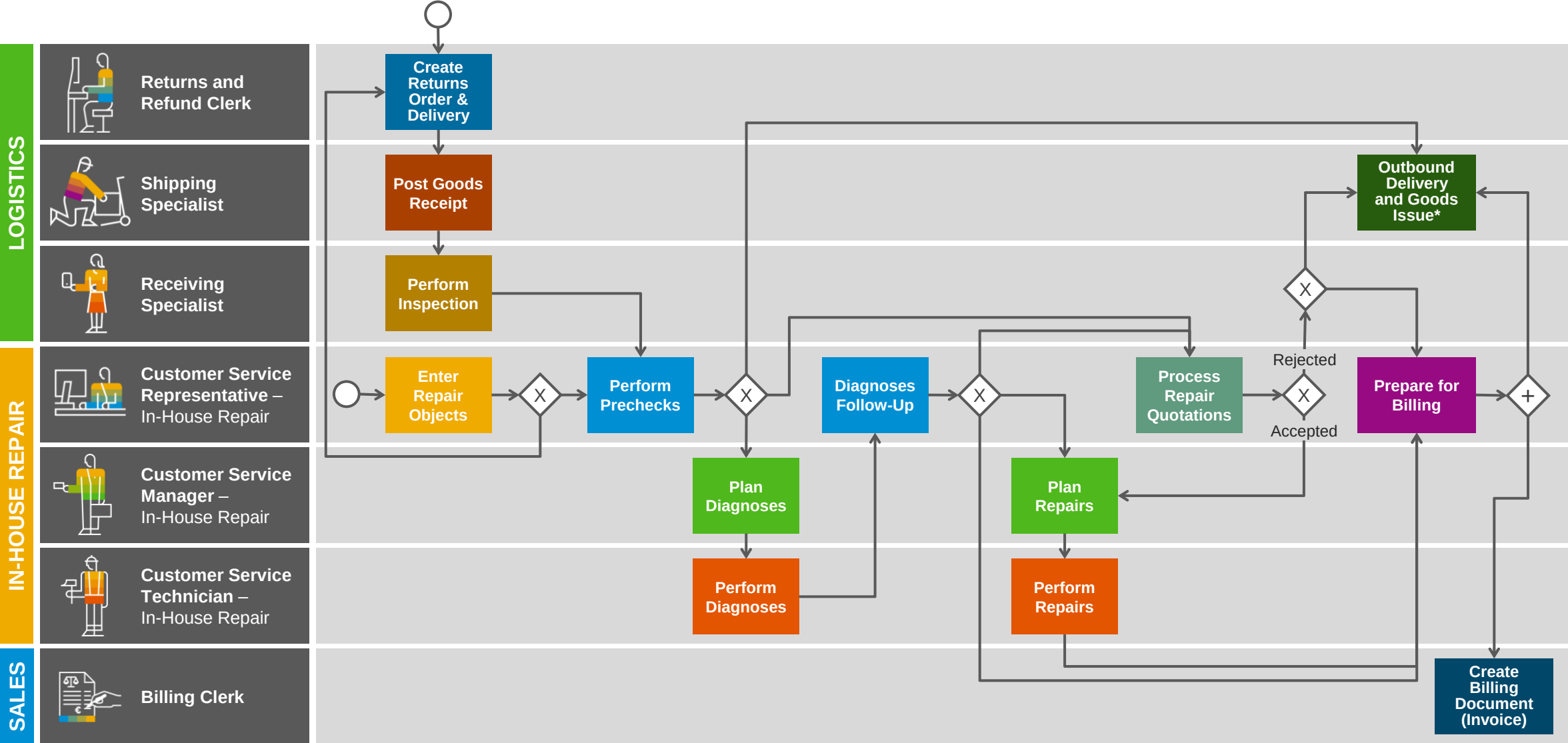
Business benefits

- Provide functionality to select, plan, and execute the in-house repair of serialized devices
- Provide cost estimates in the form of repair quotations to the customer
- Determine service contracts for repair orders and repair quotations
- Link procurement process with repair order execution
- Post timesheet, cost of spares, cost of external services and expenses automatically
- Invoice the customer based on repair confirmations or repair order
- Provide APIs that support triggering the in-house repair from an external system such as a call center solution
- Integrates with accelerated customer returns

3XK



Process Overview



*) Outbound delivery can be triggered in the "Prepare for Billing" app if a goods receipt has been posted for the repair object in a customer return.

Introduction to In-House Repair process (3XK)

- Manage In-house repairs, Perform prechecks, Plan repairs, Perform repairs, Prepare for billing
- Plan and execute in-house repairs in service management including related financial processes

The screenshot shows the SAP 'Manage In-House Repair Details' interface. At the top, there is a header bar with the SAP logo and the title 'Manage In-House Repair Details'. Below the header, the ID '1000001091' is displayed. A navigation bar contains three tabs: 'In-House Repair Details' (selected), 'Repair Objects', and 'Change Documents'. Below the navigation bar, the 'Repair Objects' section is active, showing a progress bar with five steps: 'Precheck' (0), 'Plan' (2), 'Repair' (0), 'Bill' (0), and 'Completed' (0). Below the progress bar, a table lists the repair objects.

Repair Object	Equipment	Product	Serial Number
10	Printer Professional IHR1911 217100993	Trad.Good 20,Reorder Point,SerialNo TG20	217100993
20	Printer Professional IHR1911 217100999	Trad.Good 20,Reorder Point,SerialNo TG20	217100999

Repair quotation in In-House Repair

- Enable to provide a cost estimate to customers for requested repair objects
- Cost estimate for repair objects with standard and fixed price conditions
- Repair order can be automatically generated in the follow up process
- Enable to assign a Service Team on Repair Quotation

Value Proposition

- Increase operational service excellence by adding service quotation to In-House repair process
- Improve customer satisfaction through more transparent service delivery
- Using 'Service team' in repair quotation allows early and consistent assignment of a repair center, in which increases efficiency in the processing



Service Quotation

3000000441
Printer Professional IHR1911

Buttons: Edit, Send To Customer, Accept, Reject

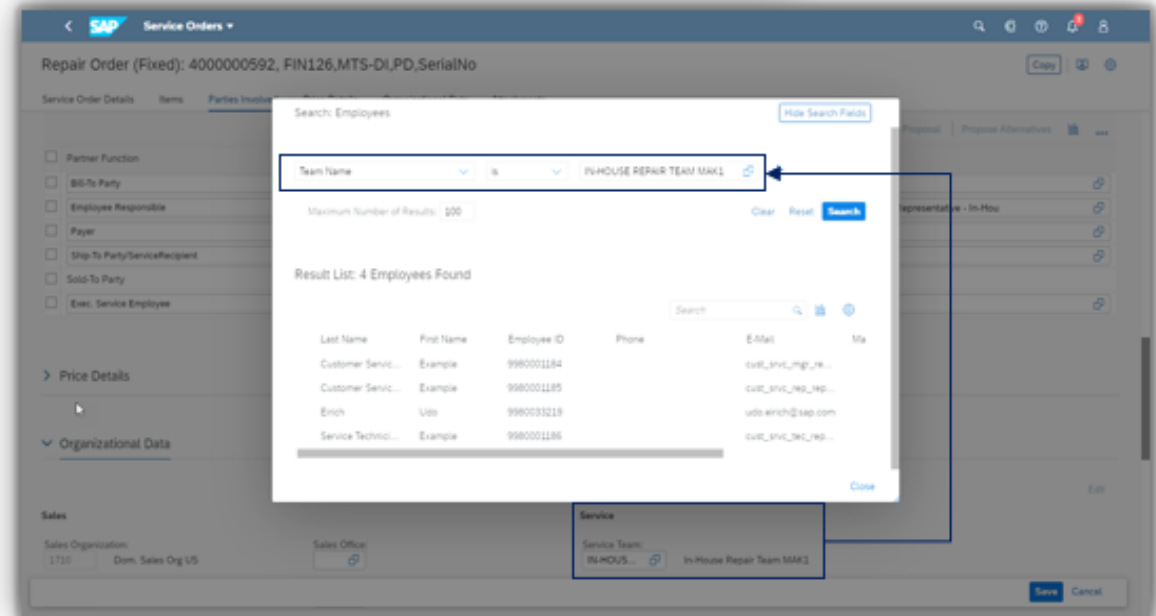
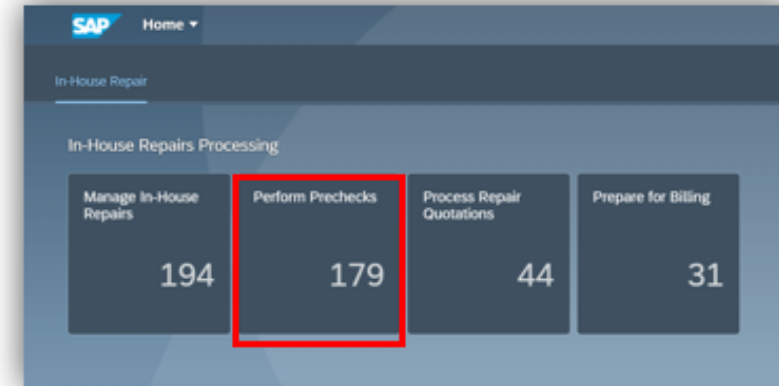
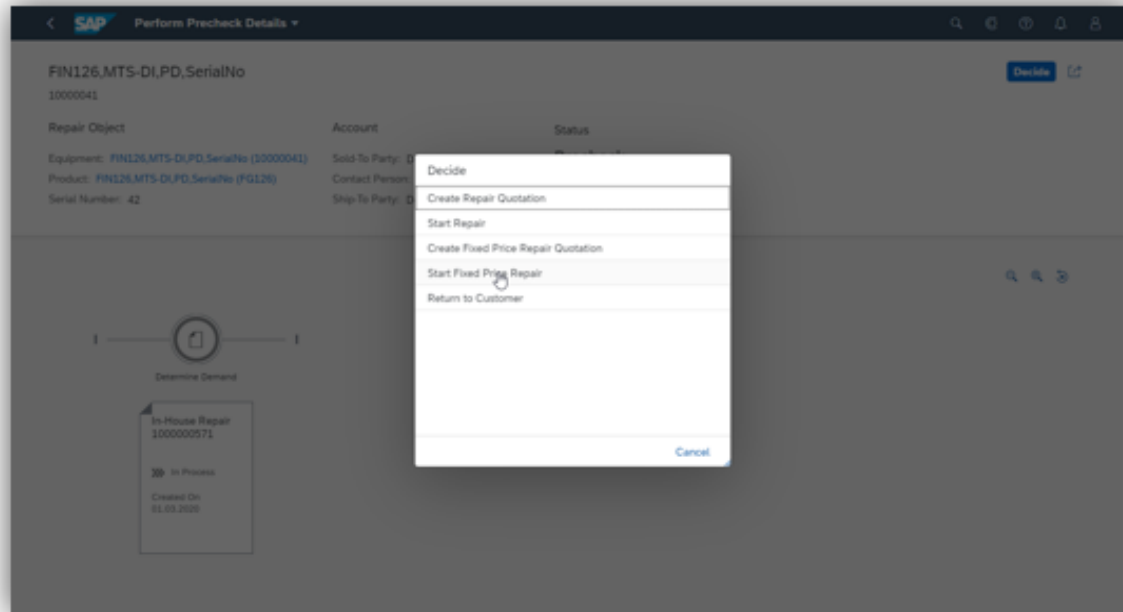
Account	Dates	Price Overview	Status
Sold To Party: Inlandskunde DE 3 (10100003) Contact Person: Ship To Party: Inlandskunde DE 3 (10100003)	Posting Date: 30.03.2020 Validity Period: 29.03.2020 - 30.03.2020 Requested Start: 30.03.2020 Requested End: 02.04.2020	Fixed Price Repair Quotation Gross Value: 41.65 Net Value: 30 Tax: 6.65 EUR	Accepted

Navigation: Overview, Parties Involved, Price Details, Transaction History, Output Control, Error Log, Change Documents

General Data	Reference	Processing Data	Notes
Organizational Data Sales Organization: Dom. Sales Org DE (1010) Distribution Channel: Direct Sales (10) Division: Product Division 00 (00) Sales Office:	Equipment ID: Printer Professional IHR1911 (210100902) Reference Product: TG20 Functional Location:	External Reference: Follow-Up Transaction: 4000000761 External Transaction Number:	Note:

Improvements in In-House Repair

- Enable to create a Fixed Price Repair
- Possible to utilize service teams in In-House Repair by enabling these for your organization
- Enhanced 'Prepare for Billing' app under In-House Repairs Processing



Situation handling in In-House Repair process

- Service representatives can be notified automatically when
 - In-house repair hasn't been confirmed within a defined number of days after its creation
 - Billing-relevant repair object is still in status Bill after a defined number of days
 - Processing of an in-house repair takes longer than expected
- Provide situation notifications and indicators in 'Manage In-House Repairs'

Value Proposition

- Drive timely decision making by notifying service representatives for the situations requiring attention

SAP Manage In-House Repairs

Standard *
Filtered By (1): Status

In-House Repairs (150)

In-House Repair	Sold To Party	Contact Person	Employee Responsible
1000000435	Company Code 1710 as Business Partner		Example Service Technician - In-House Repair
1000000431	Inlandkunde DE 1 Name2		Example Service Technician - In-House Repair
1000000439	Domestic US Customer 1	Udo Erich	Udo Erich
1000000429	Domestic US Customer 1	Udo Erich	Udo Erich
1000000438	Domestic US Customer 1		Example Customer Service Representative - In-Hou
1000000402	Inlandkunde DE 1	Alexander Linke	Simone Morath
1000000405	Inlandkunde DE 1	Alexander Linke	Simone Morath
1000000400	Fehmer (IRF)		Example Customer Service Manager - In-House Repa
1000000391	Fehmer (IRF)		Marina Wochner
1000000390	Domestic Customer GB 1		Example Customer Service Representative - In-Hou

Notifications:

- Processing of in-house repair overdue**
(TV) The overall processing of in-house repair 1000000400 took longer than 27 days.
10 days ago
- Processing of in-house repair overdue**
(TV) The overall processing of in-house repair 1000000421 took longer than 29 days.
10 days ago
- Processing of in-house repair overdue**
(TV) The overall processing of in-house repair 1000000401 took longer than 35 days.
10 days ago
- Precheck not completed**
Repair object 000020 of the in-house repair 1000000361 was created 26 days ago, but the precheck hasn't been...
10 days ago [Show more](#)

SAP Manage In-House Repairs

Standard *
Filtered By (1): Status

In-House Repairs

In-House Repair	Contact Person	Employee Responsible	Created On	Status	Service Teams
1000000439		Example Customer Service Representative - In-Hou	18.06.2020	Open	
1000000402	Alexander Linke	Simone Morath	16.06.2020	In Process	In-House Repair Team UDO
1000000401	Alexander Linke	Simone Morath	16.06.2020	In Process	
1000000400		Example Customer Service Manager - In-House Repa	15.06.2020	In Process	
1000000391		Marina Wochner	12.06.2020	In Process	
1000000390		Example Customer Service Representative - In-Hou	12.06.2020	In Process	
1000000380	maria Wirsiet	Example Asset Accountant for Slovakia	09.06.2020	In Process	
1000000379		Anne Rapp	08.06.2020	In Process	In-House Repair Team US
1000000343		Marina Wochner	04.06.2020	In Process	In-House Repair Team US
1000000351	Ben Flemming	Anne Rapp	03.06.2020	In Process	In-House Repair Team UDO

Tooltip:

- In-house repair not confirmed**
2 weeks ago
- In-house repair not confirmed**
2 weeks ago
- Processing of in-house repair overdue**
2 weeks ago

In-House Repair

External workforce procurement in In-House Repair

This extended scope supports the business requirement, where repair works need to be performed by external contractors.

Repair orders from 2105 have new item category – External service item

When releasing a repair order with this service item, a purchase requisition is created to trigger the procurement process

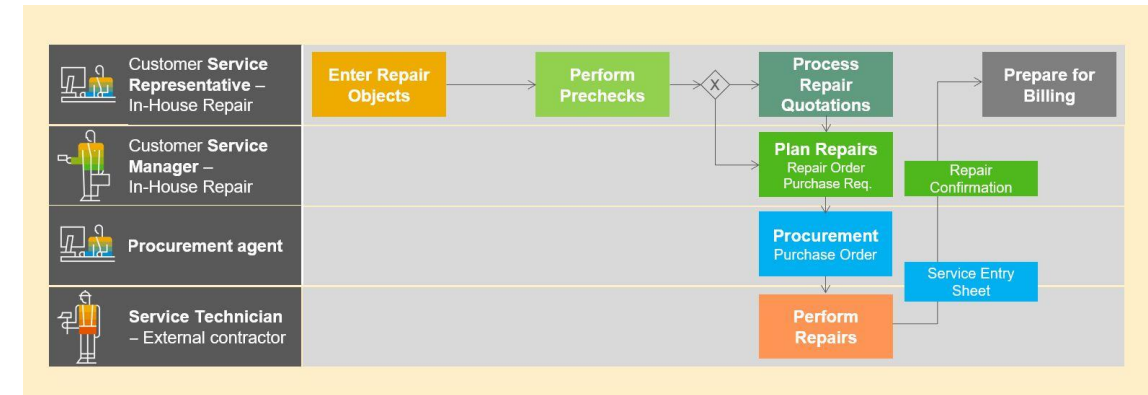
A purchase order must then be created, based on that. After the service is delivered, the work of a contractor is recorded by using a Service entry sheet. It can be configured to require approval by service managers. By approving the service entry sheet, the system will generate a repair confirmation for further processing to close this repair order

In-House Repair

External workforce procurement in In-House Repair

Capabilities:

- Trigger a procurement process from repair orders for third-party service technicians to perform repair orders
- Purchase requisitions are generated automatically when releasing repair orders with external service items
- Customer service managers can approve Service entry sheets for external workforce by using My Inbox app
- Confirming Service entry sheet generates a repair confirmation
- All procurement relevant documents incl. purchase order, service entry sheet are linked to the relevant repair order



In-House Repair

- External workforce procurement in In-House Repair



In-House Repair

■ Multiple equipments on a Repair quotation

- This feature allows Service representatives to offer a combined repair quotation for multiple repair objects. It is possible to provide a consolidated cost estimate with multiple items. When a customer sends two devices to repair at the same time, service reps can first create an In-House repair for these. And precheck is performed on each of them and created a repair quotation for the first object. For the second object, then there will be a new option to add it to the existing quotation apart from creating a new quotation.

The screenshot shows the 'Perform Precheck Details' screen in SAP. The top section displays the repair object details: '2Printer Professional IHR1911 210100902'. Below this, there are tabs for 'Decide', 'Notes', 'Service Contracts', and 'Transaction History'. The main content area has three buttons: 'Create Repair Quotation', 'Create Fixed Price Repair Quotation', and 'Add to Quotation "3000000760"'. The 'Add to Quotation' button is highlighted with a red box. Below the buttons, there are sections for 'Notes', 'Customer Instructions', 'Examination Results', and 'Service Contracts'.

The screenshot shows the 'Manage In-House Repair Details' screen in SAP. A dialog box titled 'Add Repair Objects' is open. It has a search bar at the top and a table below. The table has columns for 'Equipment', 'Product', and 'Serial Number'. The 'Equipment' column has checkboxes next to the equipment names. The 'Product' column has the text 'Trad Good 20,Reorder Point,SerialNo (TG20)'. The 'Serial Number' column has the values '210100901' and '210100902'. The dialog box is highlighted with a red box.

Equipment	Product	Serial Number
☒ 1Printer Professional (IHR1911 210100901)	Trad Good 20,Reorder Point,SerialNo (TG20)	210100901
☒ 2Printer Professional (IHR1911 210100902)	Trad Good 20,Reorder Point,SerialNo (TG20)	210100902

In-House Repair

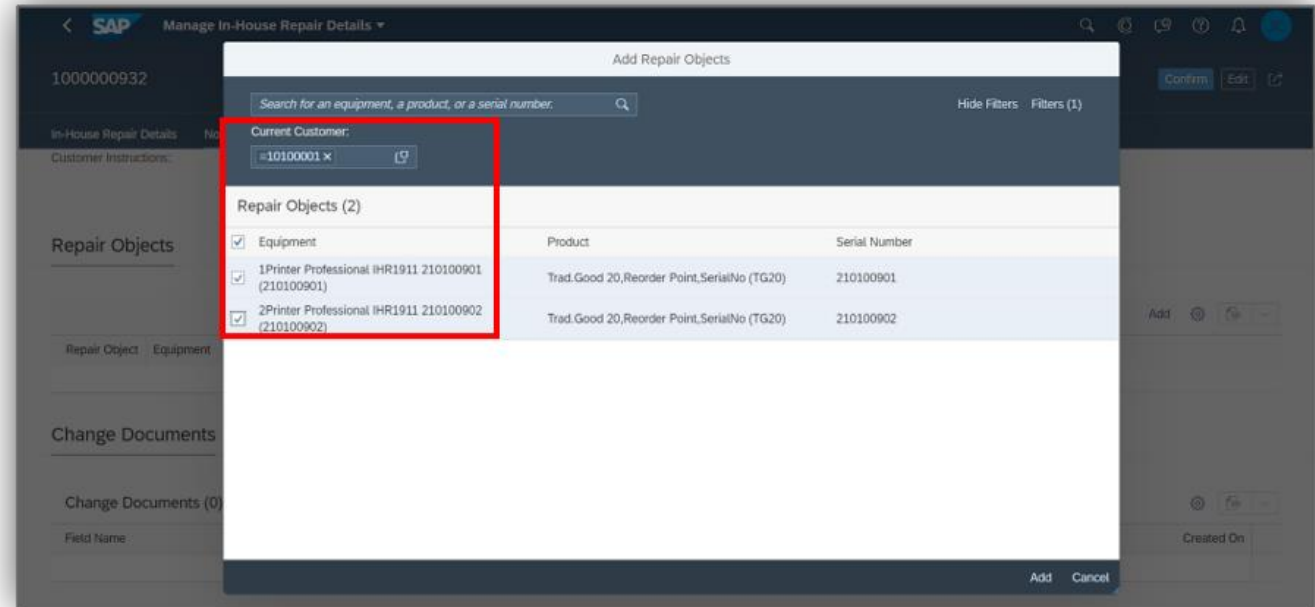
- Multiple equipments on a Repair quotation



In-House Repair

- **Pre-filtering repair objects by current customer**

- ‘Add repair objects’ dialog in the Manage In-House Repairs app pre-filters equipments, which are assigned to the selected customer



- **Output management for Repair orders**

- Repair orders provide output documents under output control for sending to customers and service employees to support the use case of paper-based process. You can use printouts and emails for customer and service technicians, in case it is needed.

Service in SAP S/4HANA Cloud 2208 – Key Features

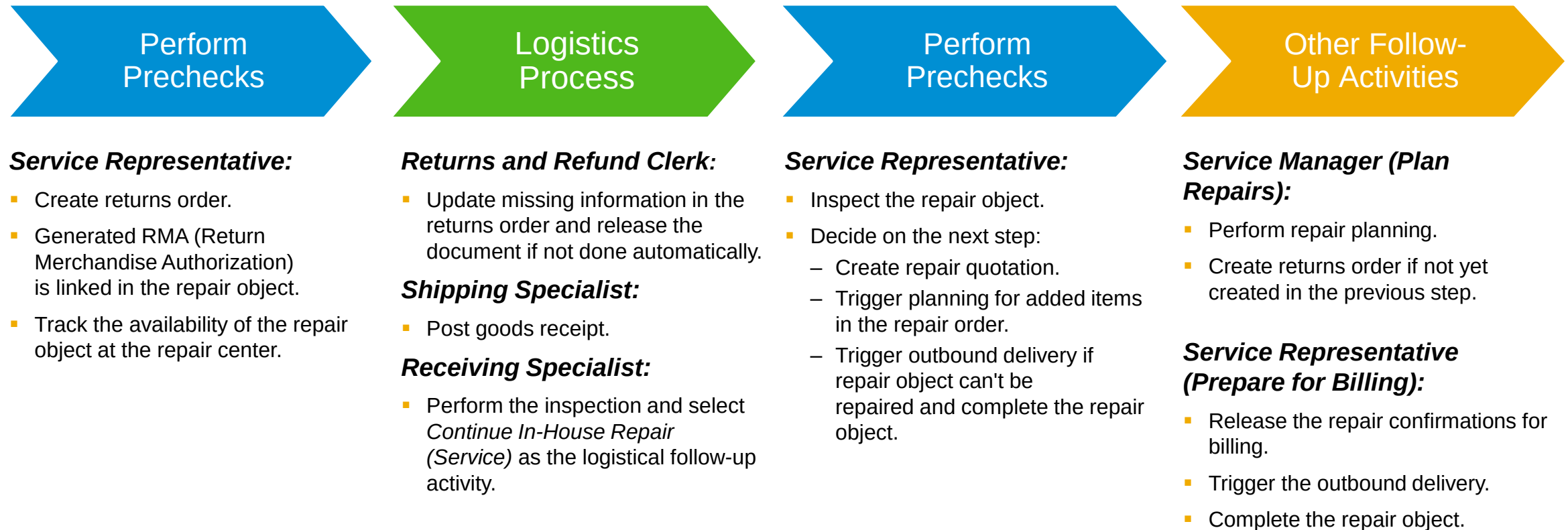
In-House Repair (3XK):

- **Creating Returns Orders Within In-House Repair**
- **Initiating a Chargeable Diagnosis for Repair Objects**
- **Adding Product Proposals to Repair Order Items**
- **Mandate References for SEPA Direct Debits in Repair Order**
- **Simulating Credit Checks in Service and Repair Orders**
- **Credit Checks in Service and Repair Quotations**

Trigger Returns Order Within In-House Repair (1): Overview

Valid for roles *Customer Service Representative* / *Customer Service Manager – In-House Repair*

Trigger the logistics process for repair objects by creating one or more returns orders within an in-house repair.

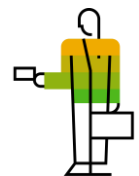


Trigger Returns Order Within In-House Repair (2): Create Returns Order

Valid for role *Customer Service Representative – In-House Repair*



In the *Perform Prechecks* app, you create the returns order by choosing *Returns Order*. Once created, the customer RMA number and the availability information are displayed.



Note from a service manager:

A returns order is created for each repair object and is automatically released if there are no incompleteness check errors.

Printer Professional IHR1911 217100902

Repair Object: Equipment: Printer Professional IHR1911 (217100902) Product: Trad.Good 20,Reorder Point,SerialNo (TG20) Serial Number: 217100902

Account: Sold-To Party: Domestic US Customer 1 Contact Person: Ship-To Party: Domestic US Customer 1

Status: Precheck: Decision Pending

1 Create the returns order and open it from transaction history.

Returns Order
Create a returns order to manage the return of the repair object by the customer.

Quotation
Create a repair quotation or a fixed price repair quotation, or add the repair object to an existing quotation.

Create Repair Order
Create a repair order that you use to plan and perform the diagnosis or the repair.

Create Fixed Price Repair Order
Create a fixed price repair order that you use to plan and perform the diagnosis or the repair.

Printer Professional IHR1911 217100902

Decide **General Information** Notes Service Contracts Transaction History

General Information

Equipment Details

Customer Warranty End: Vendor Warranty End: -

Logistics

Availability:
⚠ Delivery to Repair Center Pending

Customer RMA Number:
0060001578-000010

2 Display and search for the repair object based on the RMA number and availability.

Printer Professional IHR1911 217100902

Decide General Information Notes Service Contracts **Transaction History**

Transaction History

Determine Demand

In-House Repair 1000000030
In Process
Created On 07.07.2022

Returns Order 60001578
Completed
Delivery On 07.07.2022

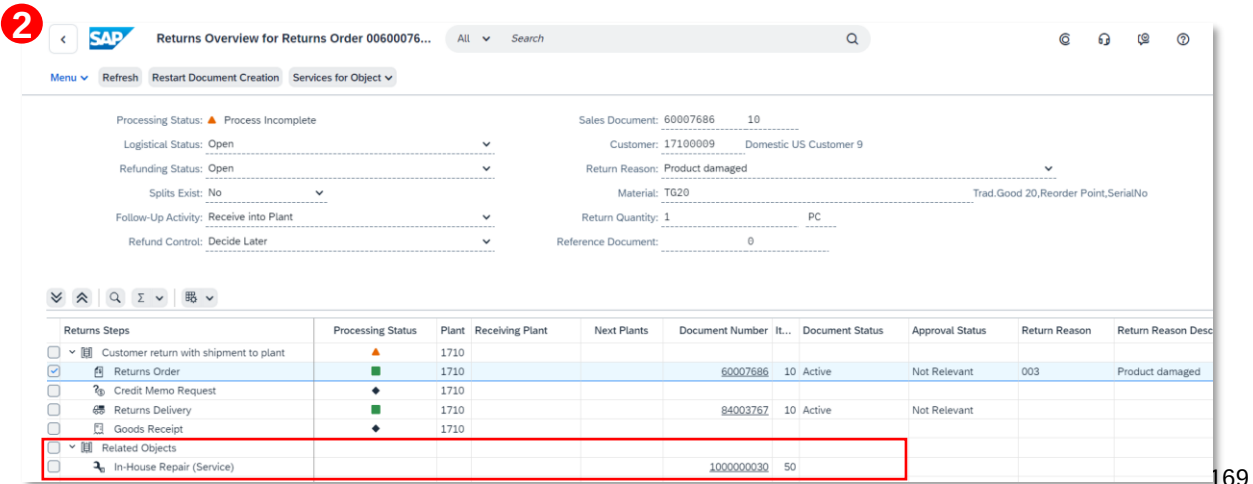
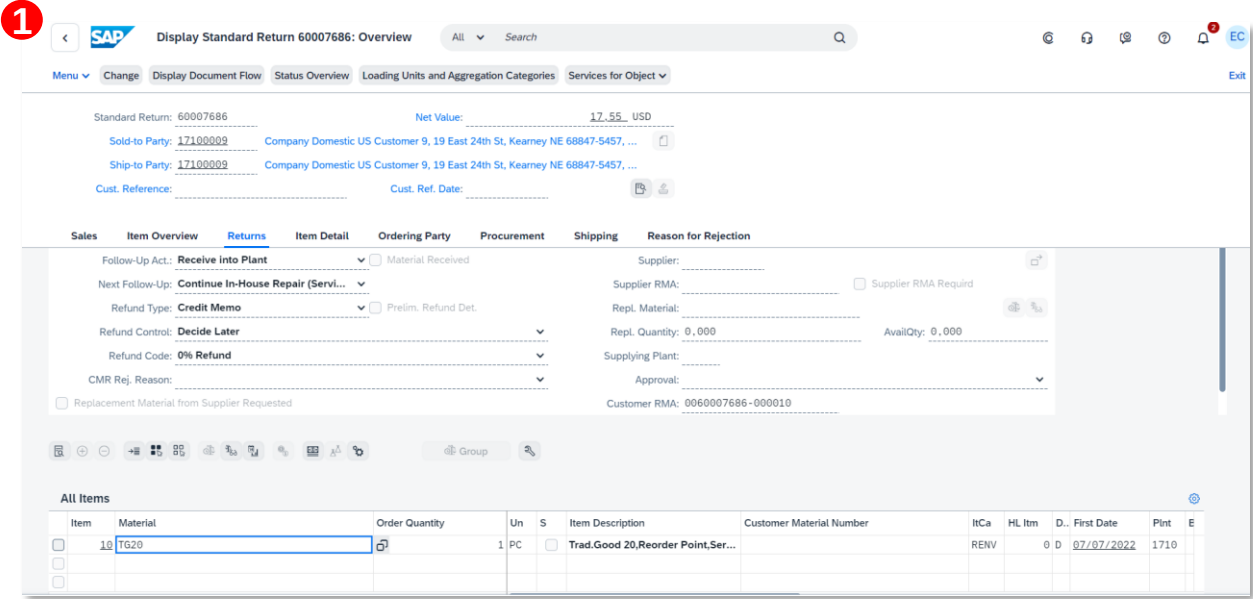
3 Navigate to the returns order from transaction history.

Trigger Returns Order Within In-House Repair (3): Perform Logistics Process

Valid for roles *Returns and Refund Clerk*, *Shipping Specialist*, and *Receiving Specialist*



- 1 The returns and refund clerk updates any additional information and releases the returns order if not done automatically after creation.
- 2 On the *Returns Overview* screen, the in-house repair (Service) is shown under *Related Objects*.



Trigger Returns Order Within In-House Repair (4): Perform Logistics Process

Valid for roles *Returns and Refund Clerk*, *Shipping Specialist*, and *Receiving Specialist*



- 1 When the repair object has been received by the repair center, the shipping specialist posts the goods receipt.
- 2 During inspection, the receiving specialist selects the logistical follow-up activity *0027- Continue In-House Repair (Service)* to continue the in-house repair process. If configured, a goods movement is created. In the repair object, the availability status is updated.

1

2

Trigger Returns Order Within In-House Repair (5): Perform Precheck

Valid for role *Customer Service Representative*



Once the repair object has received by the repair center, you can do the following:

- 1 Create repair quotation.
- 2 Create repair order or fixed price repair order.
- 3 If the repair object can't be repaired: Trigger outbound delivery and complete the repair object.

SAP Perform Precheck Details ▾ All ▾ Search

Trad.Good 20,Reorder Point,SerialNo

24979588
Serial Number: 10000000000000000000 Ship-to Party: Domestic US Customer ▾

Decide General Information Notes Service Contracts Transaction History

Quotation 1
 Create a repair quotation or a fixed price repair quotation, or add the repair object to an existing quotation.

Create Repair Order 2
 Create a repair order that you use to plan and perform the diagnosis or the repair.

Create Fixed Price Repair Order 2
 Create a fixed price repair order that you use to plan and perform the diagnosis or the repair.

Outbound Delivery 3
 Create an outbound delivery to send the repair object back to the customer.

General Information

Equipment Details	Logistics	
Customer Warranty End: —	Availability: Received by Repair Center	Customer RMA Number: 0060007531-000010

Trigger Returns Order Within In-House Repair (6): Other Follow-up Activities

Valid for roles *Customer Service Representative / Customer Service Manager – In-House Repair*



1 In the *Plan Repairs* app, you create a returns order for the repair object if this has not been done in the previous step.

1

SAP Plan Repair Details

Printer Professional IHR1911

210100901

Repair Object	Account	Status
Equipment: Printer Professional IHR1911 (210100901) Product: Trad.Good 20,Reorder Point,SerialNo (TG20) Serial Number: 210100901	Sold-To Party: Inlandskunde DE 1 Contact Person: Udo Eirich Ship-To Party: Inlandskunde DE 1	Repair: Plan

Decide General Information Transaction History

Returns Order
Create a returns order to manage the return of the repair object by the customer.

2 In the *Prepare for Billing* app, you trigger the outbound delivery, release the repair confirmations for billing, and finally complete the repair object.

2

SAP Prepare for Billing Details

21155791

Repair Object	Account	Status
Equipment: 21155791 Product: Trad.Good 20,Reorder Point,SerialNo (TG20) Serial Number: 98645169864511700	Sold-To Party: Domestic US Customer 1 Contact Person: Ship-To Party: Domestic US Customer 1	Bill

Decide General Information Open Confirmations To Be Released for Billing Transaction History

Outbound Delivery
Create an outbound delivery to send the repair object back to the customer.

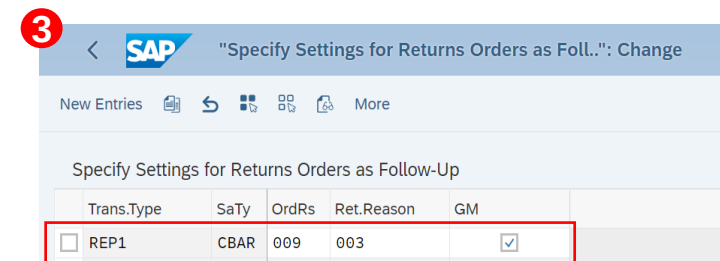
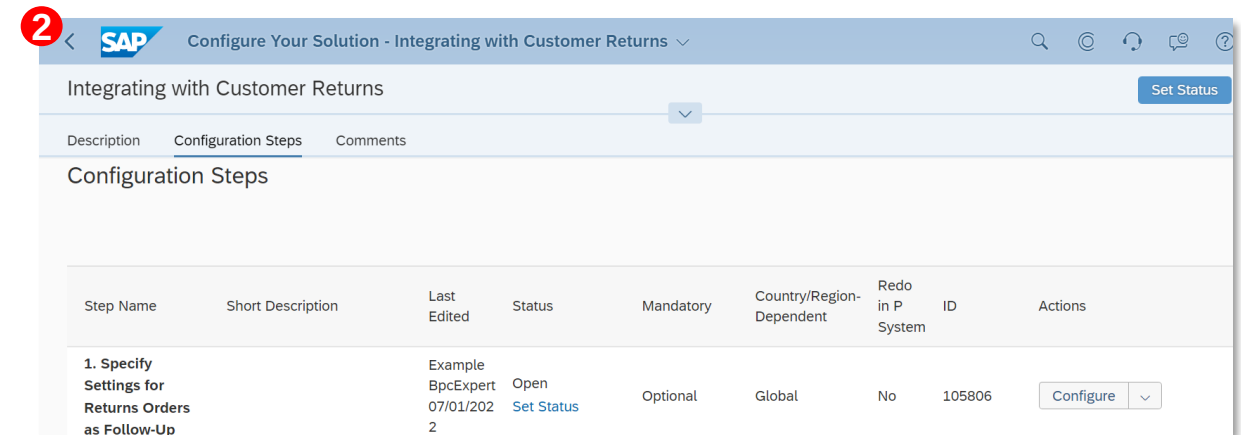
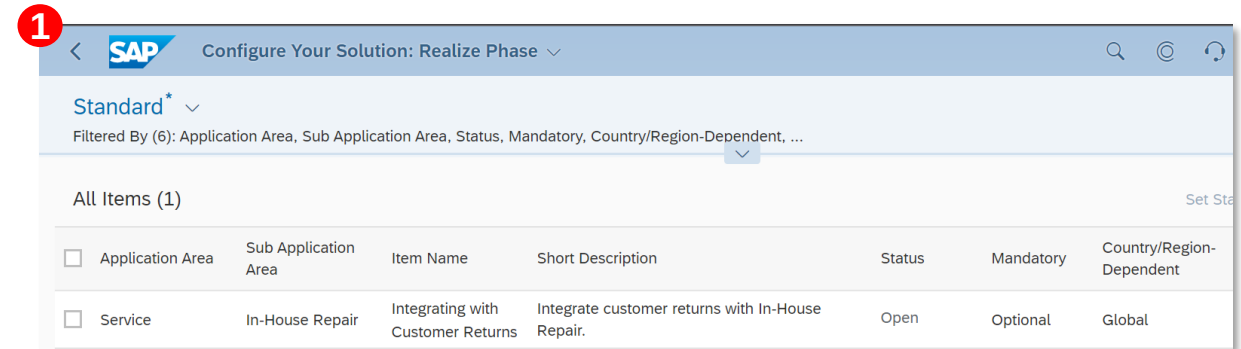
Trigger Returns Order Within In-House Repair (7): Configuration

Valid for role *Configuration Expert – Business Process Configuration*

To trigger returns order within in-house repair:

In your configuration environment, do the following:

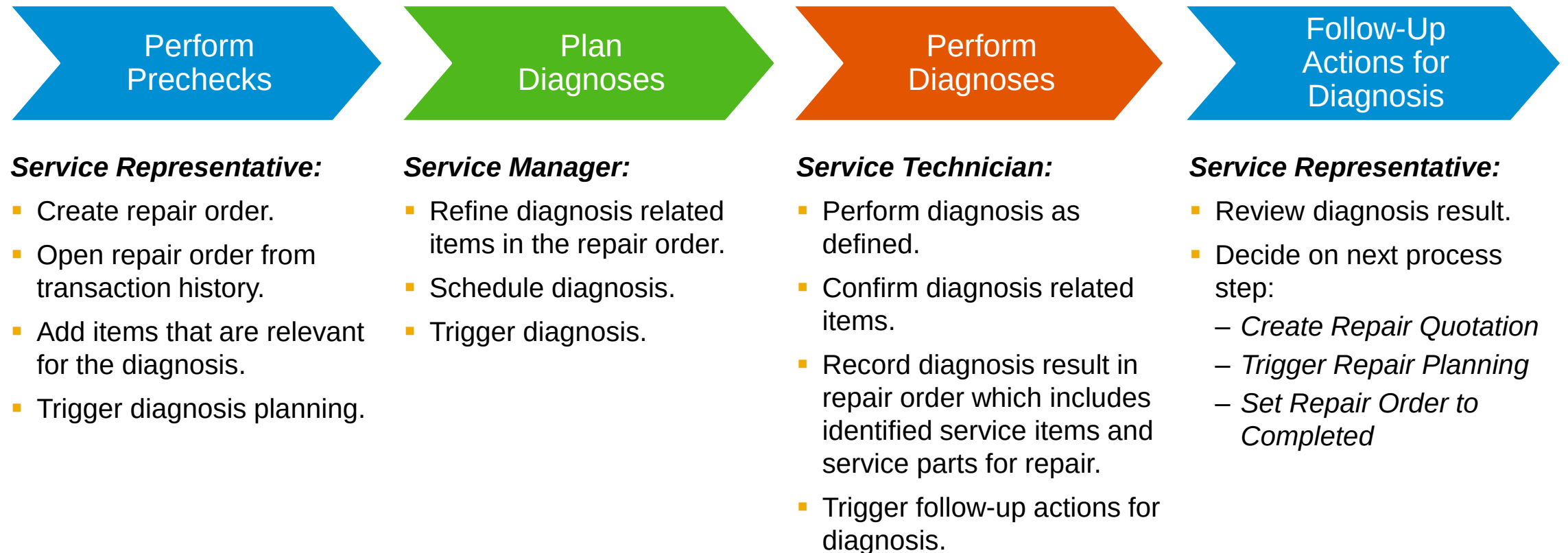
- 1 Search and open the appropriate application area, sub application area, and the item as shown.
- 2 Open the configuration step as shown and select *Configure* (under *Actions*).
- 3 Enter the transaction type for in-house repairs (**REP1**), the corresponding sales type for returns orders (**CBAR**), and optionally the order reason and return reason. Select the good movement flag if required.



Chargeable Diagnosis (1): Overview

Valid for all In-House Repair roles

In-House Repair has been enhanced by an optional diagnosis that can be charged to the customer. Diagnosis related repair order items are managed in the same way as repair related ones.



Chargeable Diagnosis (2): Create Repair Order

Valid for role *Customer Service Representative – In-House Repair*



In the *Perform Prechecks* app, you create the repair order. Once you have added the items to the repair order that are relevant for the diagnosis, select the action *Trigger Diagnosis Planning*.



Note from a service representative:

Once I have created the repair order, I can add diagnosis items and trigger diagnosis planning, or add repair items and trigger repair planning.

1 Create repair order and open it from transaction history.

2 Switch to edit mode.

3 Define diagnosis details.

4 Trigger diagnosis planning.

5 Save repair order.

The screenshot shows the SAP interface for creating a repair order. The top navigation bar includes 'Perform Precheck Details'. The main content area has a 'Create Repair Order' button highlighted with a red box. Below this, the 'Repair Order: 4000001962, Unnamed' screen is shown in edit mode. The 'Items' section is expanded, showing a table with columns for Actions, Item Num., Higher-Le., Product ID, Quantity, Quantity, Product, Item Category, Net Value, Currency, Status, Credit Status, and Unplanned Item. The table contains one row for a diagnosis item (SRV_01) with a quantity of 1.0. The 'Status' column shows 'Open'.

Chargeable Diagnosis (3): Plan Diagnosis

Valid for role *Customer Service Manager – In-House Repair*



In the *Plan Repairs* app, you access the repair objects to plan the diagnosis.

In the repair order, you can do the following:

- Refine the items that are required for the diagnosis.
- Adjust the dates and assign a service employee.
- Trigger the diagnosis.

1 Open repair order.

2 Switch to edit mode.

3 Refine details and schedule diagnosis.

4 Trigger diagnosis.

5 Save repair order.

The screenshot shows the SAP Plan Repairs app interface. The top navigation bar includes 'Perform Prechecks', 'Plan Diagnoses' (highlighted in green), 'Perform Diagnoses', and 'Diagnoses Follow-Up Activities'. The main area displays a table of 'Repair Objects (62)' with columns for Equipment, Serial Number, In-House Repair, Repair Order, Requested Start..., Requested End..., Employee Responsible, and Sold-To Party. A repair order with ID 4000001962 is selected and highlighted. Below the table, the 'Repair Order: 4000001962, Unnamed' details are shown, including 'Repair Order Details', 'Items', 'Parties Involved', 'Price Totals', 'Billing', 'Organizational Data', 'Output Control', 'Attachments', and 'Transaction History'. The 'Items' section is expanded, showing a table with columns for Actions, Item Number, Higher-Level Item, Product ID, Quantity, Product, Item Category, Net Value, Currency, Status, Credit Status, and Unplanned Item. The 'Parties Involved' section is also expanded, showing a table with columns for Partner Function, Partner ID, and Name. The 'Price Totals' section is visible at the bottom. The interface includes various action buttons like 'Edit', 'Create Follow-Up', 'Actions', 'Simulate Credit Check', and 'Save'.

Chargeable Diagnosis (4): Perform Diagnosis

Valid for role *Customer Service Technician – In-House Repair*



In the *Perform Repairs* app, you access the repair objects to perform the diagnosis.

In the repair order, you can do the following:

- Perform the diagnosis as defined.
- Confirm the items that have been performed in the diagnosis.
- Record the diagnosis result.
- Select the *action Trigger Follow-Up Actions for Diagnosis*.

1 Open repair order.

2 Create confirmation for performed diagnosis items.

3 Switch to edit mode.

5 Trigger follow-up activities.

4 Add expected service items and parts.

6 Save repair order.

The screenshot shows the SAP Repair Orders interface. The top navigation bar includes 'Perform Prechecks', 'Plan Diagnoses', 'Perform Diagnoses' (highlighted), and 'Diagnoses Follow-Up Activities'. The main content area displays a list of repair objects. The 'Repair Order: 400001962, Unnamed' is selected. The 'Repair Order Details' section shows various data fields. The 'Items' table at the bottom lists items with columns for Item Num., Higher-Le., Product ID, Quantity, Quantity, Product, Item Category, Net Value, Currency, Status, Credit Status, and Unplanned Item. The 'Status' column shows 'Released' and 'Open'.

Chargeable Diagnosis (5): Follow-Up Actions for Diagnosis

Valid for role *Customer Service Representative – In-House Repair*



In the *Perform Prechecks* app, you decide on the next step to be performed within the in-house repair process according to the diagnosis result:

- Create repair quotation¹
- Trigger repair planning
- Set repair order to completed
- Create outbound delivery²

Printer Professional ABr_220621-003
24979057

Repair Object: Printer Professional ABr_220621-003 (24979057)
Equipment: Printer Professional ABr_220621-003 (24979057)
Product: Trad.Good 20.Reorder Point.SerialNo (TG20)
Serial Number: 10000000000000000020

Account: Sold-To Party: Domestic US Customer 1
Contact Person:
Ship-To Party: Domestic US Customer

Status: Diagnosis: Follow-Up

Decide | General Information | Notes | Service Contracts | Transaction History

Create Repair Quotation
Create a repair quotation for the repair object and define details.

Trigger Repair Planning
Hand over the repair order for planning.

Set Repair Order to Completed
Stop the repair and trigger the activities to finalize the repair object.

Outbound Delivery
Create an outbound delivery to send the repair object back to the customer.

Notes

Customer Instructions: Examination Results:

Callout boxes:

- Create repair quotation as follow-up for the repair order¹.
- Create outbound delivery for the repair object.²
- Trigger the repair planning for the added service items.
- Set repair order to completed and trigger activities to finalize repair object.

¹) This option is available, if no quotation for the repair object exists.

²) This option is available, if the availability of the repair object at the repair center is *Received by Repair Center*.

Simulated Credit Checks in Repair Quotations and Repair Orders

Valid for roles *Customer Service Representative* / *Customer Service Manager* – *In-House Repair*

1 In repair quotations, you can simulate credit checks before sending them to the customers.

2 In repair orders, you can simulate credit checks before setting the status of the repair order to *Released*.



Note from service manager & service representative:

The result of the credit check simulation is not persisted. The simulation is allowed for items with any status, except *Accepted* and *Rejected*.

1

Repair Quotation: 3000001430, Unn...

2

Repair Order: 4000001980, IF Equi

Credit Checks in Repair Quotations: Overview

Valid for role *Customer Service Representative – In-House Repair*

In repair quotations, credit checks are automatically performed once the repair quotation is sent to customer.

The result of the credit check is persisted and displayed in the credit status for the item and the header.



Note from a service representative:

Unlike the credit check that is performed in repair orders, the result of the checks and the simulations in repair quotations does not change the credit exposure and does not block further processing of the repair quotation.

Repair Quotation: 3000001412, Unnamed

Edit Send To Customer Accept Reject Simulate Credit Check

Repair Quotation Details Items Parties Involved Price Totals Price Details Organizational Data Output Control Attachments Transaction History Reference Objects

General Data

ID: 3000001412
Description: Unnamed

Processing Data

Quotation Status: Sent To Customer
Credit Status: Credit check not OK for all relevant items

Price Overview

Net Value: 128,00 USD
Gross Value: 128,00 USD
Tax Amount: 0,00 USD

Reference Objects

Equipment: 24980313 IF Equi
Reference Product: TG20 / Trad.Good 20,Reorder Point,SerialNo
Serial Number: 1000000000000000058

Simult-To Party: All 5 1

⚠ Credit segment 1000 of partner 17100021
⚠ Credit limit 10,00 USD exceeded by 156,00 USD
⚠ Payment behavior: Key figure has value 95, maximum value is 60
⚠ Percentage 100% of overdue open items exceeds 25%(7 days)
⚠ Credit checked for partner 17100021 (max. 10 items listed): 10
✅ Changes have been made

Items

Show Repair... Show Item Categories:
All It... All Items

Product ID	Quantity	Unit	Product	Item Category	Net Value	Quotation Sta...	Credit Status	Status
SRV_01	1,0	HR	Service	Service Item ...	128,00	Accepted	Credit check not OK	Completed

SAP Process Repair Quotations

Standard

Equipment: Serial Number: In-House Repair: Repair Quotation: Validity End Date: Employee Responsible: Sold-To Party:

Contact Person: Credit Status: Credit check not OK

Repair Objects (1)

Equipment	Serial Number	In-House Repair	Repair Quotation	Validity End D...	Employee Responsible	Sold-To Party
Printer Professional IHR1911	211100908	1000002095	3000001094	05/24/2022	Marina Wochner	Domestic US Customer 1

Repair Quotation: 3000001094

Contact Person: Repair Quotation Status: Under Review

Credit Status: Credit check not OK for some items

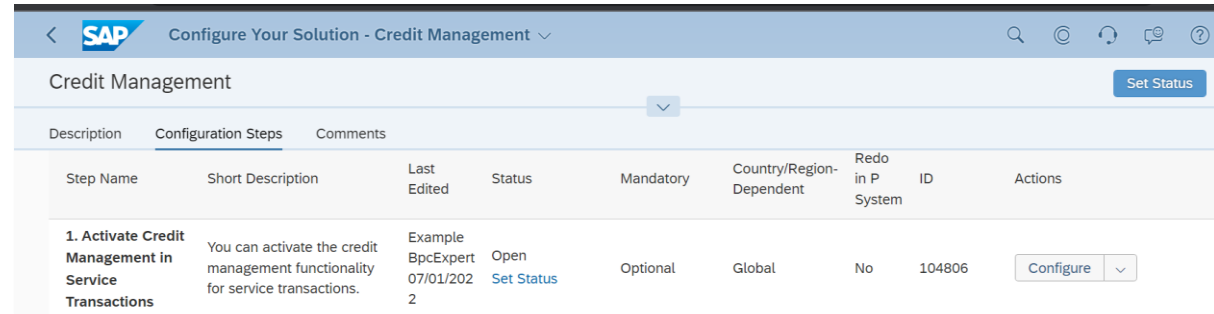
Credit Checks in Repair Quotations: Configuration

Valid for role *Configuration Expert – Business Process Configuration*

Perform credit checks and credit check simulations for repair quotation items if the payer who is assigned to the repair quotation items has the credit management role assigned and credit checks have been activated for repair quotations.

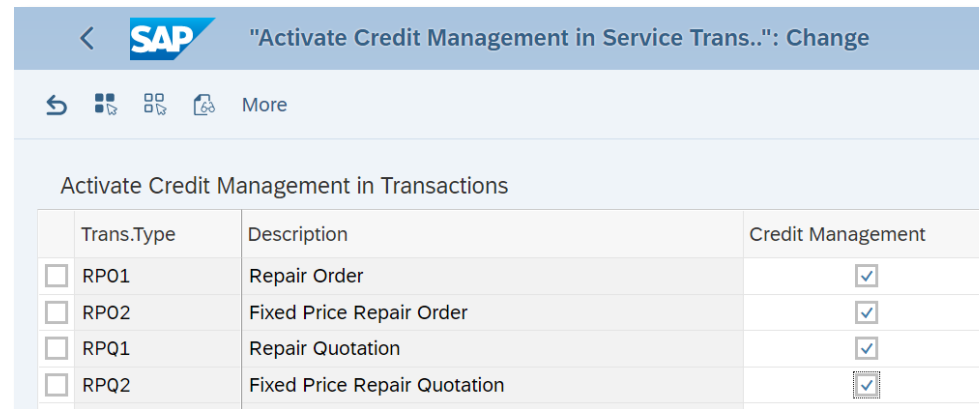
To activate credit checks, do the following in your configuration environment:

- Under *Activate Credit Management in Service Transactions*, enter the quotation types **RPO1** and **RPO2** that are used in In-House Repair.



The screenshot shows the SAP 'Configure Your Solution - Credit Management' interface. It features a table with columns for Step Name, Short Description, Last Edited, Status, Mandatory, Country/Region-Dependent, Redo in P System, ID, and Actions. The first step, '1. Activate Credit Management in Service Transactions', is highlighted. The status is 'Open' with a 'Set Status' link. The ID is 104806, and there is a 'Configure' button in the Actions column.

Step Name	Short Description	Last Edited	Status	Mandatory	Country/Region-Dependent	Redo in P System	ID	Actions
1. Activate Credit Management in Service Transactions	You can activate the credit management functionality for service transactions.	Example BpcExpert 07/01/2022	Open Set Status	Optional	Global	No	104806	Configure



The screenshot shows the 'Activate Credit Management in Service Transactions' configuration screen. It contains a table with columns for Trans.Type, Description, and Credit Management. The table lists four transaction types: RP01 (Repair Order), RP02 (Fixed Price Repair Order), RPQ1 (Repair Quotation), and RPQ2 (Fixed Price Repair Quotation). Each transaction type has a checkbox in the Credit Management column, all of which are checked.

Trans.Type	Description	Credit Management
☐ RP01	Repair Order	☒
☐ RP02	Fixed Price Repair Order	☒
☐ RPQ1	Repair Quotation	☒
☐ RPQ2	Fixed Price Repair Quotation	☒

Product Proposals in Repair Orders

Valid for role *Customer Service Manager – In-House Repair*

In repair orders, you can use product proposals to identify the service parts, expenses, and services that are required to perform the repair.

Product proposals are based on the equipment (repair object) or the reference product that has been entered in the repair order as the main reference object.

Repair Order: 4000000011, Unnamed

EditCreate Follow-UpActions

Repair Order DetailsItemsParties InvolvedPrice TotalsPrice DetailsBillingOrganizational DataOutput ControlAttachmentsTransaction History

Show:All Items

Search

Edit ListInsertDeleteCopyCopy from TemplateRelease All ItemsProduct ProposalContract SelectionSelect Profit Center

	Actions	Item N...	Higher...	Product ID	Quantity	Quanti...	Product	Item Cate...	Net Value	Curren...	Status	Credit Sta...
		10		SRV_01	1,0	HR	Service	Servi...	120,00	USD	Open	Relevant f...
		20		SRV_02	1	EA	Service Expense	Expe...	15,00	USD	Open	Relevant f...
								(Not ...				Not releva...

Repair Order: 4000000011, Unnamed

EditCreate Follow-UpActions

Repair Order DetailsItemsParties InvolvedPrice TotalsPrice DetailsBillingOrganizational DataOutput ControlAttachmentsTransaction History

Show:All Items

Search

Product Proposal

Object Description	Select	Object ID	Quantity	Unit	Type
Printer Professional IHR1911		220100901			Equipment
> Service	☒	SRV_01	1,0	HR	Equipment BOM Item
> Service Expense	☒	SRV_02	1	EA	Equipment BOM Item
> Stock Service Part	☐	SRV_05	1	PC	Equipment BOM Item
Trad.Good 20,Reorder Poi...	☐	TG20			Reference Product

ChooseCancel

SEPA Direct Debit Payment

Valid for role *Customer Service Representative – In-House Repair*

In the Single Euro Payment Area (SEPA) a payer can authorize a biller to collect payments as direct debits. To consent debits from his account, the payer has to sign a SEPA mandate.

In the repair order, you can specify that the payment is collected as direct debit from your customer's account according to an existing SEPA mandate.

General information about SEPA direct debit can be found here:
<https://www.europeanpaymentscouncil.eu/what-we-do/sepa-direct-debit>

The screenshot shows the SAP Repair Order interface for 'Repair Order: 4000001005, Unnamed'. The 'Billing' tab is selected. The 'Payment Method' is set to 'Direct Debit' and the 'Mandate Reference' is '000000000131'. Callouts indicate to select 'Direct Debit' and the 'Mandate Reference'.

Repair Order: 4000001005, Unnamed

Repair Order Details | Items | Parties Involved | Price Totals | Price Details | **Billing** | Organizational Data | Output Control | Attachments | Transaction History

Payer: Inlandskunde DE 1 | Billing Status: No Items Billed | Bill-To Party: Inlandskunde DE 1 | Terms of Payment: SEPA Direct Debit

Payment Method: Direct Debit | Mandate Reference: 000000000131

Select Direct Debit.

Select the mandate reference number of the assigned SEPA mandate.

Save Cancel



The terms of payment, payment method, and mandate reference are taken over by repair order items and in follow-up transactions.

Accounting Indicator Within the Repair Order Process

Valid for roles *Customer Service Representative / Customer Service Manager – In-House Repair*

In repair order items and repair confirmation items, you can enter the accounting indicator.

For more information, see

[Enhanced Accounting Indicators for Service Transactions \(What's New\)](#)

The screenshot shows the 'Repair Order Item: 10, Service Expense' details in SAP. The 'Repair Expense Item Details' tab is active. The 'Reference Object' section on the right contains the 'Accounting Indicator' field, which is highlighted with a red box and contains the value 'Family Discount'. Other fields include 'Product: SRV_02 Service Expense', 'Amount:', 'Quantity: 1 EA', 'Status: Open', 'Net Value: 12,82 USD', and 'Unplanned Item: ☐'. The 'Dates' section shows 'Requested Start: 08.07.2022 00:00' and 'Requested End: 11.07.2022 00:00'.

The screenshot shows the 'Price Details' tab for 'Repair Order Item: 10, Service Expense'. The table below lists various price elements, with the 'Accounting Ind. (%)' row highlighted in red.

Actions	Inactive	Price Element	Price	Unit	Price Unit	UoM	End V...	Currency
	☒	Price	15,00	USD	1	EA	15,00	USD
	☒	Price Difference	0,00	USD	1	EA	0,00	USD
	☒	Gross	15,00	USD	1	EA	15,00	USD
	☒	Accounting Ind. (%)	5,000-	%			0,75-	USD
	☒	Customer Discount	10,000-	%			1,43-	USD
	☒	Sum Surcharges/Discounts	2,18-	USD	1	EA	2,18-	USD
	☒	Net Value 1	12,82	USD	1	EA	12,82	USD
	☒	Stat. Value without Freight	12,82	USD	1	EA	12,82	USD
	☒	Net Value 2	12,82	USD	1	EA	12,82	USD
	☒	Down Pay/Settlement	0,00	USD			0,00	USD

Service

Service Order Processing with SAP Field Service Management

49X

This scope item describes end-to-end business scenarios between SAP S/4HANA Cloud service order processing and SAP Field Service Management.

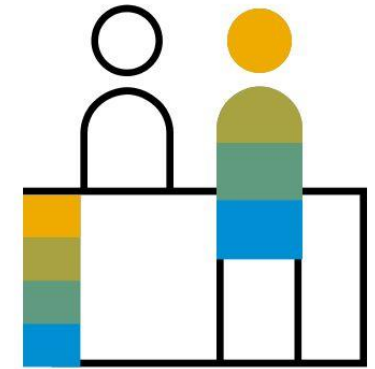
Once a service order is created and released in SAP S/4HANA Cloud, a service call and the corresponding activities are automatically created in SAP Field Service Management.

An activity is assigned to a technician in SAP Field Service Management. The technician is automatically updated in the corresponding service order in SAP S/4HANA Cloud.

When an item such as time, efforts, expenses, or material is approved in SAP Field Service Management, a service confirmation is created and automatically completed in SAP S/4HANA Cloud.

When all items such as time, efforts, expenses, and materials associated with an activity are approved in SAP Field Service Management, the corresponding service item in the service order is completed automatically in SAP S/4HANA Cloud.

When all service items in a service order are completed in SAP S/4HANA Cloud, the service order is completed automatically.



Key process steps

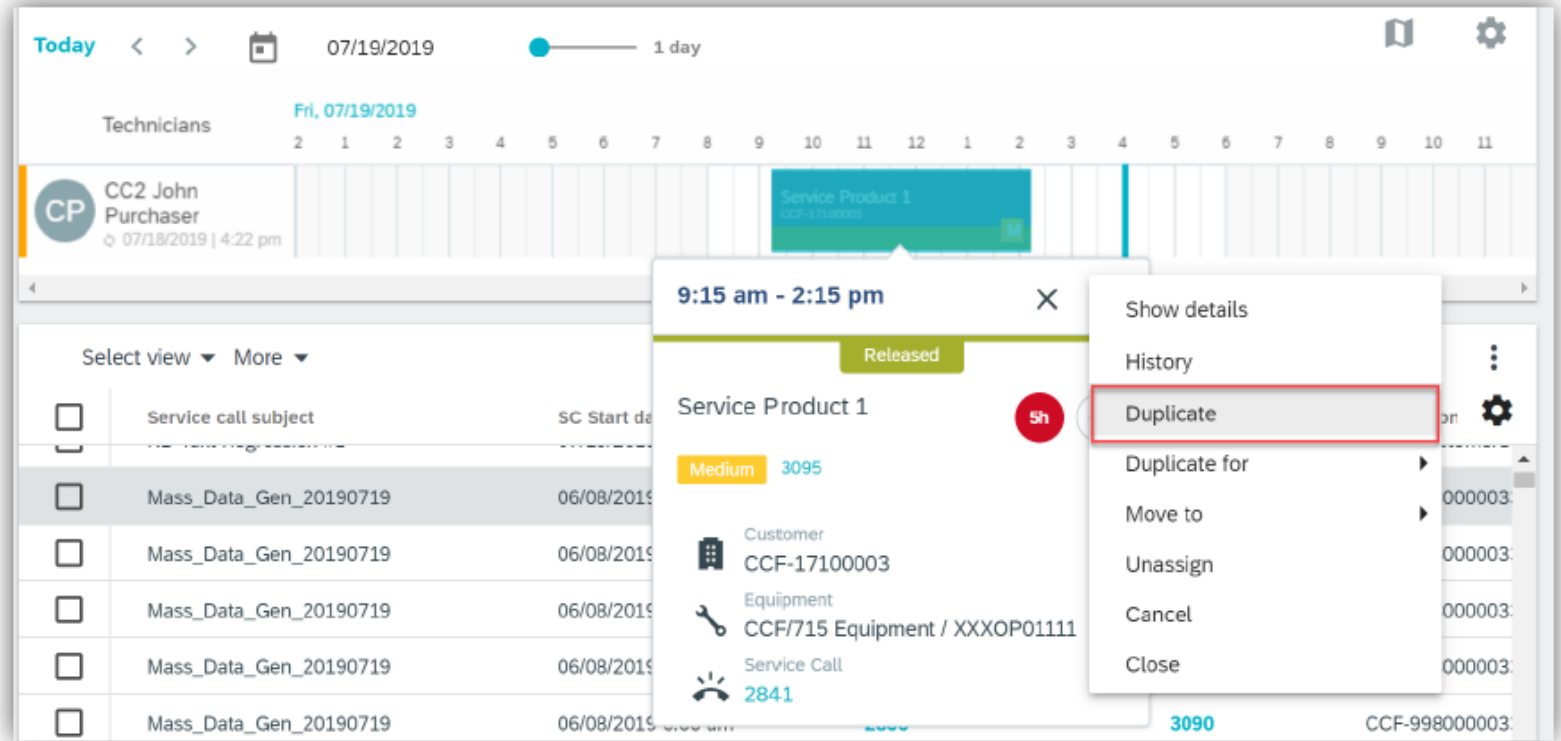
- Create service order in SAP S/4HANA Cloud and release it to SAP Field Service Management
- Update service order in SAP S/4HANA Cloud when service call or activity is updated in SAP Field Service Management (including planned start and end date, updating the technician, and reflecting the information on item level)
- Create a completed service confirmation in SAP S/4HANA Cloud when time, effort, expense, spare part are approved in SAP Field Service Management
- Consider unplanned time and material from a service technician towards a service activity
- Handle reassignment of service technician in FSM and update of the same on service order item level
- Handle duplicate activity in FSM and update of the same on service order item level
- Complete a service order in SAP S/4HANA Cloud and technically complete the corresponding service call in SAP Field Service Management

Business benefits

- Optimize your field service processes with SAP S/4HANA Cloud service order processing integration
- Ensure a seamless, fast, and flexible delivery of field services
- Provide more efficient customer services

Integration with SAP Field Service Management (49X)

- Optimize field service delivery by integrating process with SAP FSM
- Improve service efficiency for onsite visits
- Increase customer satisfaction by providing faster on-demand field service by integrating back office service management with field service management



Integration with SAP Field Service Management and Service in RISE with SAP S/4HANA Cloud

Ability to set up integration between SAP Field Service Management and Service in SAP S/4HANA Cloud. Once this is set up by the customer, you can:

- Trigger service calls in SAP Field Service Management on release on service order
- Update of assigned technician in corresponding service product item of service order
- Additional activities duplicated automatically in corresponding service orders as sub-items
- Create and complete service confirmation automatically on approval of effort/ expense/ material journal (procurement process for service parts must be completed in S/4HANA Cloud) related to an activity
- Trigger technical completion of service call when service order is set to complete

The image displays three screenshots from the SAP S/4HANA Cloud interface, illustrating the integration with SAP Field Service Management (FSM).

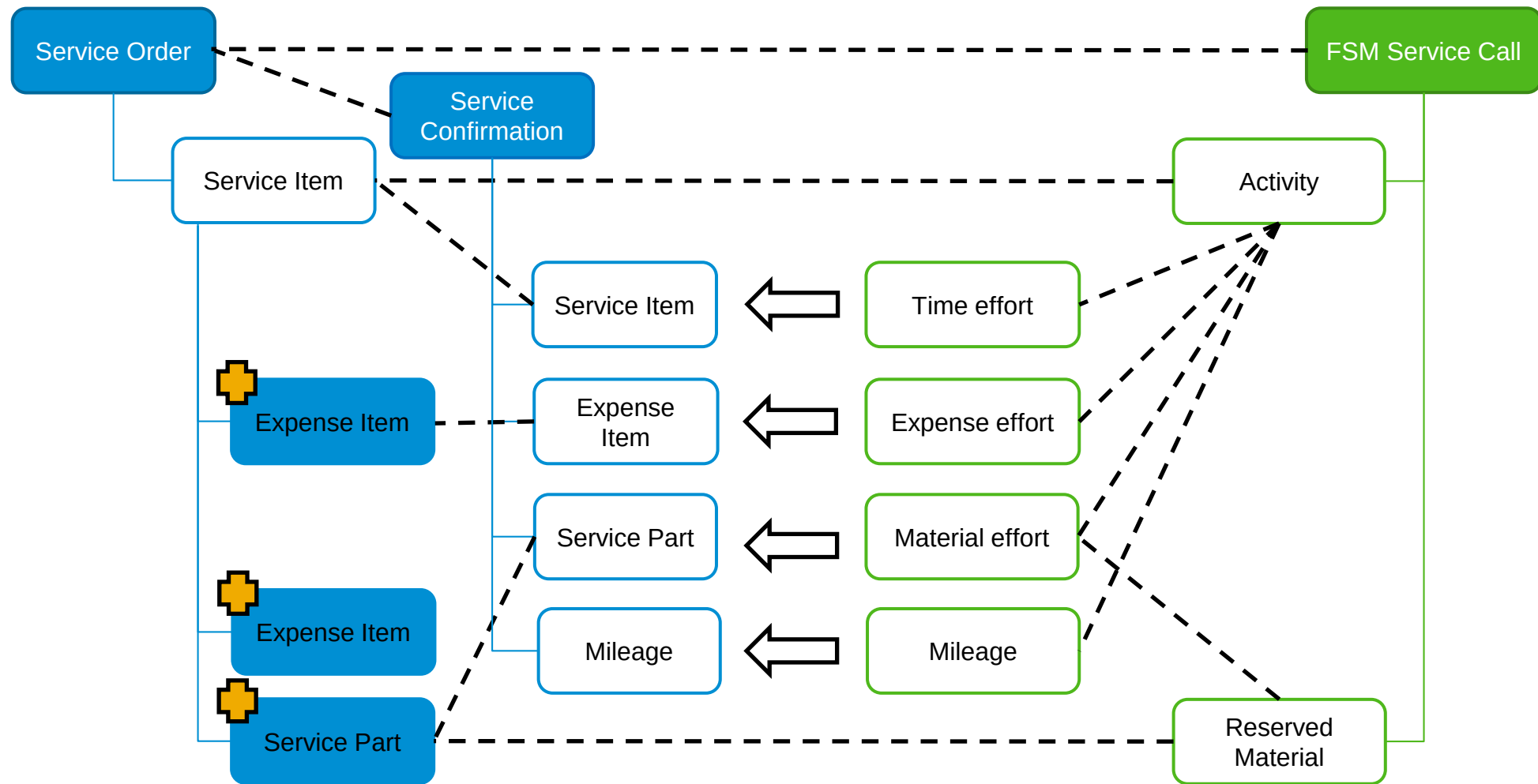
Top Screenshot: Shows a list of service orders. The 'Time Effort' item is selected, and the 'Approve (1)' button is highlighted. The 'FSM Integration' tab is active, showing details for the selected item.

Middle Screenshot: A detailed view of the 'Service Confirmation Details' for item 10. The 'Life Cycle Status' is 'Completed', and the 'Net Value' is 175.00 USD. The 'Status' is 'Released'.

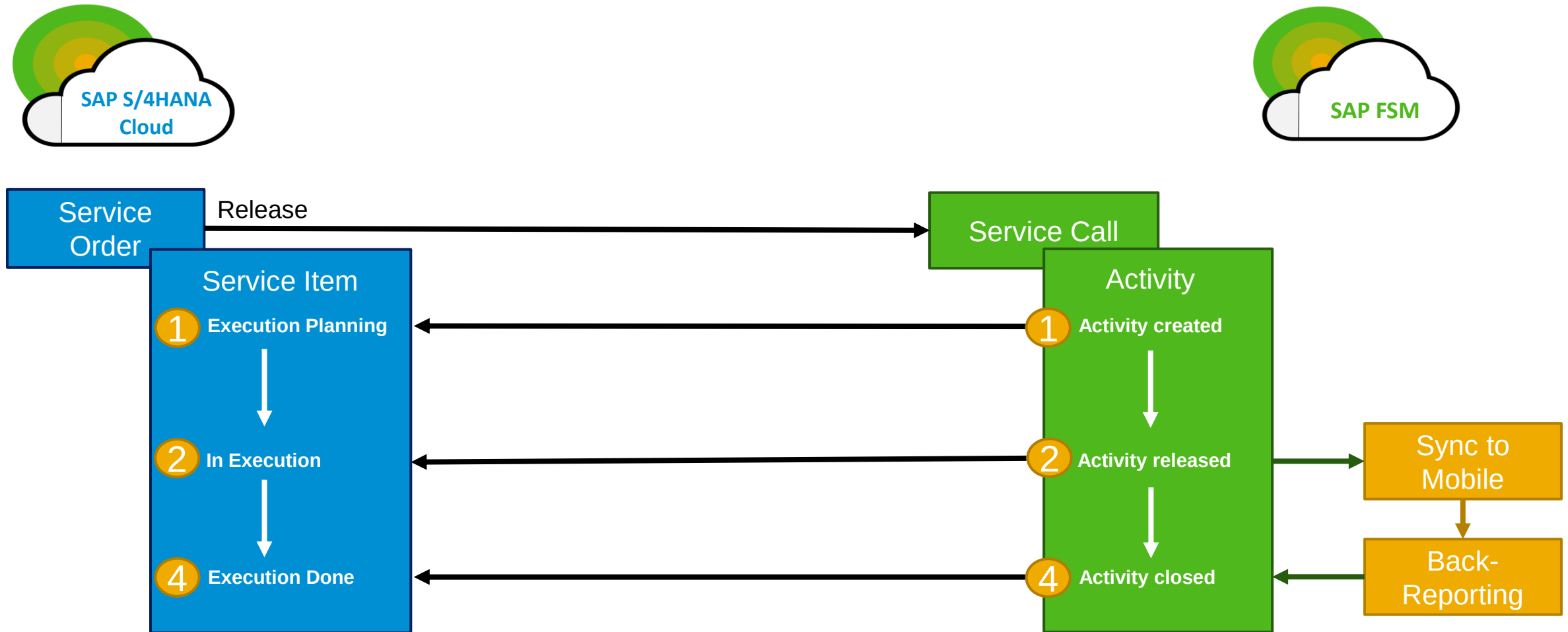
Bottom Screenshot: A detailed view of the 'Service Confirmation Items' table. The table lists items 10, 20, 30, 40, 50, 60, and 70. Item 10 is highlighted, and a red arrow points to the 'Service Product 1' item.

Item No.	Higher...	Product ID	Quantity	Unit	Product	Item Cat...	Net Value	Curre...	Status
10		SRV_01	5,0	HR	Service Product 1	Service It...	175,00	USD	Released
20	10	EXP_FSM_ACCOM	1	EA	FSM integration predefined ac...	Expense ...	0,00	USD	Released
30	10	EXP_FSM_MEALS	1	EA	FSM integration predefined me...	Expense ...	0,00	USD	Released
40	10	EXP_FSM_OTHER	1	EA	FSM integration predefined oth...	Expense ...	0,00	USD	Released
50	10	EXP_FSM_TRAVEL	1	EA	FSM integration predefined tra...	Expense ...	0,00	USD	Released
60	10	SRV_03	2	EA	Spare Part	Service P...	0,00	USD	Released
70	10	SRV_01	5,0	HR	Service Product 1	Service It...	175,00	USD	Released

Improved Handling of unplanned Service Order items



Support for Execution Status of Service Items



Service

Procurement for Service Management

The scope item covers the integration of service management with procurement of non-stock materials and external workforce. This facilitates automatic purchase requisition creation against service order line items and corresponding purchase order processing. A message is sent to the service order regarding purchase order creation. The purchasing manager can use a workflow to approve the purchase order. The goods receipt is executed, resulting in subsequent update of costs against the service order line item. The goods receipt against the purchase order sends a message to the service order.

The supplier invoice posting also updates the procurement costs in the confirmation against the service order line item. In case of billing the customer on sales price basis rather than the cost-plus basis, the sales price is copied from the sales condition instead of procurement costs. A workflow can be used to approve parked supplier invoices by the purchaser.

Key process steps

Procurement for Service Management (Non-Stock)

- Check purchase requisitions created against service order line items (optional)
- Convert purchase requisitions against service order line item into purchase orders
- Send an automated message to the service order regarding the account assignment
- Approve purchase order (optional)
- Perform goods receipt against the purchase order to update the costs against the service order line item
- Cancel goods receipt, canceling the cost assignment against the service order line item (optional)
- Create supplier invoice with reference to a purchase order
- Approve supplier invoice (optional)
- Post supplier invoice and update the costs in the confirmation against service order line item for billing to the customer

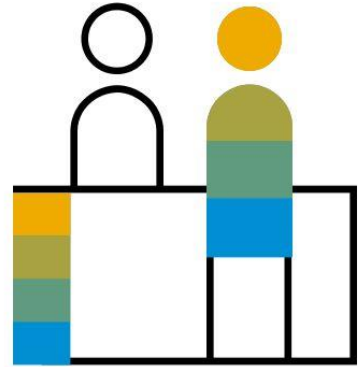
Procurement for Service Management (External Workforce)

- Check purchase requisitions (external workforce) created against service order line items (optional)
- Convert purchase requisitions (external workforce) against service order line item into purchase orders
- Send an automated message to the service order regarding the account assignment
- Approve purchase order (optional)
- Maintain service entry sheet
- Approve service entry sheet
- Goods Receipt document created automatically (based on service entry sheet approval)
- Create supplier invoice with reference to purchase order (external workforce)
- Supplier invoice creation through Evaluated Receipt Settlement (Optional)
- Post supplier invoice and update the costs in the confirmation against service order line item for billing to the customer

Business benefits

- Integrate seamlessly between service management and procurement
- Use messages sent to the service order to automatically inform about the progress of the Purchase Order (for example, creation, goods receipt, and so on)
- Experience flexible workflows for purchase order and supplier invoice

3NI



Service

Service Quotation

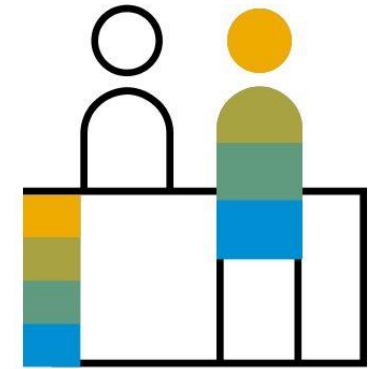
4GA

This scope item covers the service quotation process in SAP S/4HANA Cloud. The service quotations are used to provide legally binding offers with fixed conditions made to a customer for the performance of services.

Customer Service managers may use quotations to provide cost estimates before placing an order. Both Time and Material (T&M) and Fixed Price cost estimates are supported with validity period. The validity period of the service quotation can be changed by the customer service manager with an option to carry out repricing as per the new validity.

Upon finalizing the service quote with required services and price offered, the customer service manager can either print or generate the quote as a PDF, then attach it to an email to be sent to customer for negotiation.

The service quote can then be set to Accepted or Rejected. Finally, the service quote acceptance triggers the automatic creation of service orders as a follow-on process



Key process steps

- Create or change service quotation
- Include service items, external service Items, and pick-from-stock items, service bundles (fixed-price/time and material), mixed service bundle (both fixed-price and time and material items within T&M quotation) in quotation items
- Send service quotation to customer
- Review service quotation (change or update)
- Attach necessary documents in quotation
- Accept service quotation
- Trigger service order (automatically)
- Reject service quotation or reject Items in quotation with a rejection reason

Business benefits

- Provide capability to share cost estimates for the services chosen by the customer (both Time and Material and Fixed Price)
- Provide capability to negotiate, accept, or reject the quotation (including partial acceptance)
- Support repricing of the quotation after the expiry of validity period
- Provide options to customer to either print or generate the quote as a PDF and attach it to an email, through output control
- Support automatic creation of the service order based on service quotation acceptance

Service Order Management (3D2) – Manage Service Quotations

Increase operational service excellence by adding service quotation to service orders process flow

- Provide a cost estimate to your customers on request basis
- Print and save electronic document for emailing
- Automate creation of service order based on the acceptance by the customer

The screenshot displays the SAP Service Quotation interface for quotation number 6000001465. The header includes the SAP logo, the title 'Service Quotation', and navigation icons. The main content area is divided into several sections:

- Account:** Sold-To Party: Domestic Customer US 4 (17100004), Contact Person: Mandy Berg (1000284), Ship-To Party: Domestic Customer US 4 (17100004).
- Dates:** Posting Date: 09/25/2019, Validity Period: 09/25/2019 - 10/08/2019, Requested Service Start Date: 10/08/2019, Requested Service End Date: 10/10/2019.
- Price Overview:** Standard Quotation, Gross Value: 127.05, Net Value: 121, Tax: 6.05, USD.
- Status:** Accepted.

Below the main content area is a navigation bar with tabs: Overview (selected), Parties Involved, Price Details, Transaction History, Output Control, Error Log, and Change Documents. The Overview tab is active, showing a 'General Data' section with three columns:

- Organizational Data:** Sales Organization: Dom. Sales Org US (1710), Distribution Channel: Direct Sales (10), Division: Product Division 00 (00).
- Reference:** Equipment ID:, Reference Product:, Functional Location:.
- Processing Data:** External Reference:, Follow-Up Transaction: 8000165048, External Transaction Number:.

Service

Recurring Services

4X5

This scope item covers the creation of maintenance plans in SAP S/4HANA, as well as scheduling and service order creation. Maintenance plans can be set up to release the service order automatically when you create the service order or let the user release the order manually afterwards. Service order items are copied from the service order templates that are assigned to maintenance items in the maintenance plan. Service contract (3MO) and service order templates are the prerequisites for this scope item.

The Service Order Management (3D2) scope item is the follow-on process to change order planning, release, procurement, time and material confirmation, billing, and order completion.

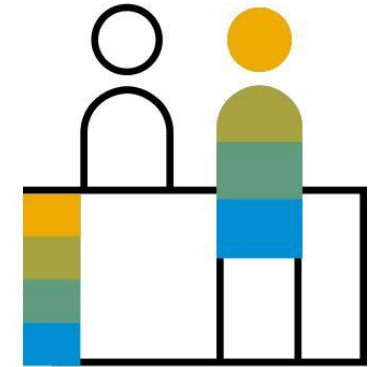
The completion date is updated automatically in the maintenance plan either upon completion of service order or manually by the user. Updating the measuring counter reading is an optional step during confirmation.

Key process steps

- Create maintenance plan
- Schedule maintenance plan (individual/mass)
- Create a service order
- Assign service team (optional)
- Release service order line items (optional)
- Change service order (optional)
- Release service order
- Receive confirmation against the service order
- Post the time sheet against the service technician and expenses incurred automatically based on the confirmation
- Cancel the confirmation along with the follow-up documents (optional)
- Release the service order (for fixed-price services) or confirmation (for time and material services) for billing and automatic creation of billing document request
- Copy procurement costs automatically in the confirmation, based on posted supplier invoice or purchase order for billing to the customer for time and material services
- Create a billing document from the billing document request for invoicing the customer
- Analyze service order fulfillment (optional)
- Update measuring counter reading (optional)

Business benefits

- Provide the functionality for regular maintenance planning and scheduling
- Cover single cycle time / counter-based and multicounter plans
- Support individual scheduling and mass scheduling via background jobs to trigger service orders with or without release
- Provide the functionality for planning and execution of services
- Post time-sheet and expenses automatically based on the confirmation



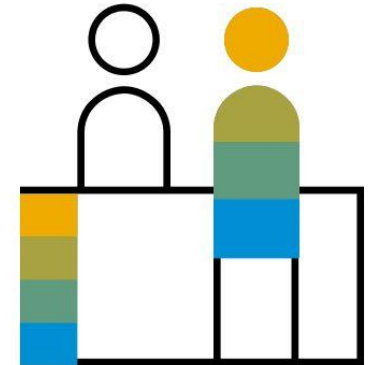
Service

Intercompany Billing for Service Documents

This scope item encompasses the creation of intercompany invoices and simultaneous posting of intercompany invoice to the accounts payable of the ordering company.

A company has an affiliate company. The affiliate company delivers a service to the ordering company while delivering a service to a customer. The affiliate company posts expenses and records time on the service order or repair order. These expenses are transformed into debit memo requests. An intercompany invoice with reference to the debit memo request is created by the delivering company.

53Y



Key process steps

- Create service order or repair order
- Create service confirmation or repair confirmation
- Generate intercompany billing request
- Generate intercompany invoice
- Display service actuals

Business benefits

- Create debit memo requests for intercompany billing based on intercompany travel postings and time confirmation from the delivering company
- Create billing document (intercompany invoice)
- Post intercompany invoice automatically from company to accounts payables of ordering company
- Display service actuals

Service

Service Management with Advanced Variant Configuration

With this scope item, customers can configure specific products in a service order. Configurable products allow users to select options for the service order item. The options are predefined as characteristics in the product master data before usage.

Prices can differ for different options. The configured options and their prices are visible to the user.

Before configurable items are maintained, the service order must be in place. The results of the configuration and the pricing are transferred back to the service order.

This scope item uses advanced variant configuration (AVC).

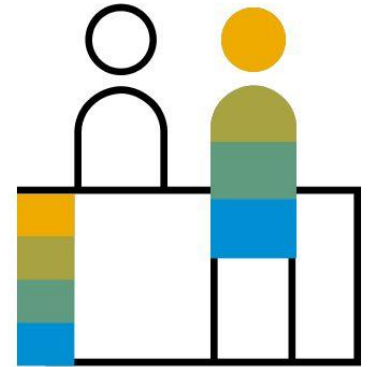
Key process steps

- Configure Characteristics
- Check Price Details

Business benefits

- Increase flexibility with the ability to configure service items based on variants.

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Service

Solution Order

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A solution order offers the possibility to order physical goods (sales) and services. These services can be one-time (service order) or contractual (service contract).

The solution order should have a status that reflects a combination of the status of the individual items and their follow-up processing.

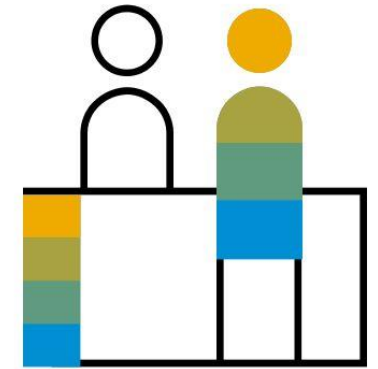
The solution order is completed when all physical goods are delivered, one-time services are confirmed, and the contractual and project-based services are started or activated.

The solution order offers the possibility to trigger activities that are related to the fulfilment of the individual items.

The solution order allows for these ordered products to create combined invoices.

You can determine profitability for the complete solution order, as well as individual items.

The solution order lets you manage changes centrally for an easy user experience.



Key process steps

- Create solution order and add sales, service, and service contract items
- Release sales, service, and service contract items
- Execute service order orchestration followed by 3D2, 3MO, or sales order creation
- Create invoice

Business benefits

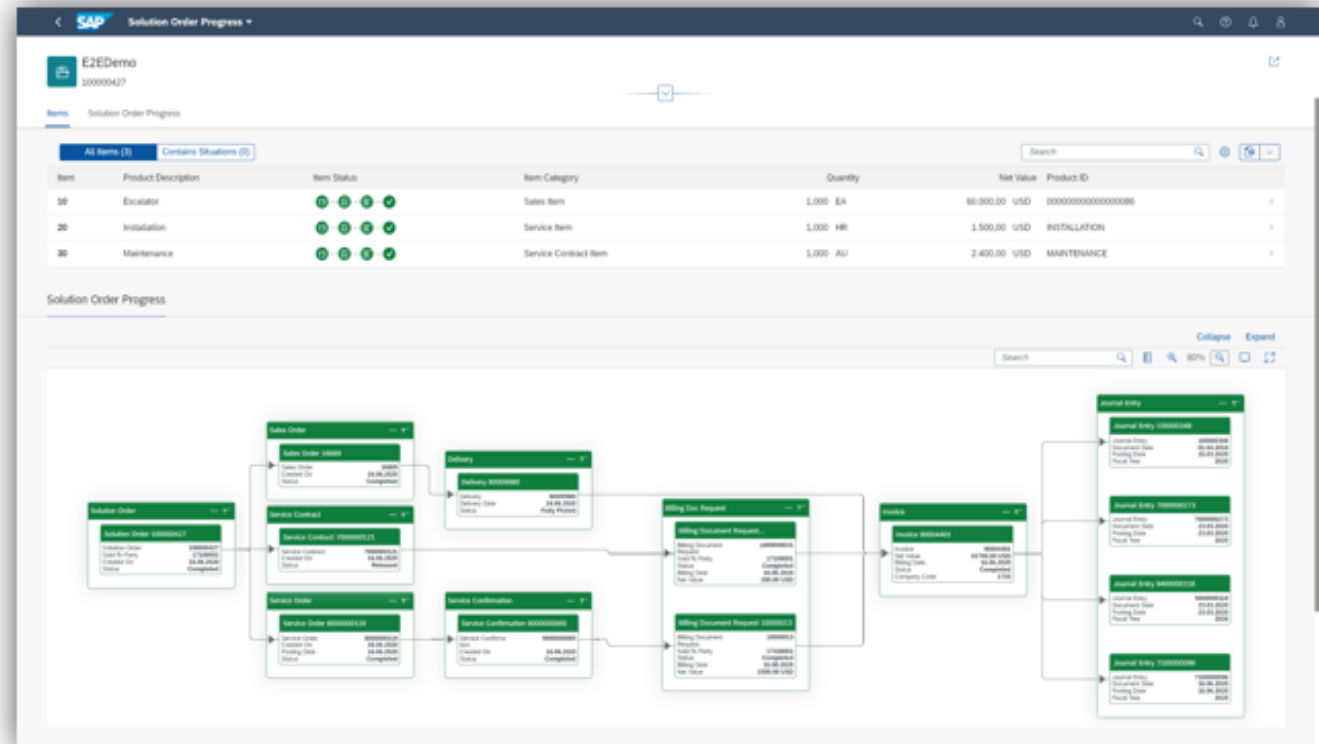
- Use the solution order to act as the central document to the customer, framing sales, service orders and contracts for the specific customer offering
- Determine profitability for the complete solution order as well as on individual items
- Allow for these ordered products to create combined invoices
- Trigger activities that are related to the fulfillment of the individual items
- Manage changes centrally for an easy user experience

Solution Order Management supports higher margin solutions

- Enable an end to end process to offer the hybrid combination of sales and service products
- Provide one single view for all items of a solution ordered by a customer
- Support automatic creation of a solution order through an API
- Support the item types "service order", "service contract" and "sales order"
- Perform margin analysis

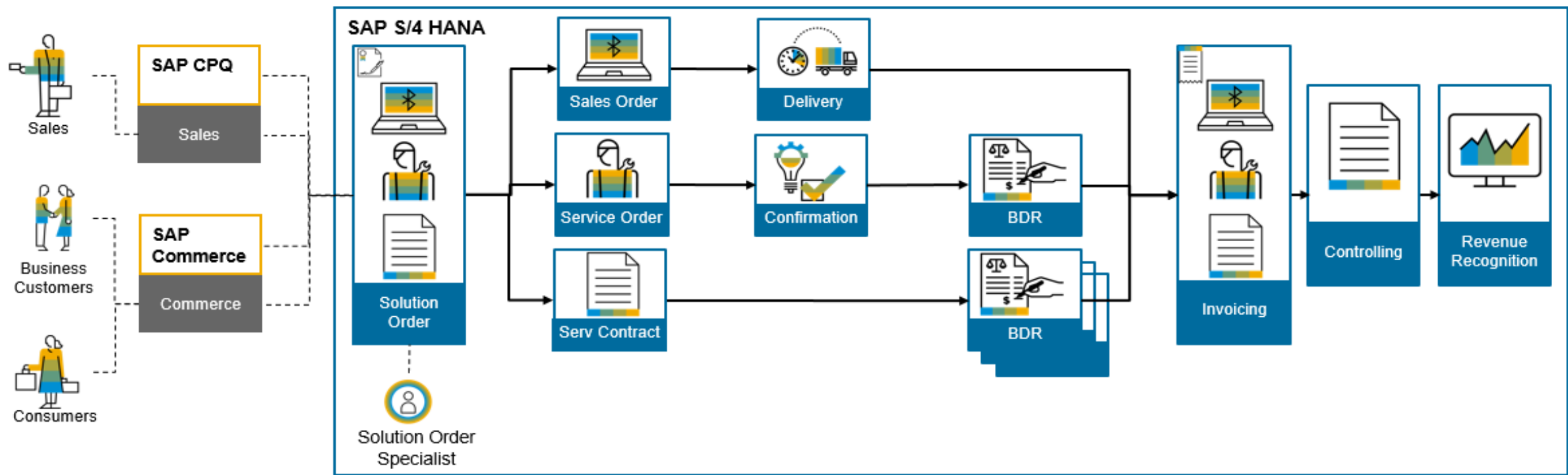
Value Proposition

- Support business transformations from products to higher-margin services and solutions by combining products and services in one order
- Increase revenue by selling combinations of physical products, one-time and recurring services



Solution Order Management for hybrid solutions

Process flow



Solution Order Management

Solution Order Progress

SAP Solution Order Progress

E2EDemo
100000427

Items Solution Order Progress

All Items (3) Contains Situations (0)

Item	Product Description	Item Status	Item Category	Quantity	Net Value	Product ID
10	Escalator	✓	Sales Item	1.000 EA	60.000,00 USD	000000000000000086
20	Installation	✓	Service Item	1.000 HR	1.500,00 USD	INSTALLATION
30	Maintenance	✓	Service Contract Item	1.000 AU	2.400,00 USD	MAINTENANCE

Solution Order Progress

Collapse Expand

Search

```

graph LR
    SO[Solution Order 100000427] --> SalesOrder[Sales Order 100000427]
    SO --> ServiceOrder[Service Order 8000000113]
    SalesOrder --> Delivery[Delivery 80009980]
    SalesOrder --> BillingDocReq1[Billing Document Request 1000000013]
    ServiceOrder --> ServiceContract[Service Contract 7000000121]
    ServiceOrder --> ServiceConfirmation[Service Confirmation 9000000005]
    ServiceContract --> BillingDocReq1
    ServiceConfirmation --> BillingDocReq1
    BillingDocReq1 --> Invoice[Invoice 90004001]
    Invoice --> JournalEntry[Journal Entry 1000000013]
  
```

Solution Order Management

Margin Analysis

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SAP

Display Line Items - Margin Analysis ▾

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👤

Demo Solution Order ▾

Hide Filters

Ledger:*

Company Code:

G/L Account:

Posting Date:

Profit Center:

Object Type:

JE Created By:

Fiscal Year Period:

Customer:

Product Sold:

OL (Ledger OL) ▾

Year to date (01.01.20...

PPPPYYYY

Solution Order:

Reference Document:

Source Document No.:

=100002822 x

Adapt Filters (4)

Go

Line Items (8) Solution Order Margin * ▾

Line Item Details ▾

Event-Based Revenue Recognition for Service Documents

Available since 1905 & 1908



In 1905 and 1908, Event-Based Revenue Recognition is enhanced to support various scenarios in service contracts management as well as provide more flexibility with the new revenue recognition SSCUI.



Service contracts with price adaptation items

Recognize revenue periodically for the price adaptation items



Service contracts with credit memos

Consider values from credit memos for revenue recognition



Service contracts with auto renewals & manual renewals

Ensure continuously revenue recognition in the context of renewals



New SSCUI for derivation of revenue key for service documents

Assign recognition key for service documents

Event-Based Revenue Recognition for Service Documents

The functionalities for Event-Based Revenue Recognition are extended to support revenue recognition for service contracts.

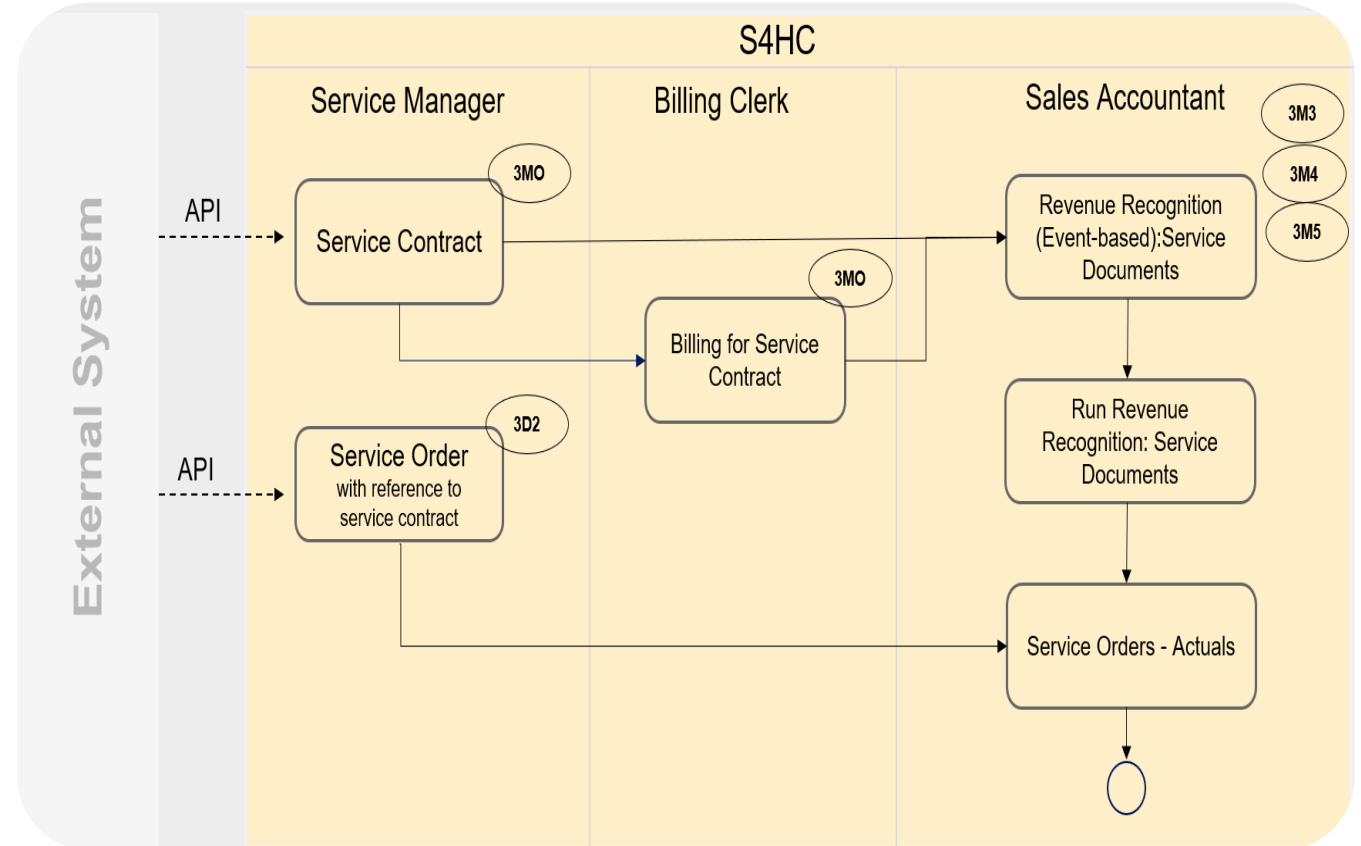
Supported scenario: (DE & US)

- ❑ Periodic services in service contracts with referenced billing plans, e.g. maintenance service for equipments

- **3M3:** Event-Based Revenue Recognition - Service Documents
- **3M4:** Event-Based Revenue Recognition - Service Documents – IFRS
- **3M5:** Event-Based Revenue Recognition - Service Documents – US GAAP

* prerequisite scope items:

- **3MO:** Service Contract Management
- **3D2:** Service Order Management & Monitoring



Service contracts with price adaptation items

Service Contract: 7000000086, Service Contract_CZ01

Service Contract Details

General Data

ID: 7000000086

Description: Service Contract_CZ01

Sold-To Party: Supplier/Customer for Intrastat (HU)

Contact: Ms. Susan Miller

Employee Responsible: John CustomerSrvMgr

Processing Data

External Reference:

Status: Released

Net Value: 1,620.00 USD

Dates

Contract Start: 01/01/2019 00:00

Contract End: 01/01/2020 00:00

Items

Actions	Item No.	Higher-Level It...	Product ID	Quantity	Unit	Product	Item Category
Edit	100		SRV_CONTRA...	1	AU	Service Contract	SC Itm (Pri. Adptn.)

➤ Prerequisites for revenue recognition processing:

- Service contract item with the item category price adaptation is released
- A billing plan is created

➤ A one-year service contract with a quarterly billing plan assigned. The monthly price of the product is adapted at the beginning of the second half year from \$120 to \$150.

01/01/2019 – 06/30/2019:

- Quarterly billing = $\$120 \times 3 = \360
- Monthly revenue recognition = \$120

07/01/2019 – 12/31/2019:

- Quarterly billing = $\$150 \times 3 = \450
- Monthly revenue recognition = \$150

Service Contract Item: 100, Service Contract Product

Service Contract Item Details

Settlement Rules

Settlement Period: Quarterly

Billing Date: To First of the Month

Pricing Date: Settlement Start Date in Billing Request Line

Settlement Periods

Actions	Settlement Start Date	Settlement End Date	Billing Value	Currency	Billing Status	Billing Date	Pricing Date	Billing Block Reason	Billing Document ID
Details	01/01/2019	03/31/2019	360.00	USD	Edit	01/01/2019	01/01/2019		90000697
Details	04/01/2019	06/30/2019	360.00	USD	Edit	04/01/2019	04/01/2019		90000698
Details	07/01/2019	09/30/2019	450.00	USD	Edit	07/01/2019	07/01/2019		90000699
Details	10/01/2019	01/01/2020	450.00	USD	Edit	10/01/2019	10/01/2019		

Revenue recognition for price adaptation items

Event-Bsd Revenue Recogn.for Service Document

Service Document:

7000000086

Service DocumentItem:

100

ServiceDocumentType Key:

SC1 (Service Contract)

Company:

1710 (Company Code 1710)

Recognition Key:

CCS (Periodic Services Contracts)

Postings until Period:

001/2019

Income Statement

Balance Sheet

Chart

Periodical View

Actual

Billed Revenue:

360.00 USD

Actual Cost:

0.00 USD

Adjustments

Revenue Adjustment:

-240.00 USD

COS Adjustment:

0.00 USD

Recognized

Recognized Revenue:

120.00 USD

Recognized COS:

0.00 USD

Balance Sheet

Contract Assets

Accrued COS:

0.00 USD

Contract Liabilities

Deferred Revenue:

240.00 USD

Manual Contract Accruals

Man Con Accr (B/S):

0.00 USD

Service Document:

7000000086

Service DocumentItem:

100

ServiceDocumentType Key:

SC1 (Service Contract)

Company:

1710 (Company Code 1710)

Recognition Key:

CCS (Periodic Services Contracts)

Postings until Period:

007/2019

Income Statement

Balance Sheet

Chart

Periodical View

Actual

Billed Revenue:

1,170.00 USD

Actual Cost:

0.00 USD

Adjustments

Revenue Adjustment:

-300.00 USD

COS Adjustment:

0.00 USD

Recognized

Recognized Revenue:

870.00 USD

Recognized COS:

0.00 USD

Balance Sheet

Contract Assets

Accrued COS:

0.00 USD

Unbilled Revenue:

0.00 USD

Deferred COS:

0.00 USD

Contract Liabilities

Deferred Revenue:

300.00 USD

Accrued Revenue:

0.00 USD

Manual Contract Accruals

Man Con Accr (B/S):

0.00 USD

Res. Immin. Loss:

0.00 USD

Item 100 Period 01

- (1) Invoice Q1 \$360
- (1') Defer Invoice \$360
- (2) Revenue recognition at month end 01 \$120

Incment Statement		Balance Sheet	
Revenue Adjustments		Deferred Revenue	Accrued Revenue
(1')\$360	(2)\$120	(2)\$120	(1')\$360
Billed Revenue		Receivables	
(1) \$360		(1) \$360	

Continue....to Period 07

- (9) Invoice Q3 \$450
- (9') Defer Invoice \$450
- (10) Revenue recognition at month end 07 \$150

--> price adaptation is reflected in revenue recognition

Incment Statement		Balance Sheet	
Revenue Adjustments		Deferred Revenue	Accrued Revenue
(9')\$450	(10)\$150	(10)\$150	(9')\$450
Billed Revenue		Receivables	
Balance \$720		Balance \$720	
(9)\$450		(9)\$450	

Service contracts with credit memos

Credit Memo 90000946

Payer

Supplier/Customer for Intrastat (HU (17100001)

Sold-To Party

Supplier/Customer for Intrastat (HU (17100001)

Status

Completed

Net Value

360.00 USD

Tax Amount

14.40 USD

Total Amount

374.40 USD

GENERAL INFORMATION

ITEMS

PARTNERS

ACCOUNTING DATA

PROCESS FLOW

PRICING ELEMENTS

TAXES

TEXTS

ATTACHMENTS

OUTPUT ITEMS

Billing Date: 06/30/2019

Billing Type: Credit Memo (G2)

Reference: 7000000110

Customer Reference: 7000000110

Company Code: Company Code 1710 (1710)

Sales Organization: Dom. Sales Org US (1710)

Distribution Channel: Direct Sales (10)

Division: Product Division 00 (00)

Net Value: 360.00 USD

Tax Amount: 14.40 USD

Total Amount: 374.40 USD

ITEMS

Item	Material	Billed Quantity	Net Value	Tax Amount
1	Service Contract Product (SRV_CONTRACT)	1.000 AU	360.00 USD	14.40 USD

PARTNERS

Role

Sold-To Party 1

Bill-To Party

Payer

ACCOUNTING DATA

Manage Journal Entries

Journal Entry (9400000464) - Entry View

Header

Attachments

Notes

Related Documents

Journal Entry Date: 06/30/2019

Posting Date: 06/30/2019

Posting Period: 6 / 2019

Journal Entry Type: RV (Billing doc.transfer)

Company Code: 1710 (Company Code 1710)

Transaction Currency: USD

Reference: 7000000110

Ref. Document Type: VBRK (Billing document)

Header Text:

Created: by CB9980001736 on 04/03/2019

Line Items (3) Standard

Posting View Item	G/L Account	Profit Center	Debit	Credit
000001	12100000 (Rcvbls Domestic)		0.00 USD	374.40 USD
000002	41000000 (Rev Domestic Prod)	YB101 (Consulting Unit A)	360.00 USD	0.00 USD
000003	22001000 (Sales Tax Accrued)		14.40 USD	0.00 USD

A 6-months service contract with a quarterly billing plan assigned:

- Service contract value: \$ 720
- Duration: 1/1/2019 – 6/31/2019
- Quarterly billing = \$ 720 ÷ 2= \$ 360

At the end of June, the service contract is fully billed and the revenue is recognized.

The billing clerk creates a credit memo based on the earlier invoice with amount of \$360.

Revenue adjustment for credit memos

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SAP

Event-Bsd Revenue Recogn.for Service Document

Service Document:7000000110

Service DocumentItem:100

ServiceDocumentType Key:SC1 (Service Contract)

Company:1710 (Company Code 1710)

Recognition Key:CCS (Periodic Services Contracts)

Postings until Period:006/2019

Income Statement

Balance Sheet

Chart

Periodical View

Actual

Adjustments

Recognized

Billed Revenue:720.00 USD

Revenue Adjustment:0.00 USD

Recognized Revenue:720.00 USD

Actual Cost:0.00 USD

COS Adjustment:0.00 USD

Recognized COS:0.00 USD

Balance Sheet

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SAP

Event-Bsd Revenue Recogn.for Service Document

Service Document:7000000110

Service DocumentItem:100

ServiceDocumentType Key:SC1 (Service Contract)

Company:1710 (Company Code 1710)

Recognition Key:CCS (Periodic Services Contracts)

Postings until Period:006/2019

Income Statement

Balance Sheet

Chart

Periodical View

Actual

Adjustments

Recognized

Billed Revenue:360.00 USD

Revenue Adjustment:0.00 USD

Recognized Revenue:360.00 USD

Actual Cost:0.00 USD

COS Adjustment:0.00 USD

Recognized COS:0.00 USD

Balance Sheet

Contract Assets

Contract Liabilities

Manual Contract Accruals

Accrued COS:0.00 USD

Deferred Revenue:0.00 USD

Man Con Accr (B/S):0.00 USD

Unbilled Revenue:0.00 USD

Accrued Revenue:0.00 USD

Res. Immin. Loss:0.00 USD

Deferred COS:0.00 USD

- Values from credit memos are considered for revenue recognition:
- For service contracts in status “fully billed” and all billing documents have been posted
 - With period end closing, the adjustments of revenue recognition for credit memos are carried out.

At end of period 6, the service contract is fully billed and the period end closing is completed for period 6:

- (1) Credit memo \$360
- (1') Revenue adjustment for credit memo \$360
- (2) Clearing of deferred revenue with period end closing \$360

Income Statement		Balance Sheet	
Revenue Adjustments		Deferred Revenue	Accrued Revenue
	(1') \$360	(1') \$360	
(2) \$360		(2) \$360	

Billed Revenue		Receivables	
	Balance: \$720	Balance: \$720	+
(1) \$360		(1) \$360	

New SSCUI for derivation of revenue key for service documents

SSCUI ID: 102968 -> Where to find

Standard * ▾

Search

Application Area: **Finance** ▾

Sub Application Area: **Profitability Analysis** ▾

Status: **All** ▾

Mandatory: **All** ▾

Country-Dependent: **All** ▾

Redo in P System: **All** ▾

Adapt Filters (6)

All Items (3) Set Status Download

Item Name	Status
☐ Additional Quantities Finance: Profitability Analysis	Open 1 Step(s)
☒ Revenue Recognition Finance: Profitability Analysis	Open 3 Step(s)
☐ Value Flows Finance: Profitability Analysis	Open 1 Step(s)

Revenue Recognition Set Status

Last Edited By: Application Area: Finance
Last Edited: Sub Application Area: Profitability Analysis Mandatory Status ID
Some mandatory items are not confirmed 500066

⬆ ⬇

Description Configuration Steps Comments

Define the settings for event-based revenue recognition.

Use

Revenue recognition in SAP S/4HANA enables real-time reporting for project services. In event-based revenue recognition, revenue ... MORE

Configuration Steps

Step Name	Status	Mandatory	Redo in P System	ID	Actions
1. Maintain Settings for Event-Based Revenue Recognition	Open Set Status	Optional	No	102530	Configure ▾
2. Derivation of Recognition Key for Project-Based Services	Open Set Status	Recommended	No	102517	Configure ▾
3. Derivation of Recognition Key for Service Documents	Open Set Status	Mandatory	No	102968	Configure ▾

New SSCUI for derivation of revenue key for service documents

SSCUI ID: 102968 -> What to do

Change View "Derive Recognition Key for Service Documents": Overview

New Entries Copy As... Delete Undo Change Select All Deselect All Configuration Help More ▾

Derive Recognition Key for Service Documents

Co...	Item Cate...	Material	Result...
☐ 1010	SCN1	*	CCS
☐ 1010	SCN2	*	CCS
☐ 1710	SCN1	*	CCS
☐ 1710	SCN2	*	CCS
☐ 1720	SCN1	*	CCS
☐ AB17	SCN2	*	CCS

Results Analysis Key (1)

> Restrictions

★ 🔄 🔍 🔍

RA Key	Text
☒ CCS	Periodic Services Contracts
☐ CCSN	Periodic Services Contracts-No rev rec

2 Entries found

- Assign recognition key to item category and optional for certain materials
- Unassign recognition key to deactivate Event-Based Revenue Recognition for the maintained entries, validate only for the new service documents
- Delete wrongly created entries, validate only for the new service documents
(note: it is not possible to delete pre-delivered entries)

- CCS stands for periodic revenue recognition for service contracts
- CCSN stands for No Event-Based Revenue Recognition
(note: if you want to discontinue Event-Based Revenue Recognition for the existing service documents, you could change the recognition key to CCSN in the app "Revenue Recognition(Event-Based) - Service Documents". With the period end run, the system clears the remaining balance on EBRR accounts)

Thank You

Name: Himavanth Sunakante

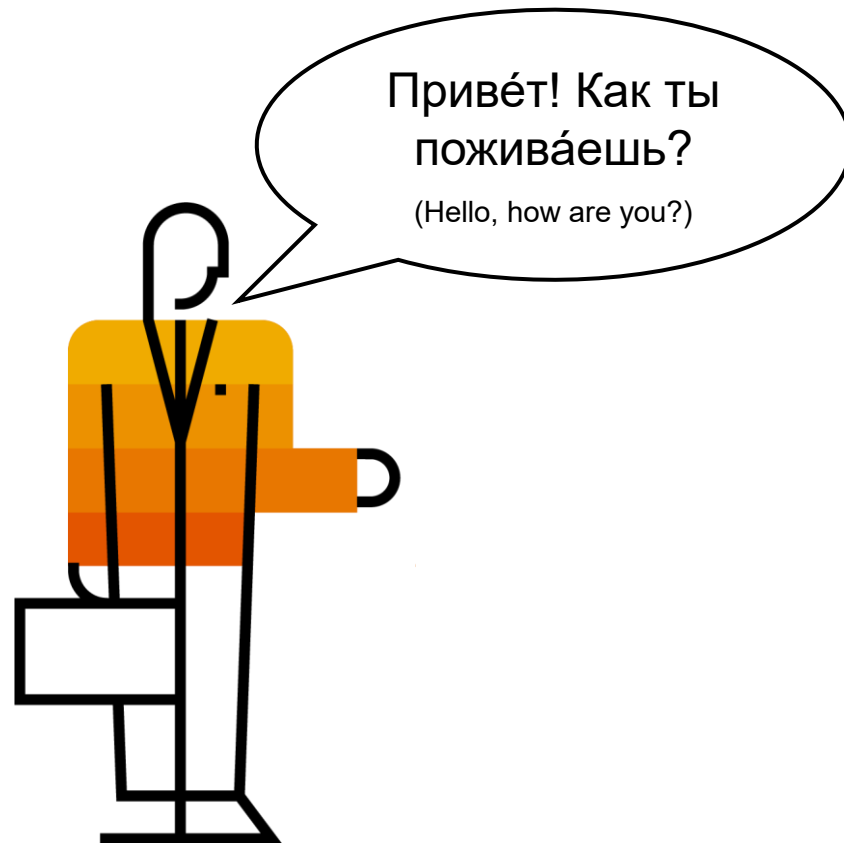


Run Simple

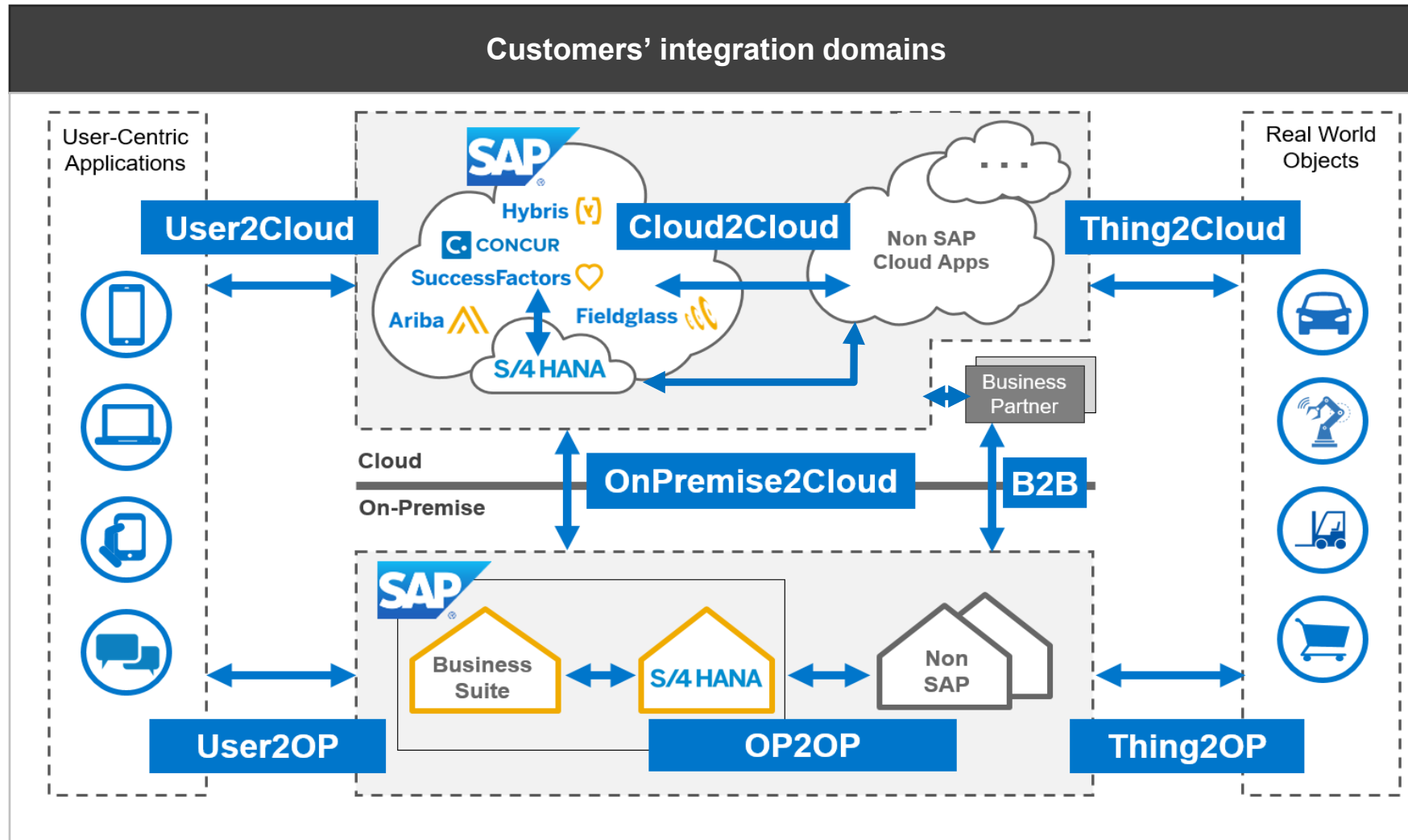
Day 4: S/4HANA Cloud Native Integrations



Why integration?



Integration: A key customer requirement towards SAP S/4HANA



SAP responds to tackle the complexity of integration:

- SAP-managed integrations
- SAP-delivered via packaged best practices
- Customer driven integrations

Why do we need to talk about integration to cloud solutions?

It's different!!!!



On-Premise



Cloud



	On-Premise	Cloud
Who owns the data?	Customer	Customer
Who operates the systems?	Customer	Cloud provider
Who owns the operating hardware?	Customer	Cloud provider
Who has access to customizing (IMG)?	Customer	Cloud provider *
Who has direct access to the code?	Customer	Cloud provider
Who has direct access to database tables	Customer	Cloud provider
Who has options for modifications	Customer	Cloud provider
Who is the main security driver?	Customer	Cloud provider

Secure integration to cloud systems is possible, via public remote API's

* Customizing via SSCUI's and expert configuration

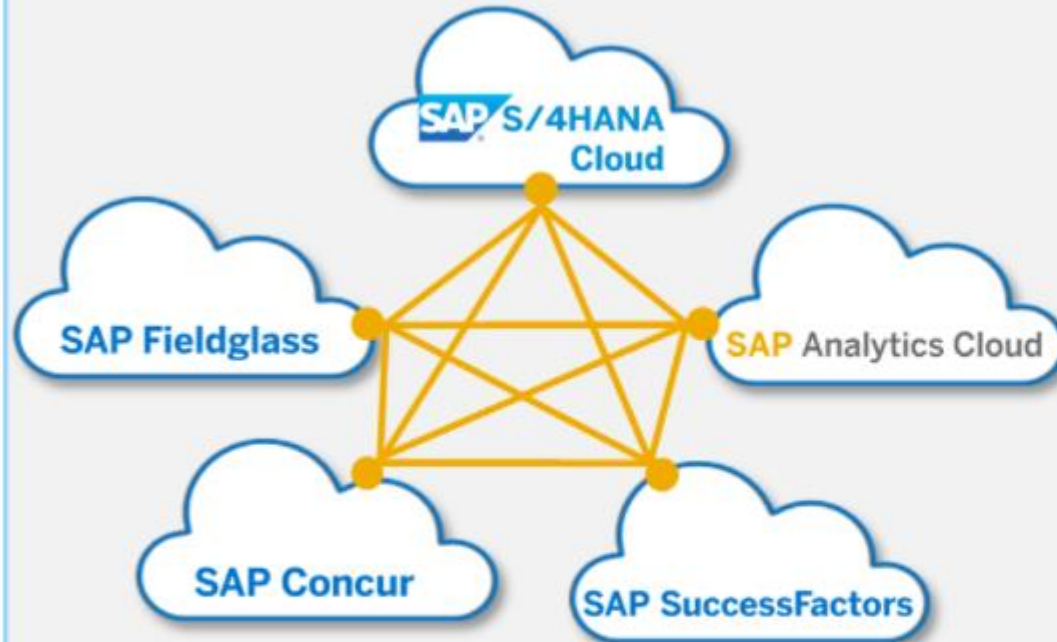
According a Gartner Survey in 2017...

56% of executives cited integration as the primary reason for not choosing a cloud solution

Source: <https://www.gartner.com/doc/3568617/shift-onpremises-offerings-cloudbased-saas>

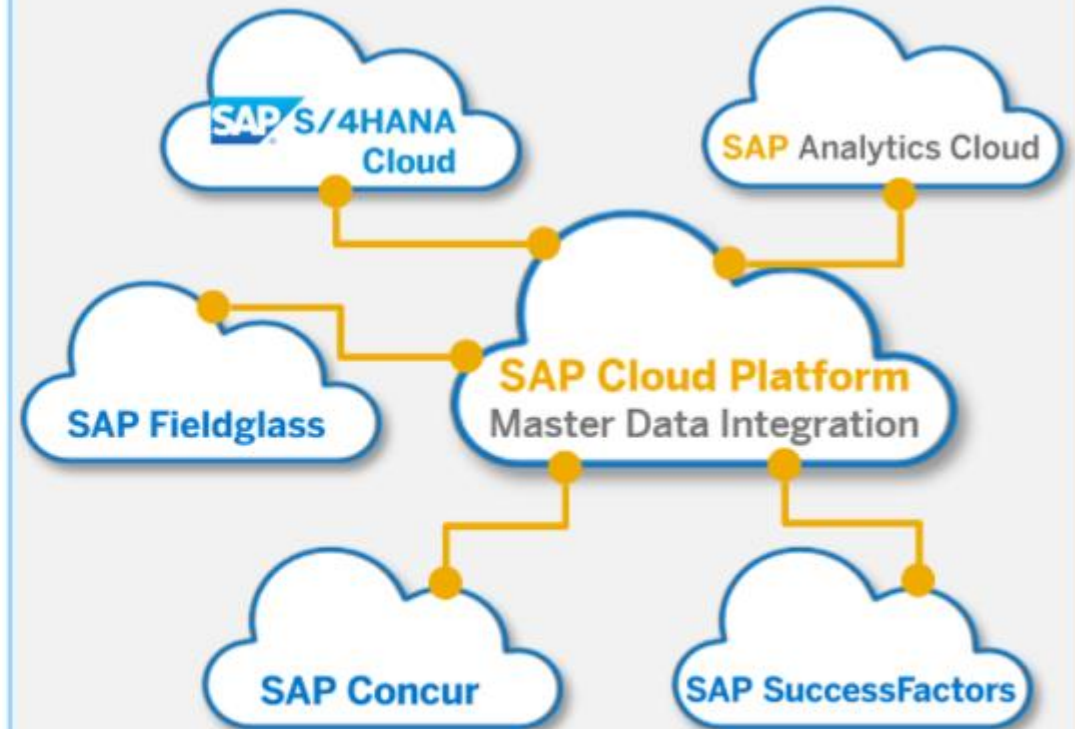
Technologies for Integration Systems and Applications

Point-to-Point Integration (1:1)



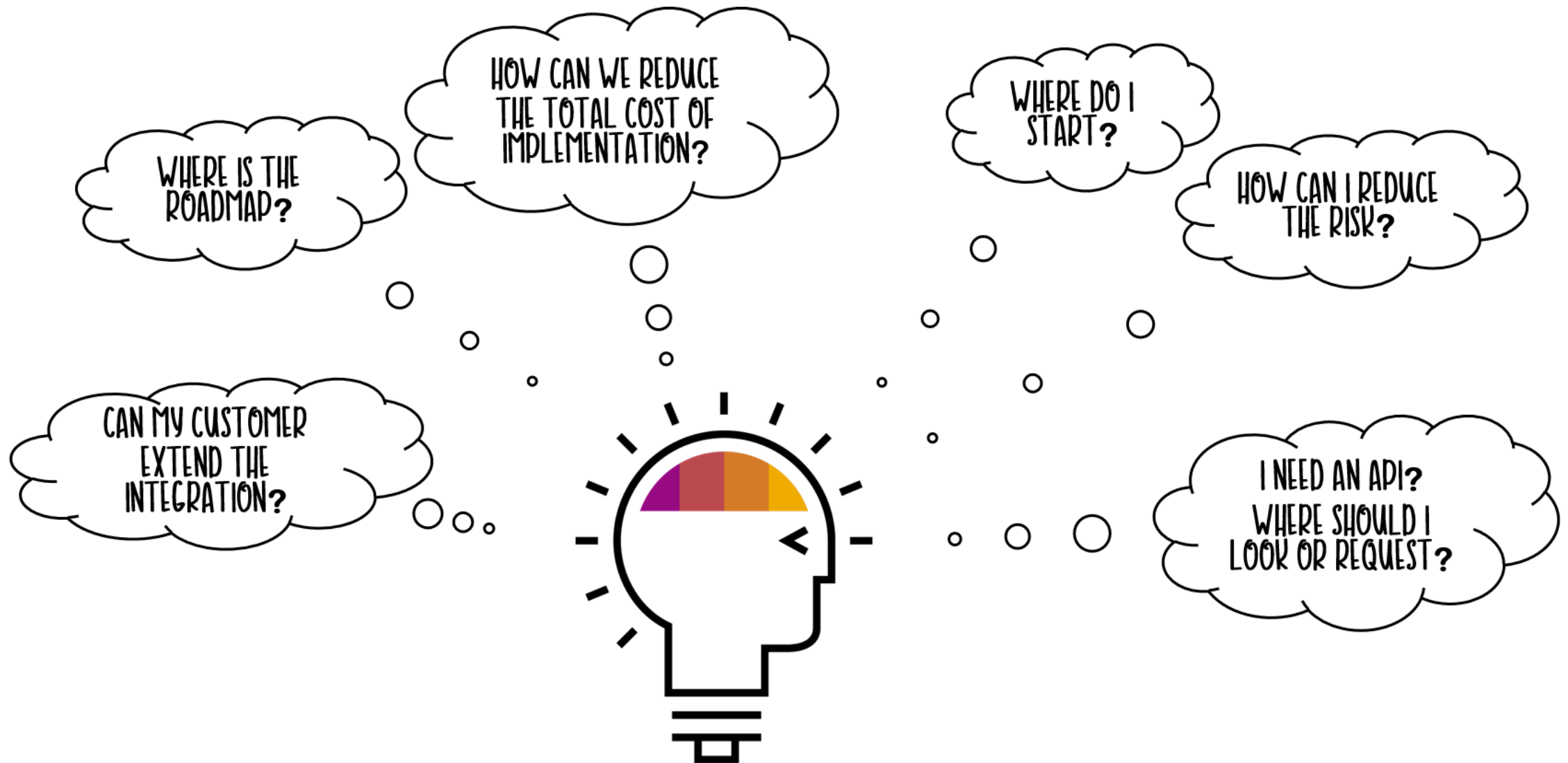
- Difficult to manage as new applications are deployed and integration landscape grows
- Expensive; effort required for every integration setup
- Inconsistent; no common method/language

Hub-and-Spoke Integration (1:Many)



- Efficient centralized distribution of data
- Standardized, out-of-the-box, and reusable
- Consistent and scalable as integrated landscape grows

Integration: Frequently Asked Questions



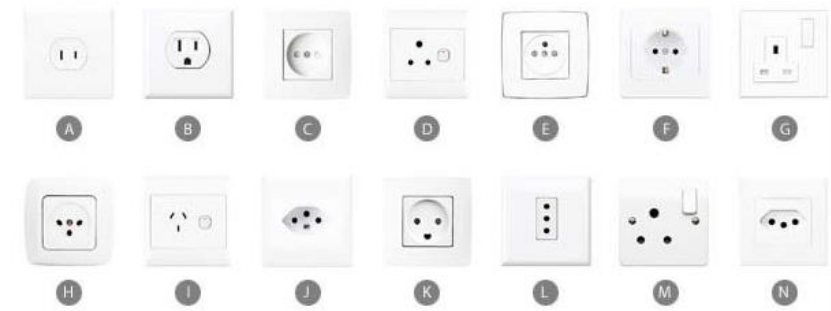
SAP offers “sockets and plugs” for RISE with SAP S/4HANA Cloud

On-Premise: More or less everything is possible



Cloud: You need to have “sockets and plugs” (APIs) to connect with RISE with SAP S/4HANA Cloud

World power supply types

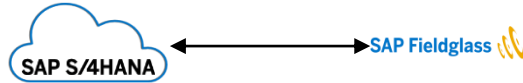


Connectivity options

SAP connectivity options: **Point to Point**

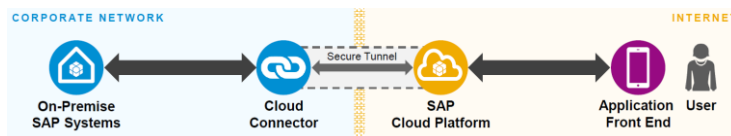
■ Direct Connectivity

- Go-to connectivity type
- Easy to setup
- For SAP out-of-the-box solutions



■ SAP Cloud Connector

- Relevant only for RISE with SAP S/4HANA Cloud integration with SAP applications on Premise
- Secured by “lightweight VPN” connection
- Bi-direction RFC and HTTP calls via tunnel connection



SAP connectivity options: **Middleware**

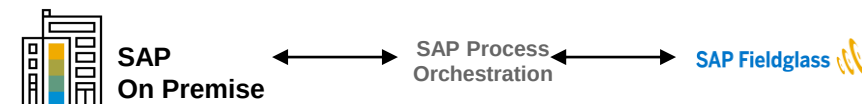
■ SAP Cloud Integration

- Preferred process integration cloud based middleware
- Prepackaged integration content available (iFlows)
- Cloud platform operated by SAP, monitoring by customer
- Extensibility options



■ SAP Process Orchestration

- On premise integration landscape, but also possible for on premise to cloud
- On premise installation
- Operated by customer



Connecting SAP S/4HANA Cloud with Other Solutions

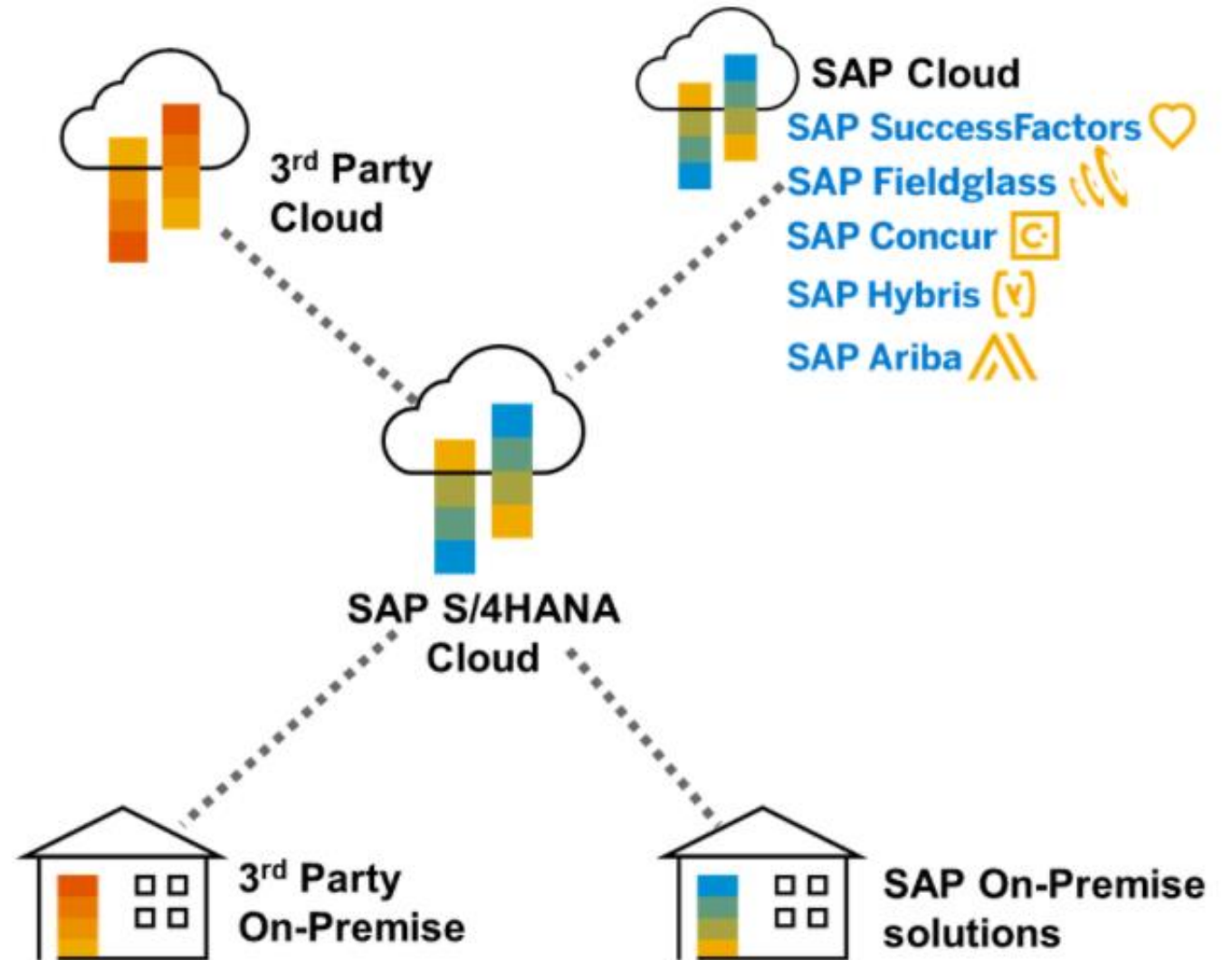
Cloud-to-Cloud and Cloud-to-On Premise integration:

Open APIs (OData, SOAP)

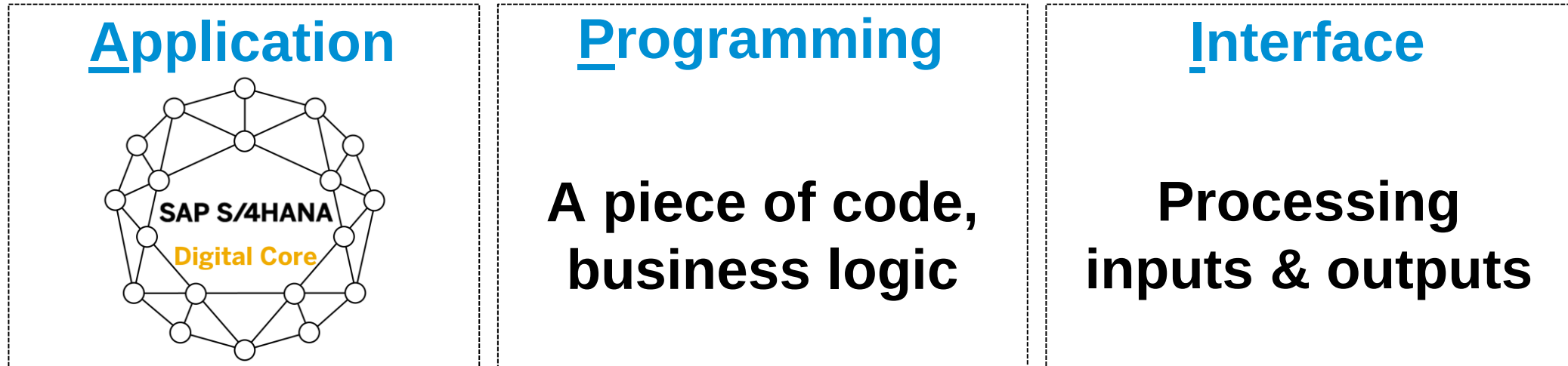
Core Data Services (CDS) Views

SAP Cloud-to-SAP On Premise integration:

Traditional SAP APIs (BAPIs, IDocs)



API stands for... Application Programming Interface



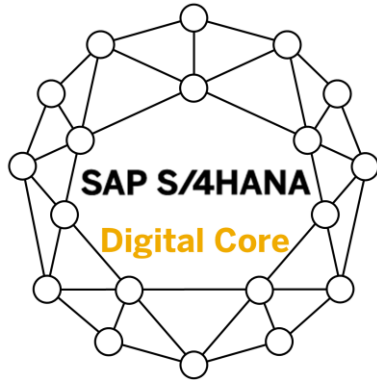
API is a messenger which takes a **request** and tell the target system what to do...

...and returns the **response** back to the requesting system



API stands for... Application Programming Interface

Application



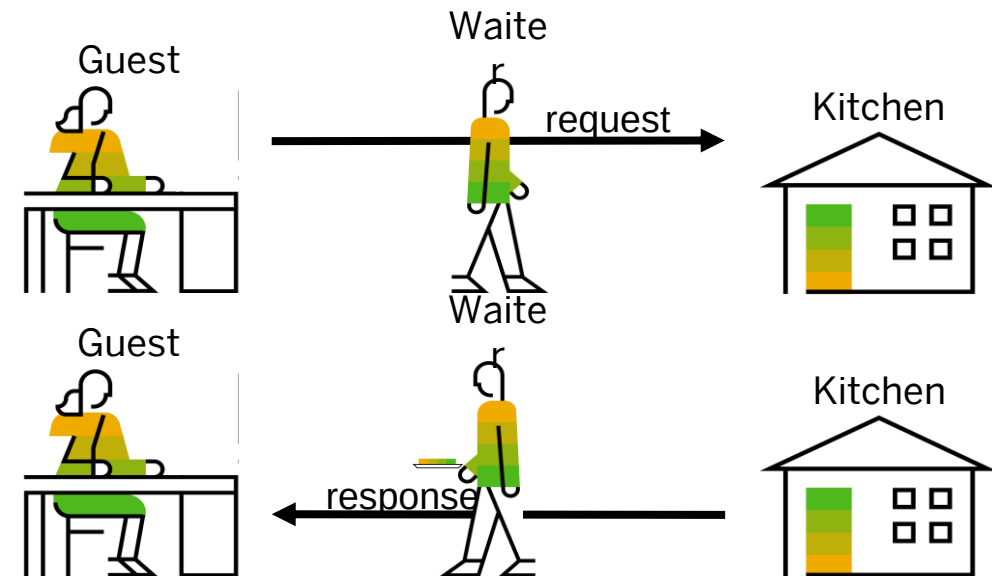
Programming

A piece of code,
business logic

Interface

Processing
inputs & outputs

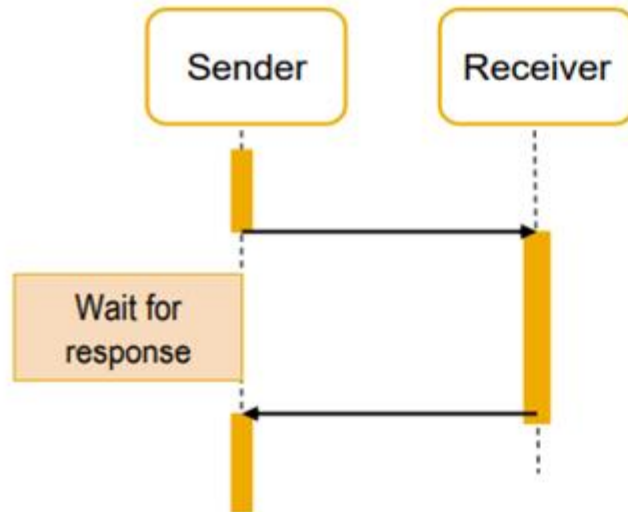
While **API's** carry data, they **need an integration technology** to **facilitate the transfer** between two applications, such as a **point-to-point connector** or **middleware**.



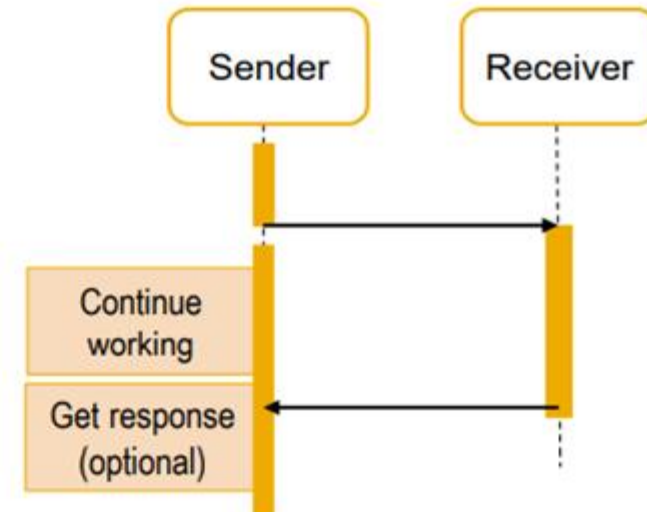
Overview of RISE with SAP S/4HANA Cloud APIs

Communication types

Synchronous



Asynchronous



Synchronous communication

- Return data for requests immediately (Example: UI apps)
- Wait for response before continuing to work
- Use synchronous interfaces
 - e.g. ODATA API

Asynchronous communication

- Return data for requests at a later time (Example: B2B Integration via EDI)
- Continue working in parallel
- Use asynchronous interfaces
 - e.g. File transfer, EMail

Types of API used with RISE with SAP S/4HANA Cloud

HTTP(S) based APIs

Use for custom UX on SAP Business Technology Platform and messaging with SAP family apps and non-SAP apps

- **oData**
 - Open Data Protocol (oData) is a data access protocol
 - Used to query and update data and to trigger business logic
 - Designed to provide standard CRUD access via HTTP(S)
 - Synchronous request with response
 - Preferred protocol for use with custom UX / Fiori apps
- **SOAP**
 - Simple Object Access Protocol (SOAP) is a protocol for exchanging information in distributed environments
 - Can be Synchronous request with response

Traditional SAP APIs

Use with SAP ERP, SAP S/4HANA on premise integration scenarios

- **BAPI**
 - Business Application Programming Interface (BAPI) are used between SAP (ABAP) apps and with non-SAP applications
 - RFC-enabled SAP function modules
 - BAPI are available for master data and transactional data
 - Synchronous request with response
 - Useful for local landscapes behind the firewall
- **IDoc (ALE Interface)**
 - IDoc (Intermediate Document), is an SAP document format for transferring data among SAP and non-SAP applications.
 - IDoc are available for master data and transactional data
 - XML representation
 - Useful for asynchronous messaging across firewalls in distributed landscapes

Out-of-the-box integrations with integration packs

Fully maintained by SAP

1200+

Prebuilt integrations

160+

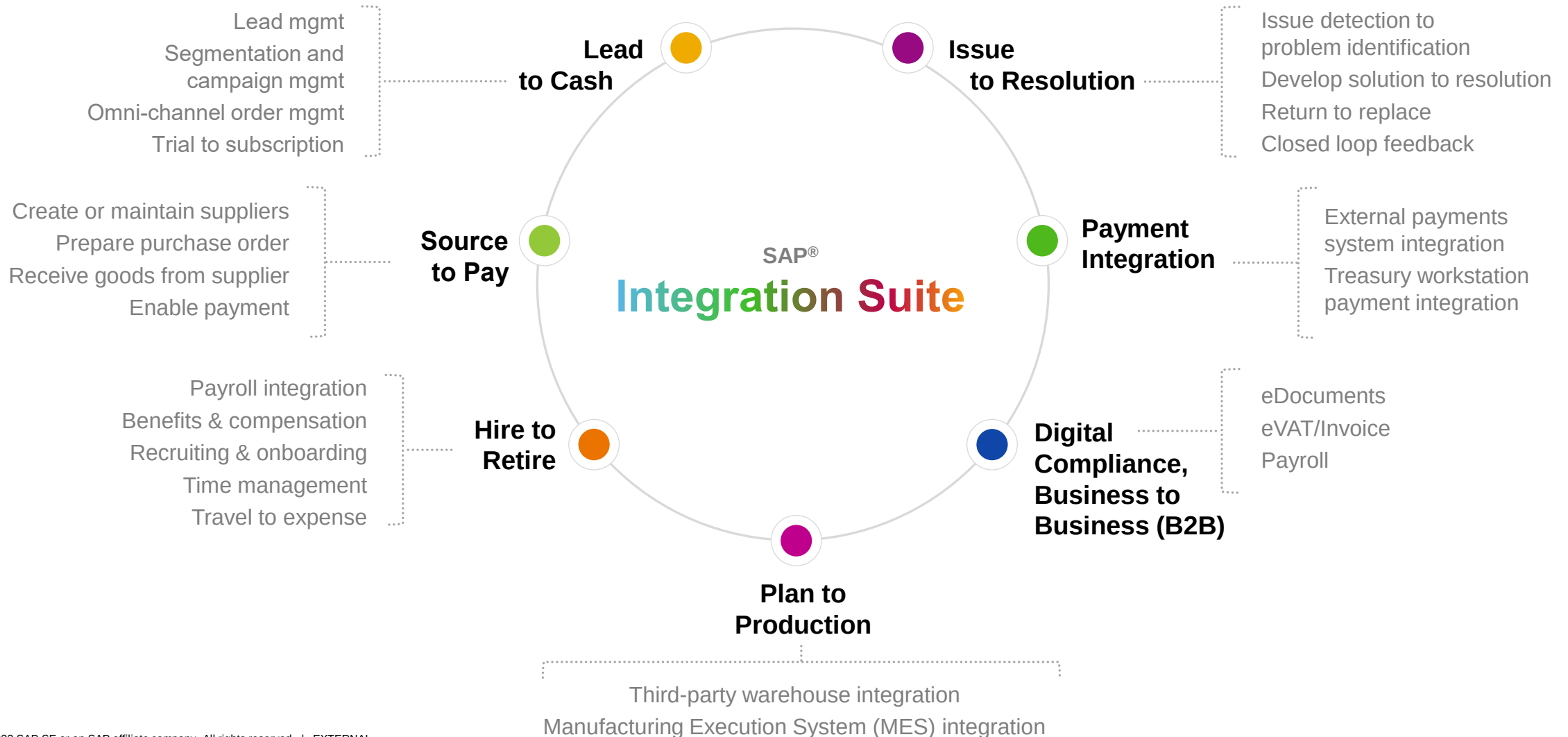
Open connectors

10x

Savings

5x

Faster execution

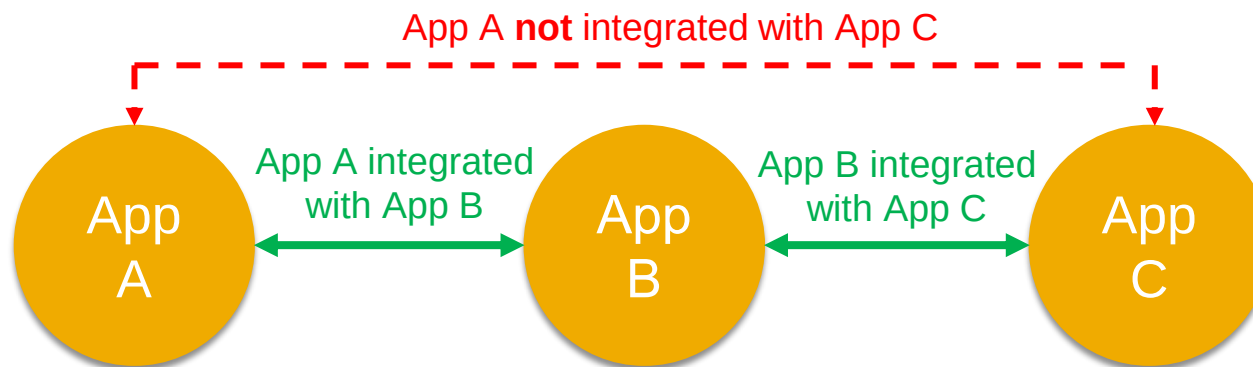


Why Use Integration Tools?

Use SAP Business Technology Platform and its integration services to extend, integrate, and build new applications in the cloud!

Integration tools are used when a native integration doesn't exist, or if the native integration does not support all data/process integration requirements.

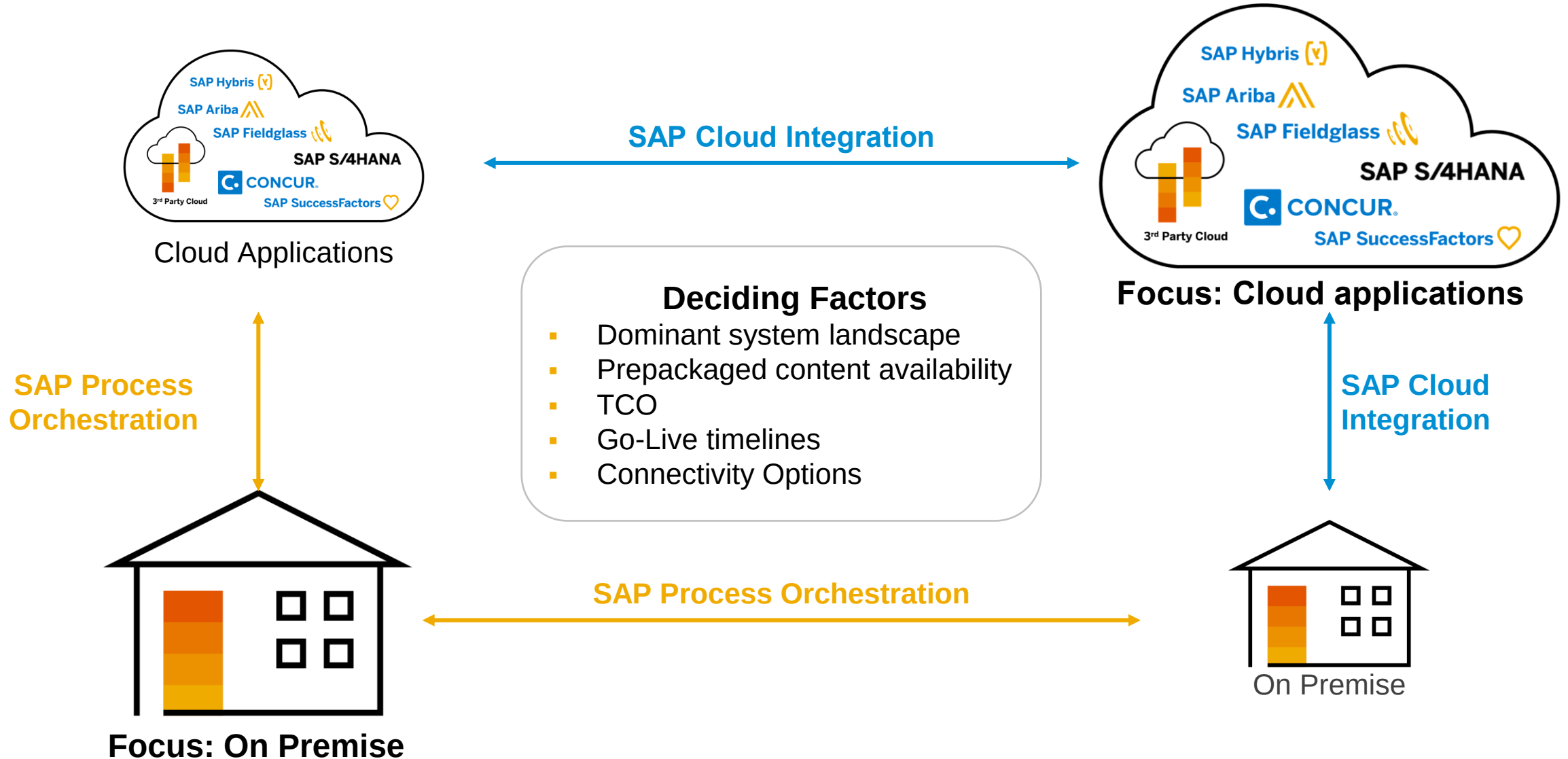
- **Example:**
 - **Application A** is **natively** integrated with **Application B**.
 - **Application C** is **not natively integrated** with **Application A**, but is natively integrated with Application B.
 - **Application A and Application C must be integrated.**



- **Solution 1:** Use Best Practice SAP Cloud Integration package content, if available, via [SAP Best Practices Explorer](#) and [SAP Business Technology Platform Integration](#)
- **Solution 2:** Use public APIs provided by SAP and selected partners via [SAP API Business Hub](#)
- **Solution 3:** Develop & maintain your own integration hosted in SAP Business Technology Platform via [SAP Business Technology Platform Integration](#)

SAP Integration Technologies

SAP Cloud Integration a complementary offering to SAP Process Orchestration



RISE with SAP S/4HANA Cloud Integration Overview

Productized integrations and frameworks

SAP Solutions with SAP Delivered Integration

Available with best practices



Digital Core
SAP S/4 HANA

Partners / 3rd party with SAP Provided Tool

Template-based Best Practice
Content available via: [SAP Business Technology Platform Integration](#) and
[SAP Best Practices Explorer](#)



APIs developed by SAP or Partners
available via: [SAP API Business Hub](#)



Service

Service Order Processing with SAP Field Service Management

49X

This scope item describes end-to-end business scenarios between SAP S/4HANA Cloud service order processing and SAP Field Service Management.

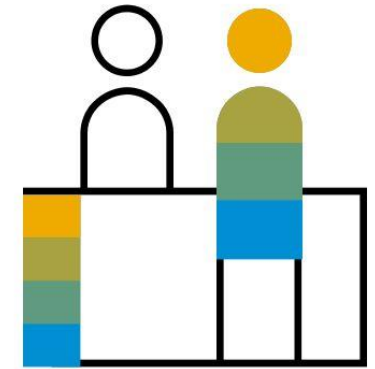
Once a service order is created and released in SAP S/4HANA Cloud, a service call and the corresponding activities are automatically created in SAP Field Service Management.

An activity is assigned to a technician in SAP Field Service Management. The technician is automatically updated in the corresponding service order in SAP S/4HANA Cloud.

When an item such as time, efforts, expenses, or material is approved in SAP Field Service Management, a service confirmation is created and automatically completed in SAP S/4HANA Cloud.

When all items such as time, efforts, expenses, and materials associated with an activity are approved in SAP Field Service Management, the corresponding service item in the service order is completed automatically in SAP S/4HANA Cloud.

When all service items in a service order are completed in SAP S/4HANA Cloud, the service order is completed automatically.



Key process steps

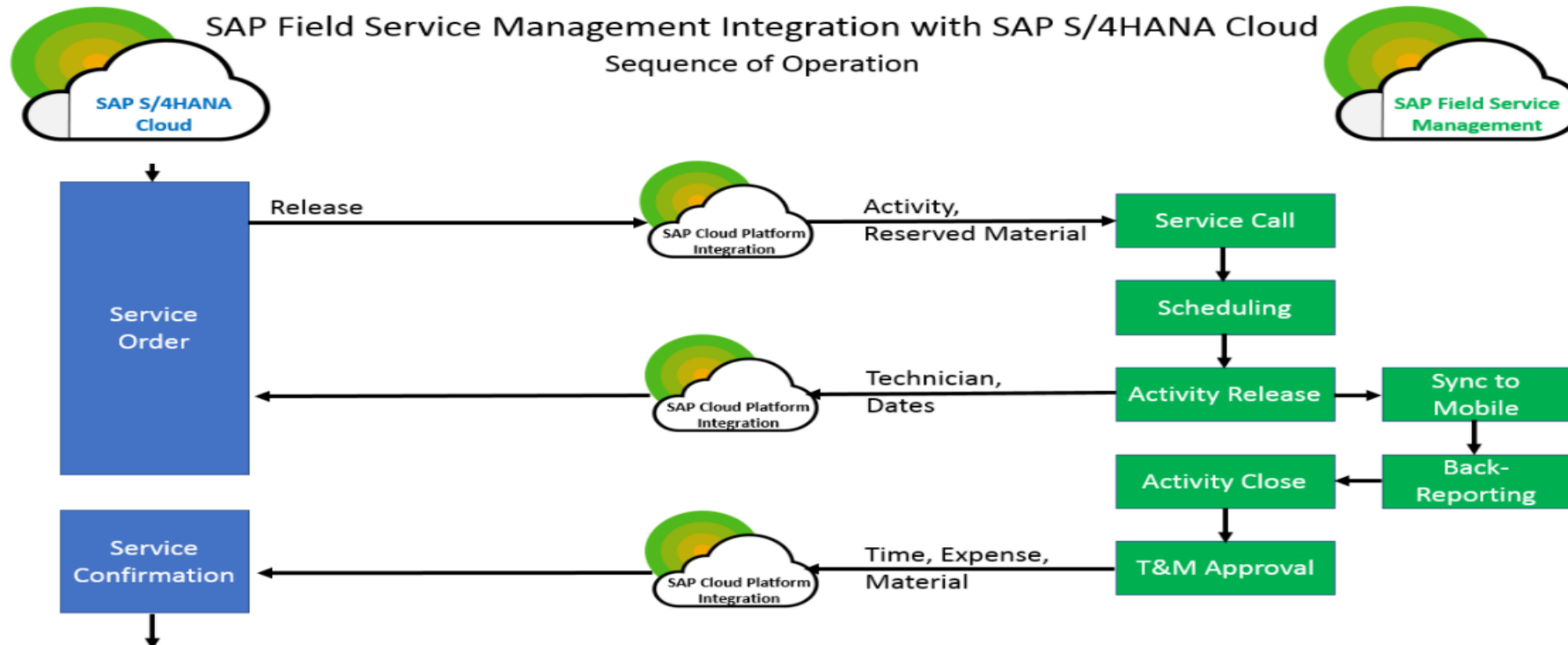
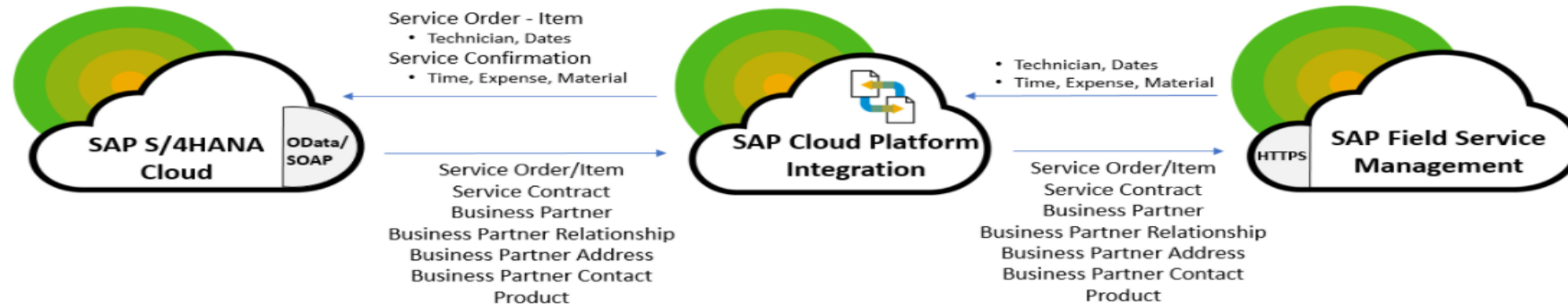
- Create service order in SAP S/4HANA Cloud and release it to SAP Field Service Management
- Update service order in SAP S/4HANA Cloud when service call or activity is updated in SAP Field Service Management (including planned start and end date, updating the technician, and reflecting the information on item level)
- Create a completed service confirmation in SAP S/4HANA Cloud when time, effort, expense, spare part are approved in SAP Field Service Management
- Consider unplanned time and material from a service technician towards a service activity
- Handle reassignment of service technician in FSM and update of the same on service order item level
- Handle duplicate activity in FSM and update of the same on service order item level
- Complete a service order in SAP S/4HANA Cloud and technically complete the corresponding service call in SAP Field Service Management

Business benefits

- Optimize your field service processes with SAP S/4HANA Cloud service order processing integration
- Ensure a seamless, fast, and flexible delivery of field services
- Provide more efficient customer services

Details of integration setup can be found in API hub [here](#)

Overview of SAP Field Service Management Integration with S/4HANA Cloud



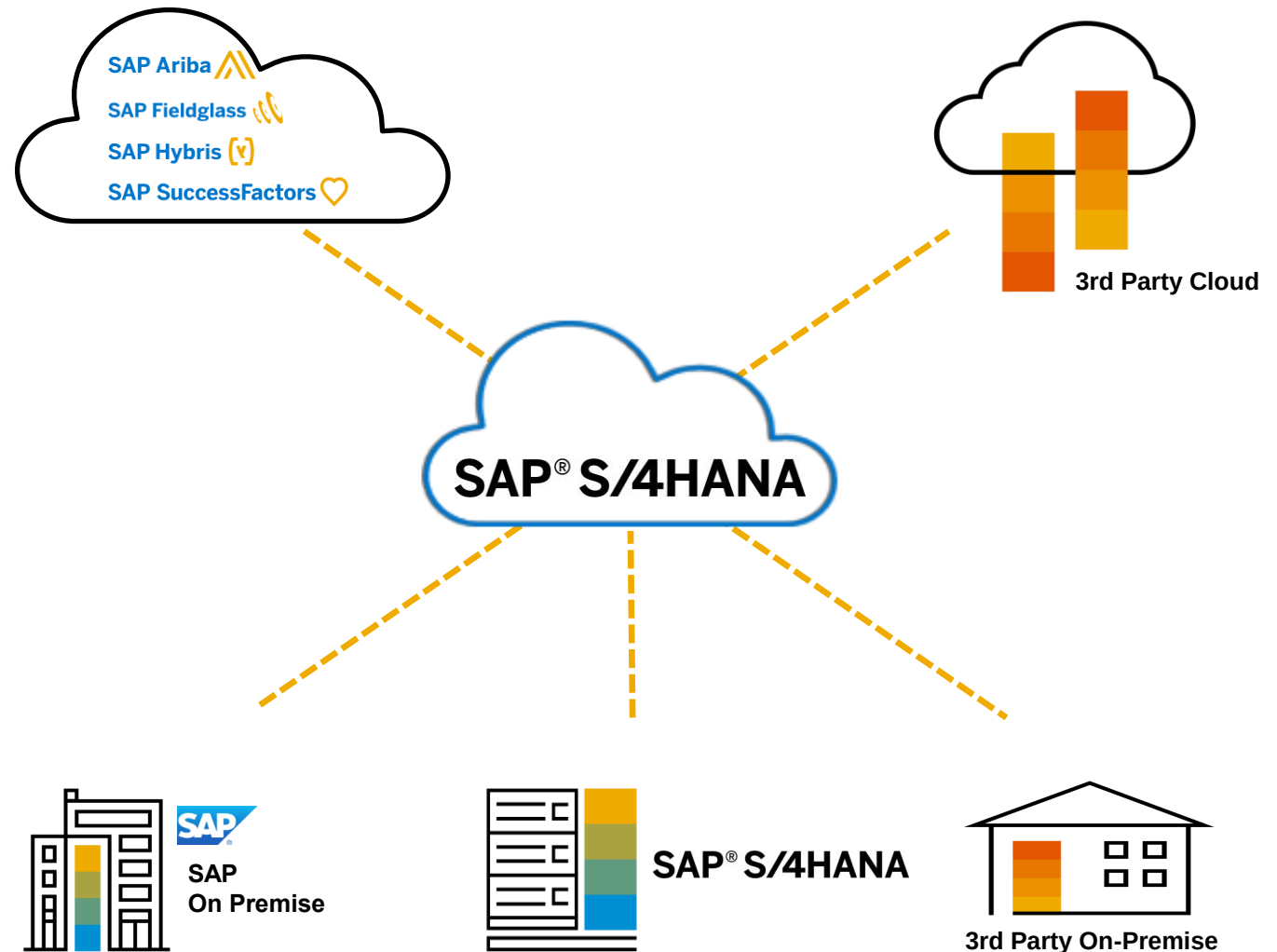
Whitelisting of API for RISE with SAP S/4HANA Cloud

Target architecture

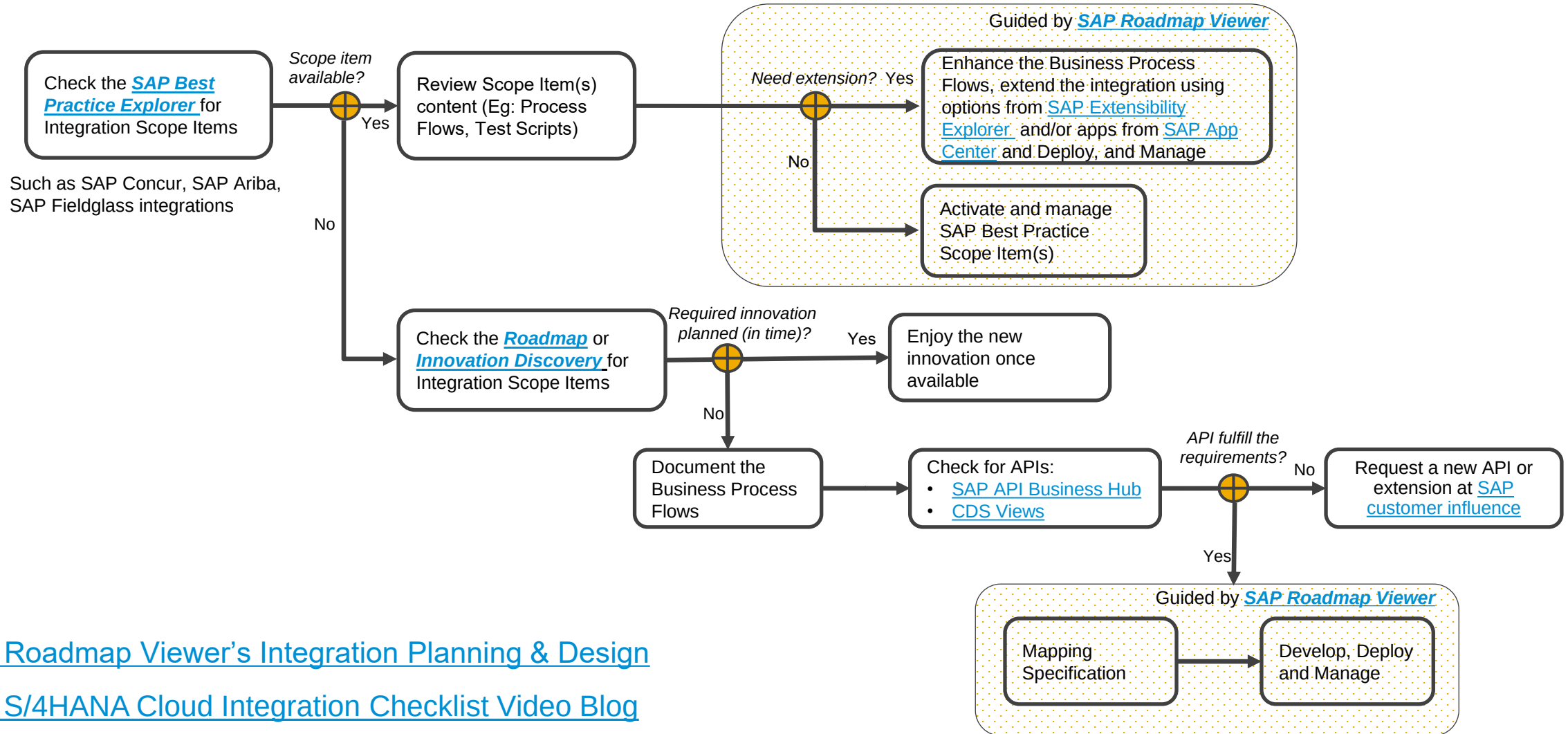
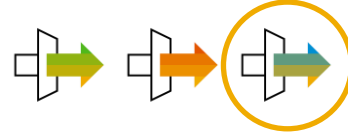
Cloud applications with whitelisted APIs allow for secure communication with other apps.

Whitelisted API's are released public remote API's.

SAP whitelists APIs for S/4HANA Cloud and other SAP Cloud Products to enable customers digitizing their business to securely expand and extend digital apps to other systems



RISE with SAP S/4HANA Cloud Integration Checklist

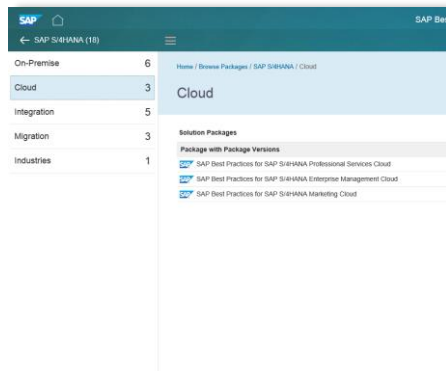


[SAP Roadmap Viewer's Integration Planning & Design](#)

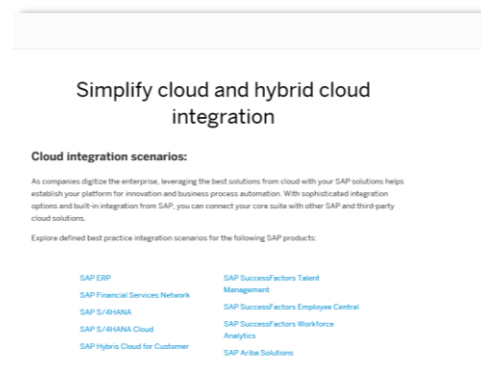
[SAP S/4HANA Cloud Integration Checklist Video Blog](#)

Where to go for more information

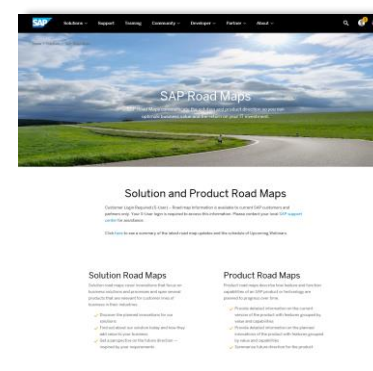
[Best Practices Explorer](#)



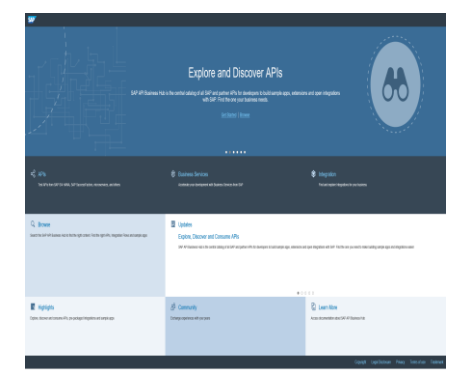
[Integration on sap.com](#)



[SAP S/4HANA Roadmaps](#)



[SAP API Business Hub](#)



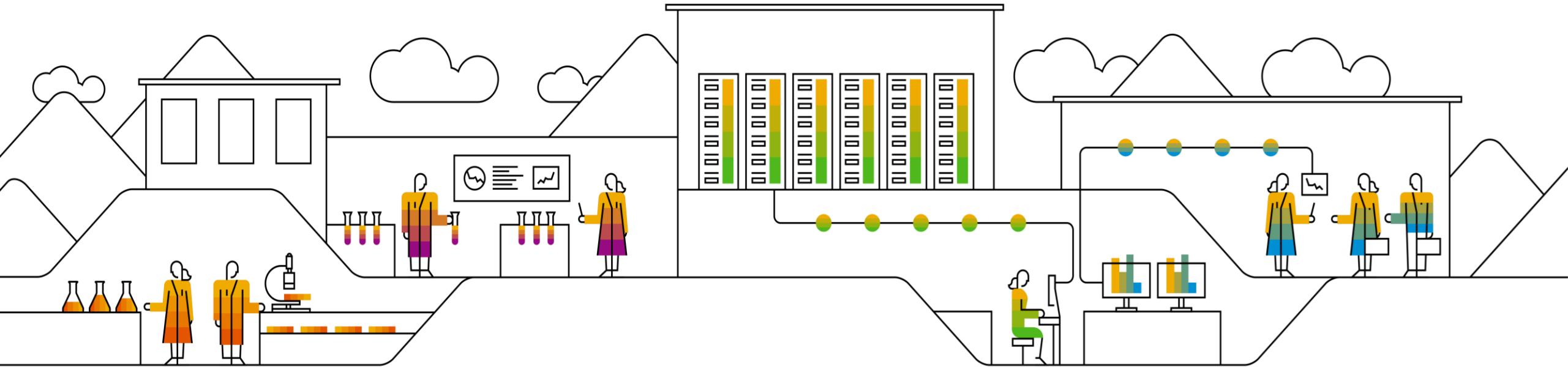
Thank You

Name: Himavanth Sunakante



It's all simple.

Day 5: RISE with SAP S/4HANA Cloud Extensibility Topics and Data Migration



Massive Modifications have pushed many ERP customers past the point of **no** return

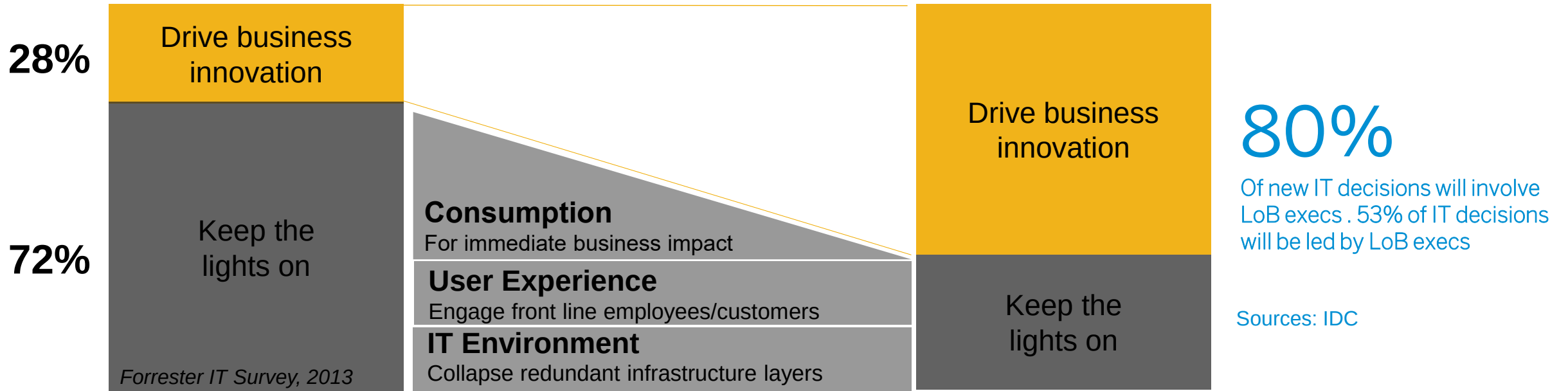
Sins of past ERP implementations

- Only 20% of existing modifications might be used
 - Almost impossible to identify the 80% of modifications not used anymore or never been used
 - Even if these modifications can be identified, still probable risks of hidden dependencies
- ⇒ No Deletion
- ⇒ Extensive, time-consuming testing
- ⇒ Falling behind on upgrades and EHP implementations

Massively modified systems have become unsustainable to the point where IT spends 80% of their resources on keeping the lights on



Complexity built up over decades limits the ability to innovate; radical simplification is needed to unlock the potential.



“

40% executives **worry that their organizations will not keep pace** with technology change and lose their competitive edge.

”

– McKinsey study, 2013

Motivation for a New Extensibility Concept in SAP S/4HANA

“Classical” Extensibility

Custom Code Development and Extensions today

- Modifications of SAP code
- Extensions calling SAP code (no APIs available)
- Software updates require major adoption effort in customer / partner code.

SAP S/4HANA Extensibility Concept

Side-by-Side Extensibility based on SAP Business Technology Platform

- Full-fledged development platform to build extension applications (Java, JavaScript, SAP HANA native development)
- Based on stable external (web service) APIs



In-app Extensibility with Key User Tools

- Custom fields and tables, custom analytics and forms, business logic (cloud ABAP Web editor), ...
- Web-based key user tools
- Based on stable extension points and APIs

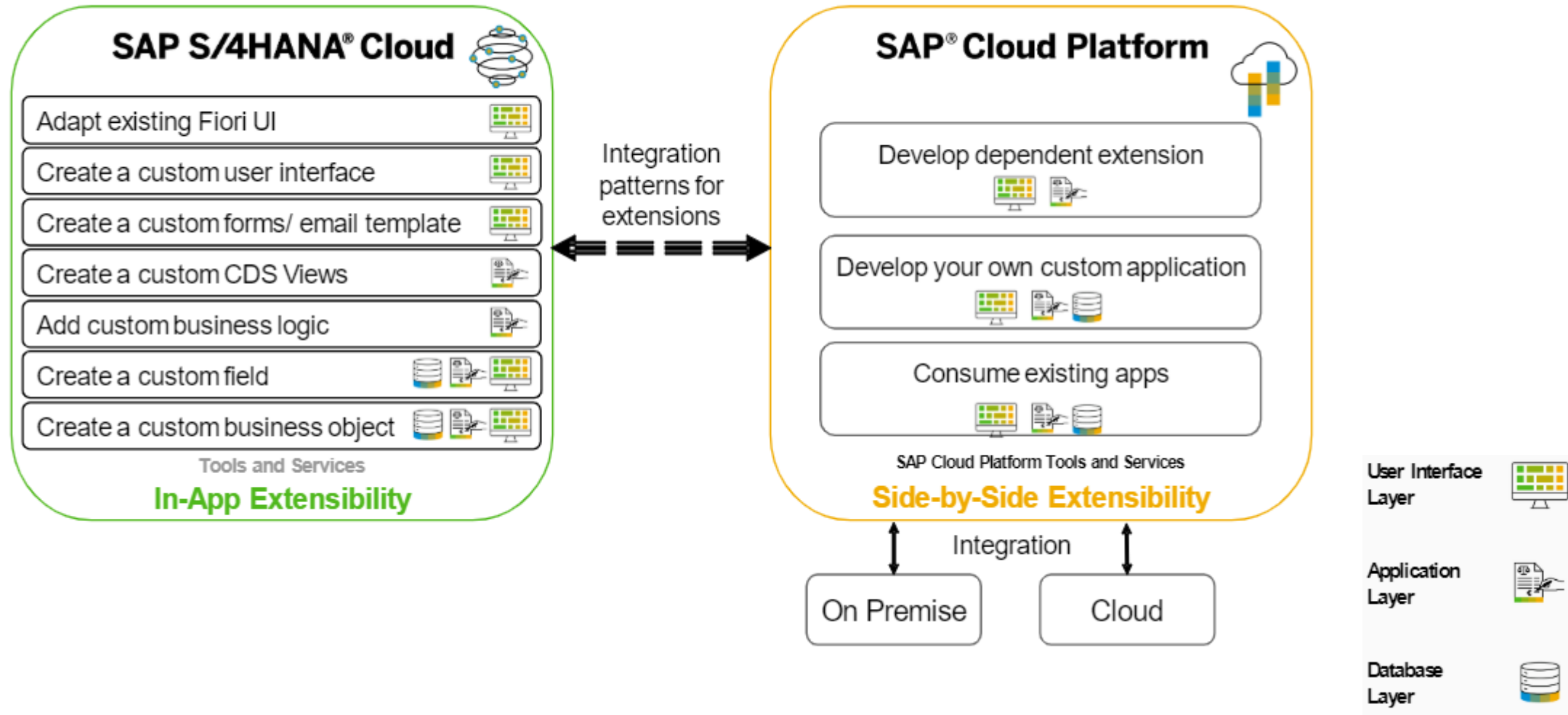


Custom Code Development and Extensions (on premise only)

- Full access to ABAP development objects and tools
- Reduce TCO and speed up cycles of innovations by using loosely-coupled extensions and stable APIs where possible



RISE with SAP S/4HANA Cloud Extensibility Overview



In-App Extensions

SAP S/4HANA In-App Extensibility

	Classical Customer Development	RISE with SAP S/4HANA (Cloud) Extensibility Concept
Standard Lifecycle Management	High effort for maintenance and testing to make extensions running after upgrade	After regular upgrades all custom extension are ready to run. You rely on stable in-app extensions and interfaces
Custom Changes (Custom Release Management)	Intensive tests needed, side effects and hidden dependencies to be considered	New functionality tests, no side effects to RISE with SAP S/4HANA (Cloud), loosely coupled extensions guarantee system stability
Business Expert Empowerment	IT as the major player But: Strong desire to fasten innovation cycles – need to involve LOBs!	LOBs drive innovations Business experts easily apply non-disruptive changes without risk

- In-app extensibility is the fastest way of development in addition to the classic customer development in SAP S/4HANA.
- **It is THE fast and effective extensibility concept for RISE with SAP S/4HANA Cloud.**

Extensibility

Custom Business Objects



All

Custom CDS Views



Custom Catalog Extensions



Custom Communication Scenarios



Custom Tiles



SAP Web IDE



Custom Fields and Logic



All

Extensibility Inventory



All

Extensibility Cockpit



View Replication

Replicate CDS Views

Application Jobs



Extensibility - Transport Management

Export Software Collection



Import Software Collection



0

Ready for import

Use in-app tools to

- easily define custom extension
- adapt and change the standard UI
- develop ABAP coding in an embedded editor
- replicate data to SAP Business Technology Platform
- use lifecycle management for export / import of customer objects

The in-app tools automatically create related custom

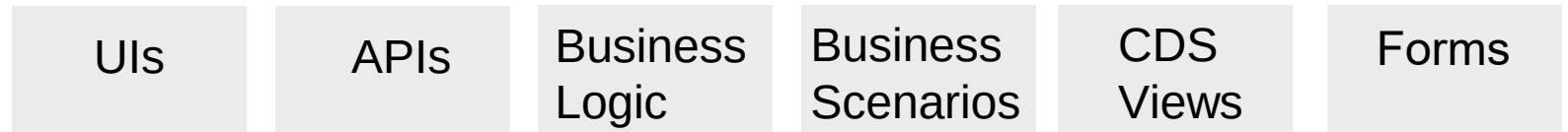
- DDIC fields, structures, tables
- CDS views
- OData services for internal and external access
- Fiori UIs for custom business objects

Extensibility Cockpit

Overview about all extension objects of a business context in RISE with SAP S/4HANA Cloud



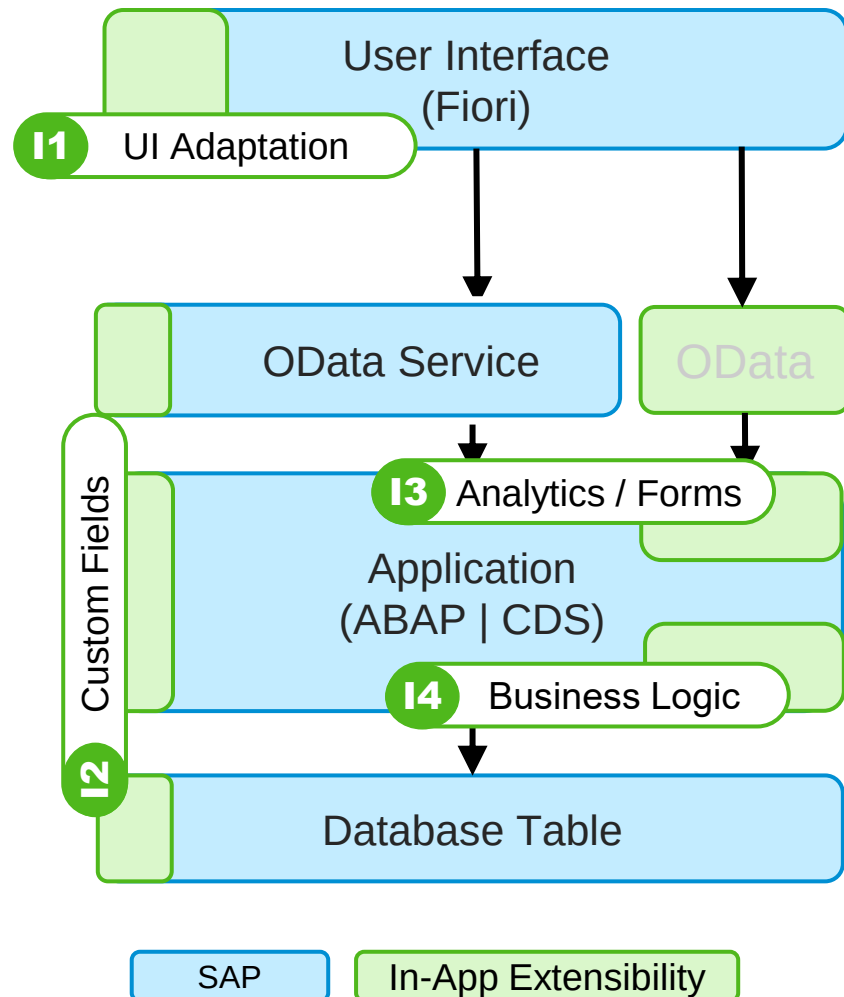
- End-to-end selection from solution scope, scope item to business context
- On further drill-down, see a full list of extendable objects for the selected business context
- See the already implemented extensions belonging to the filtered Business Context objects
- Respective links for navigation to objects and extensions, e.g. custom fields, standard APIs, CDS views



Sales Document						
SD_SALESDOC						
Structural Enhancements: Supported				Logical Enhancement: Supported		
24	7	4	5	0	9	0
UIs and Reports	APIs	Business Logic	Business Scenarios	CDS Views	Form Templates	Email Templates
UIs and Reports (9)						
Manage						
UI Name	Data Source	Description	UI Type	Custom Fields Added		
Manage Customer Returns	SD_F1708_CRT_MDL 0001	Manage Customer Returns	SAP Fiori (SAP UI5)	Create Custom Field		
	SD_F1708_CRT_WL_MDL 0001	OData for Customer Returns Worklist	SAP Fiori (SAP UI5)	Create Custom Field		
Manage Sales Contracts	SD_F1851_CONTR_WL_MDL 0001	Odata service for work list for sales contracts	SAP Fiori elements	Create Custom Field		
Manage Sales Quotations	SD_F1852_QUOT_WL_MDL 0001	Odata for Work list for Sales Quotation	SAP Fiori elements	Create Custom Field		
Manage Sales Orders	SD_F1873_SO_WL_MDL 0001	Odata for Work list for Sales Order	SAP Fiori elements	Shipping		
Manage Debit Memo Requests	SD_F1988_DMR_WL_MDL 0001	OData for Debit Memo Requests Work List	SAP Fiori elements	Create Custom Field		

SAP S/4HANA In-App Extensibility:

In-App Key User Extensibility Scenarios



1. **Adapt UIs**
show/hide/re-arrange/rename identifier of standard and custom fields
2. **Create custom fields**
Define custom fields and publish it for dedicated CDS views, APIs, UIs
DDIC is automatically generated, CDS views and OData services are automatically extended
3. **Custom Analytics and Forms**
Assign defined custom fields for forms
4. **Implement Custom Business Logic ("BAdIs")**
Implement business logic in 'Restricted ABAP'; access custom fields, read other objects via CDS views; call external web-based services

In-App Key User Extensibility: Custom Fields

Custom Service Interfaces

Custom Fields

Add fields to SAP standard objects

Name	Weight	YY1_Size



Custom Fields

- Definition of custom fields
- Manage where to use: UIs, reports, forms, service interfaces, business scenario (data flows), search.

Custom User Interface

Standard

Search

Adapt Filters Go

Customer Records (29) | Standard * Delete +

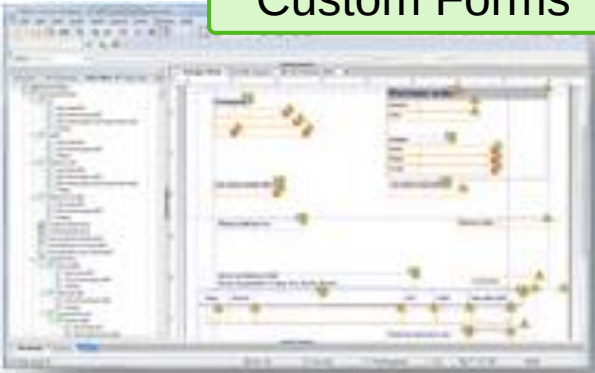
Order ID	Last Name	First Name	Shipping Address
☐ 1499850530137	John	Doe	No.1001 chenhui road >
☐ 193	444	333	111 >
☐ 1499931863354	John	Doe	No.1001 chenhui road >
☐ 1499933194213	John	Doe	No.1001 chenhui road >
☐ 1499934365161	John	Doe	No.1001 chenhui road >
☐ 1500275122511	John	Doe	No.1001 chenhui road >
☐ 1500275097050	John	Doe	No.1001 chenhui road >
☐ 1500276367420	John	Doe	No.1001 chenhui road >

Business Scenario

Scenarios Available for Business Context Purchasing Document (2)

Description
> Purchase Order to Delivery on header level
> Purchase Requisition Item to Purchasing Document Header

Custom Forms



Custom Analytics

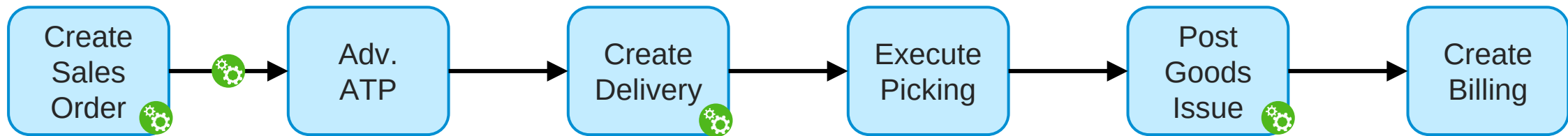


[Video link](#)

Custom Business Logic

SAP S/4HANA in-app extensions

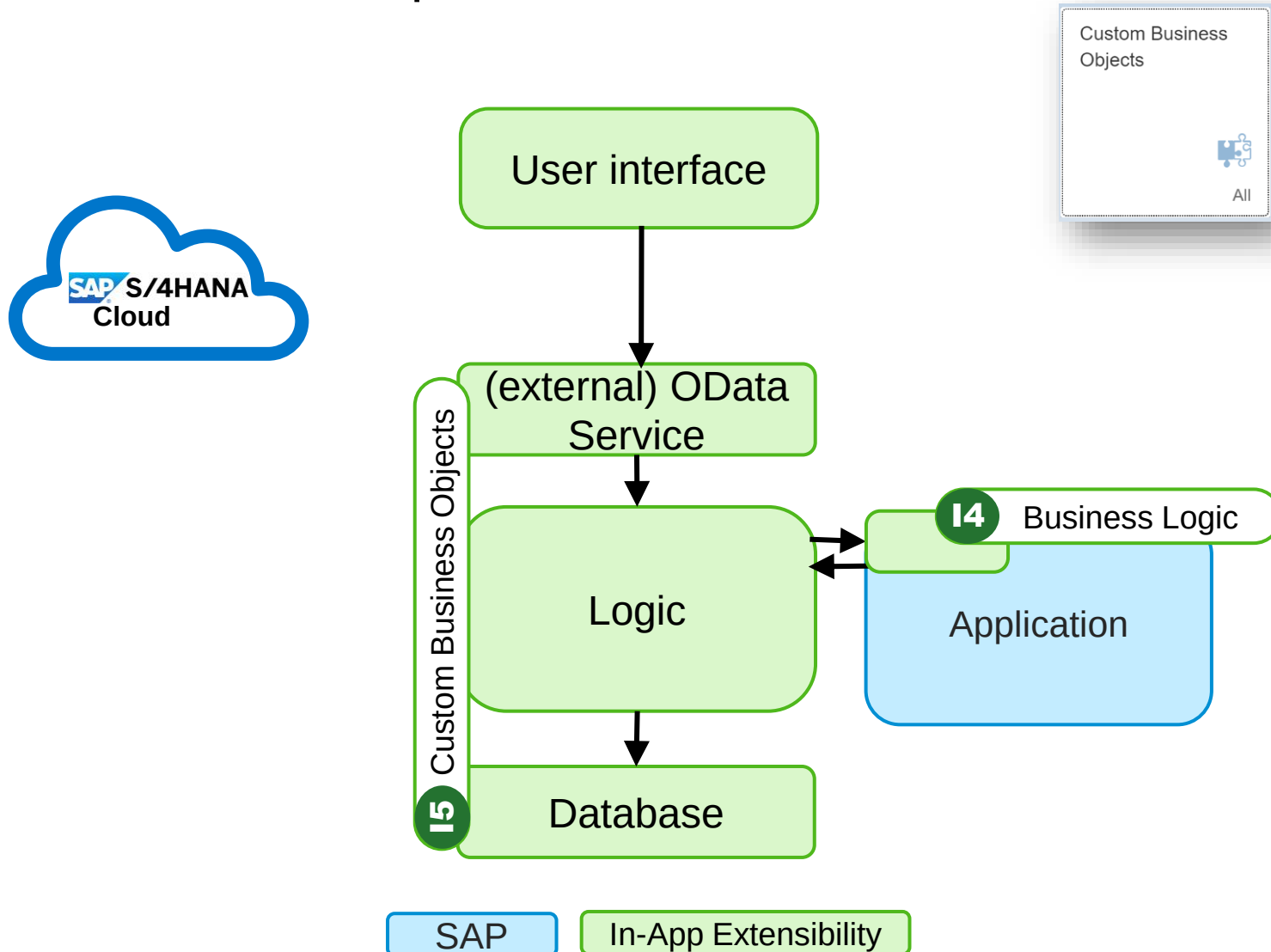
Implement **designated enhancement points** within business processes **using custom business logic** to extend behavior



Typical use-cases: custom validation logic, calculations, additional process steps or calls to external services...

RISE with SAP S/4HANA Cloud In-App Extensibility:

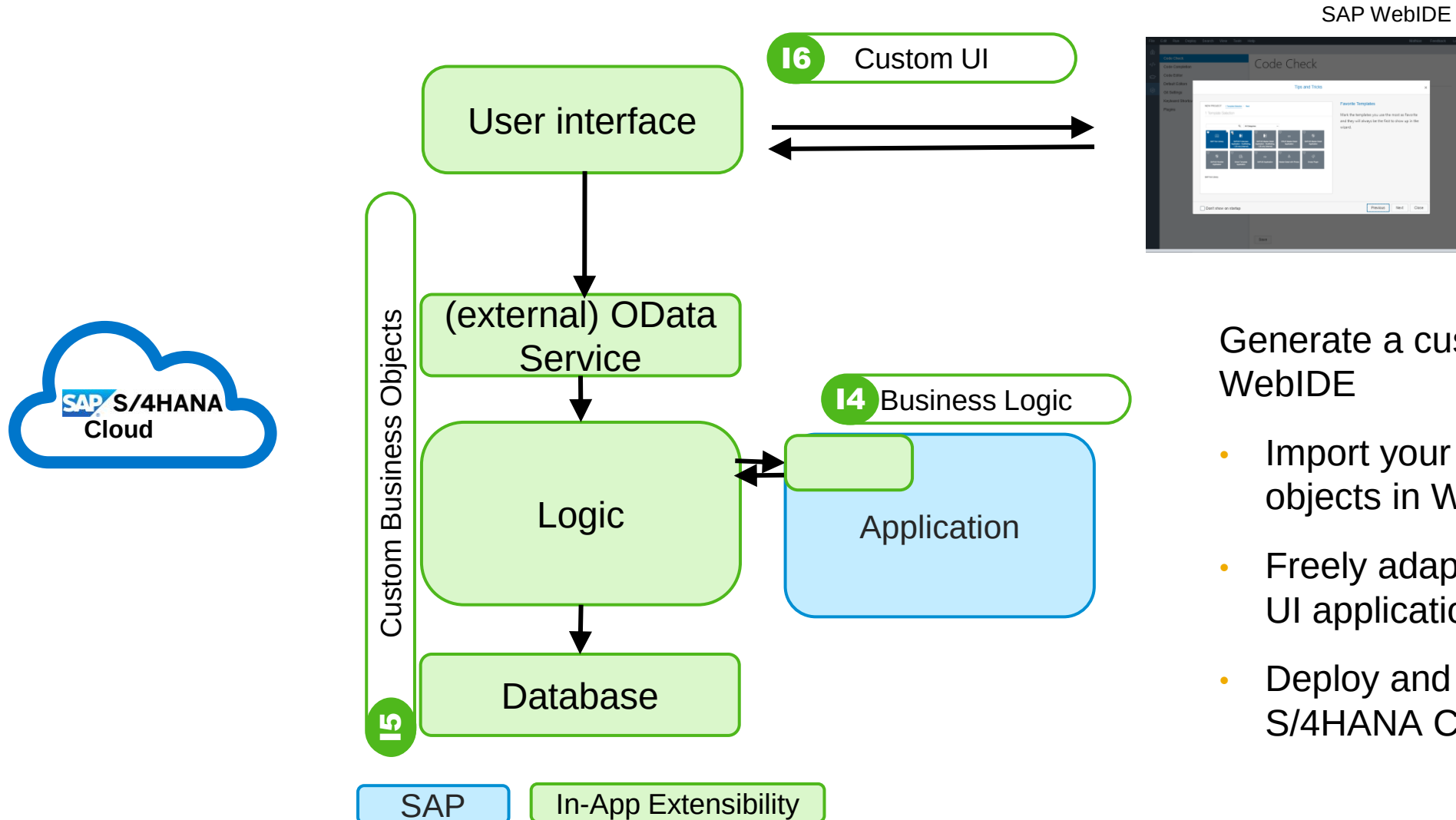
Customer Development Extensions



Develop your extension in ABAP

- Define own data object structures (custom tables) and add business logic in ABAP.
- A Fiori UI can be automatically generated and adapted with the WEB IDE
- Use business logic (e.g. BADIs) to run actions or validate the entries
- Use your business object to create your custom OData services (read/write)
- Maintain custom tile on Launchpad
- Associate to custom fields or other custom business objects

RISE with SAP S/4HANA Cloud In-App Extensibility: Customer Development Extensions



Generate a custom UI with SAP WebIDE

- Import your custom business objects in WebIDE
- Freely adapt and customize your UI application
- Deploy and run in SAP S/4HANA Cloud

Custom Business Objects

- Use as external OData Service
- Use for association to other business objects or custom fields

SAP Custom Business Object

Name: Bonus Calculation
 Name in Plural: Bonus Calculations
 Determination and Validation: ☒
 UI Generation: ☒ [Go To Generated UI](#) [Maintain C...](#)
 Service Generation: ☒

Created: 09/14/2016, 16:33:31, Thomas Schneider
 Changed: 09/14/2016, 16:43:21, Thomas Schneider
 Original Language: English
 Can Be Associated: ☐
 System Administrative Data: ☐

Bonus Calculations

Structure

Name	Identifier	Name in Plural	Details
Bonus Calculation	BONUSCALCULATION	Bonus Calculations	Go to Fields and Logic
Additional Bonus	AdditionalBonus	Additional Bonuss	Go to Fields and Logic

Bonus Calculation BONUS_CALCULATION

FIELDS ACTIONS DETERMINATION AND VALIDATION

Tooltip: Employee Name

Label: Sales Org
 Identifier: SalesOrg
 Tooltip: Sales Org

Type: Text
 Length: 20
 Key: ☐

Label: Release Status
 Identifier: ReleaseStatus
 Tooltip: Release Status

Type: Code List
 Code List: YY1_RELEASESTATUS
 Key: ☐

- Define own table fields
- Use ABAP logic to develop
 - related actions in ABAP
 - determine and validate your custom table

Extensibility Inventory

Keep the overview about your Extensions in SAP S/4HANA Cloud

Which objects

Who and when changed

Usage

Transport status

Items (2,254) | Standard *

Search

Name	Type	Last Changed By	Uses	Exported	Imported
new DF YY1_NEW	Date Function	John analytics_specialist		No	No
Write API YY1_ZHS_D2_WRITE_API	Custom Business Object	John administrator		No	No
CBO_20170622123031 YY1_CBO_20170622123031	Custom Business Object	Lekhak Patil		No	No
Product Line YY1_PRODUCTLINE	Custom Field	John administrator		No	No
TestCBO_01 YY1_TESTCBO_01	Custom Business Object	Shabna Chelakodan			

Detail view for each extension

TestCBO_01

YY1_TESTCBO_01 Last Changed On: 06/22/2017, 08:58:20

Custom Business Object Last Changed By: Shabna Chelakodan

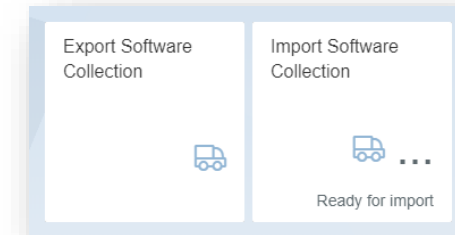
USES

USED BYCHANGE HISTORY

In-app Extensibility – Lifecycle Management in RISE with SAP S/4HANA Cloud

Transport of custom objects:

- transport from the test to the production system
- performed by the key user without interaction with the service provider
- Independent from SAP update



Software Collections (32)

Search

version 1 version created

Items: 0

ZSZ_AgreementSZExt1

YY1_31 No changes exist

Version 1 Version created

Items: 0

ZSZ_Test

YY1_16 No changes exist

Version 2 Version created

Items: 2

ZSZ_test_all_contacts

YY1_27 No changes exist

Version 1 Check failed

Software Collection

ZSZ_Test

Version created

11/29/2017, 10:31:20, SAP System Processing

Status: No changes exist

Current Version: 2

GENERAL INFORMATION 2 ITEMS 0 LOG 2 VERSIONS

Items (2) [Remove Item](#) [Add to Hotfix](#)

Filtered By: Status (Changed, Deleted, Unchanged, New)

Status	Name	Type	Last Changed On	Last Changed By
☐ Unchanged	SZ_Test_Ext_Text_1 YY1_SZ_TEST_EXT_TEXT_1	Custom Field	11/28/2017, 11:04:19	_SAPD034578
☐ Unchanged	SZ_Test_Number_Ext_1 YY1_SZ_TEST_NUMBER_EXT	Custom Field	11/28/2017, 11:07:12	_SAPD034578

Side-by-Side Extensions

Benefit from SAP Digital Core & differentiate with custom/partner driven innovations

WHY SAP?



INNOVATIVE

- Differentiate with custom/partner extensions
- Benefit from innovations at SAP S/4HANA, SAP HANA, SAP Leonardo and LoB solutions (SuccessFactors, Ariba, Concur etc.)

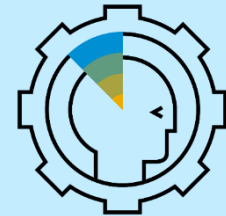
WHY CLOUD?



AGILE

- Flexible release strategy
- Start today and connect to multiple core releases (from 4.6C to SAP S/4HANA)
- Hybrid scenario coverage

WHY SAP?



SMART

- High development productivity and state-of-the-art tools (SAP Cloud SDK etc.)
- First class integration with SAP solutions
- Choice of business services
- Choice of data center
- Rely on a vibrant ecosystem

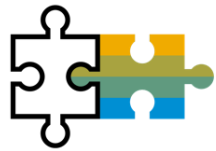
SAP Business Technology Platform



Connect

People & Data

Deliver delightful user experiences across various digital touchpoints enabling innovation, without disrupting core business processes



Extend

Cloud & On-Prem Apps

Quickly add new functionality to your existing cloud and on-prem apps to optimize your existing investments



Integrate

Apps, Data & Processes

Connect your cloud and on-prem apps to eliminate data silos and make digital access simple, secure, and scalable



Build

Differentiating Digital Apps

Rapidly build and run new cloud apps, business services and APIs to solve new problems, engage new customers, and drive new revenue

Typical Use Cases



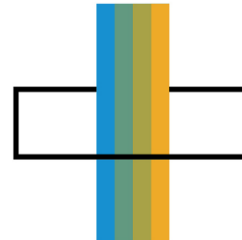
Proxy

Create highly connected applications while shielding the digital core from the Internet



Convenience

Optimize use of digital core by specialized UX



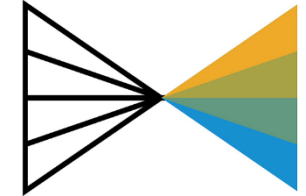
Substitute

Replace or combine process of digital core with other backend services



Pre-processing

Collect data to start process in digital core



Post-processing

React to events from digital core processes

Side-by-Side Extensions

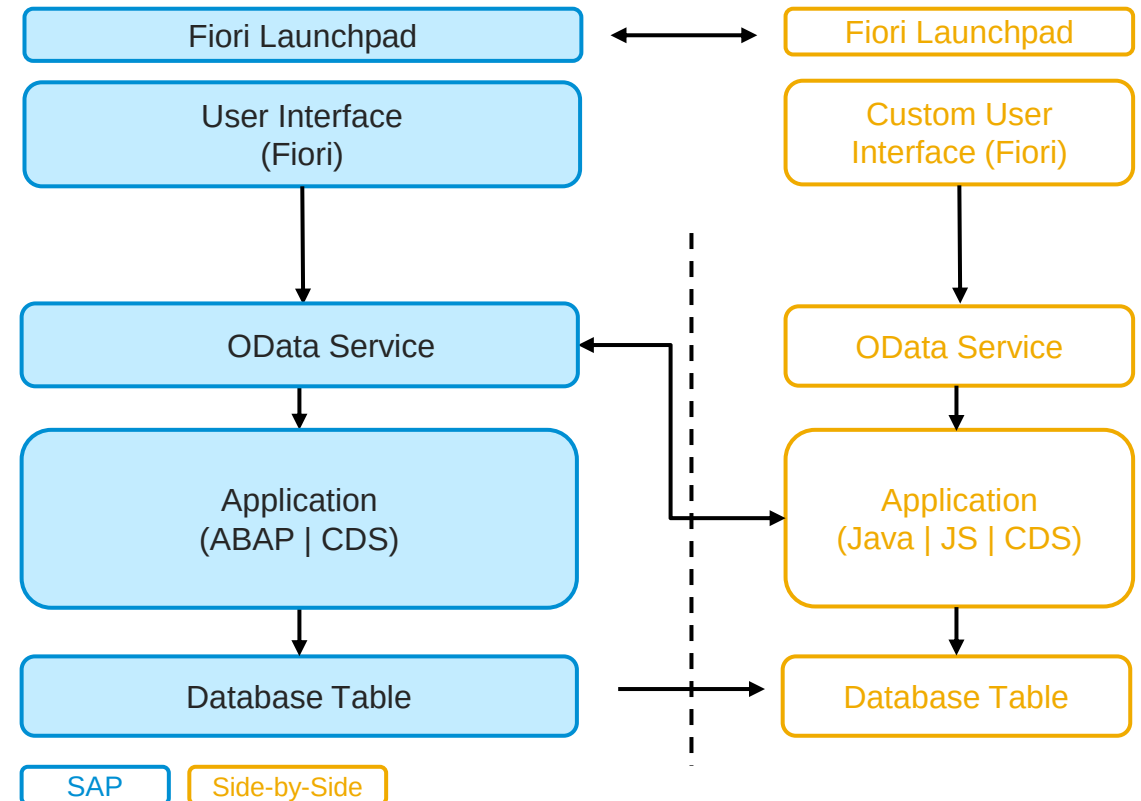
Custom extension applications

What is a custom side-by-side extension?

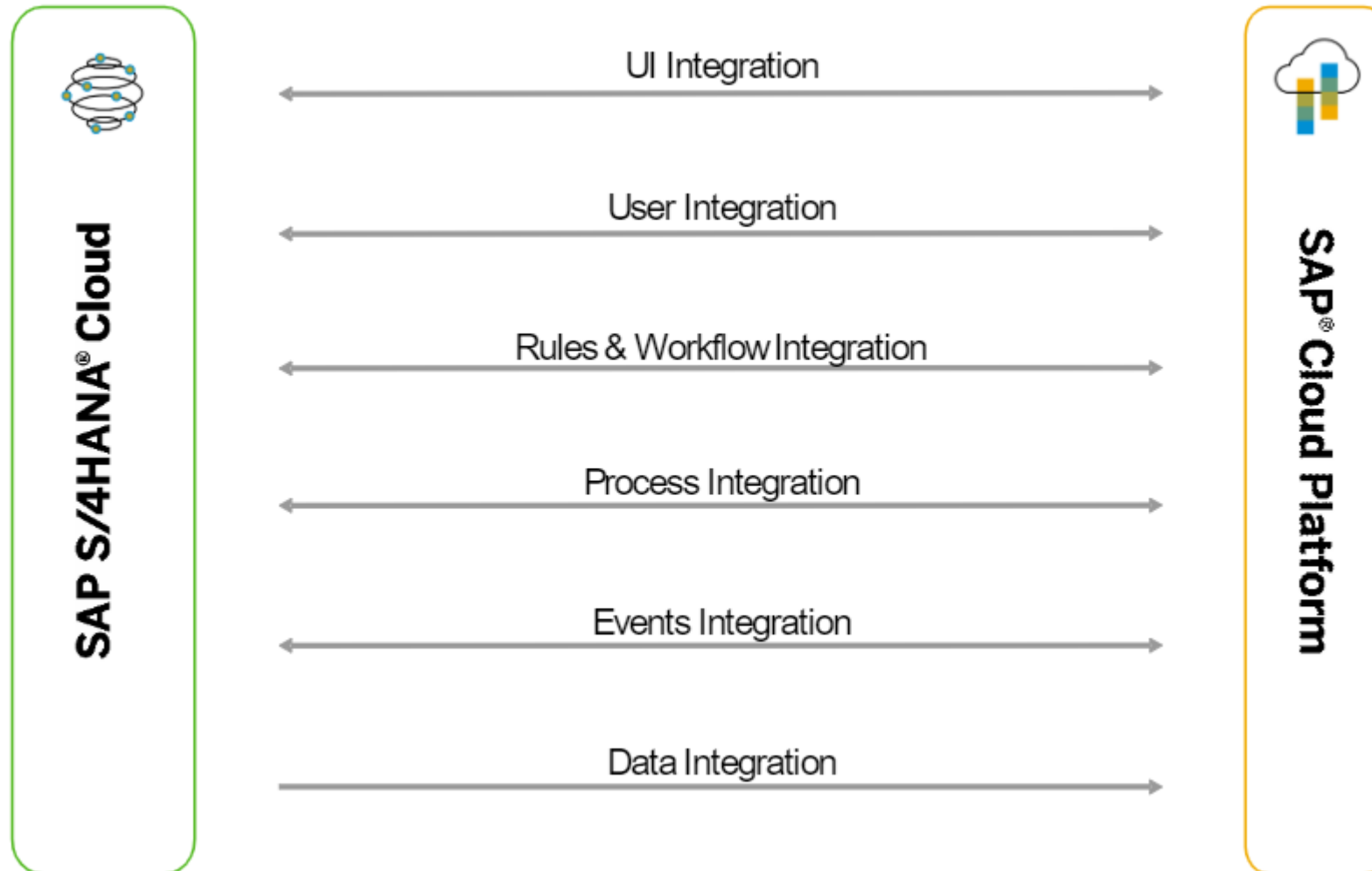
Custom extension applications

A side-by-side extension is a **customer developed and operated application**, running next to SAP S/4HANA

- De-coupled integration via APIs, events and replication services
- Lifecycle independent
- Separated application stacks
- Highly productive development environment with the **SAP WebIDE and S/4HANA Cloud SDK**
- Supports hybrid scenarios



RISE with SAP S/4HANA Cloud Side-by-Side Extensibility Integration Patterns



Integration Options for RISE with SAP S/4HANA Cloud

1. OData and SOAP APIs

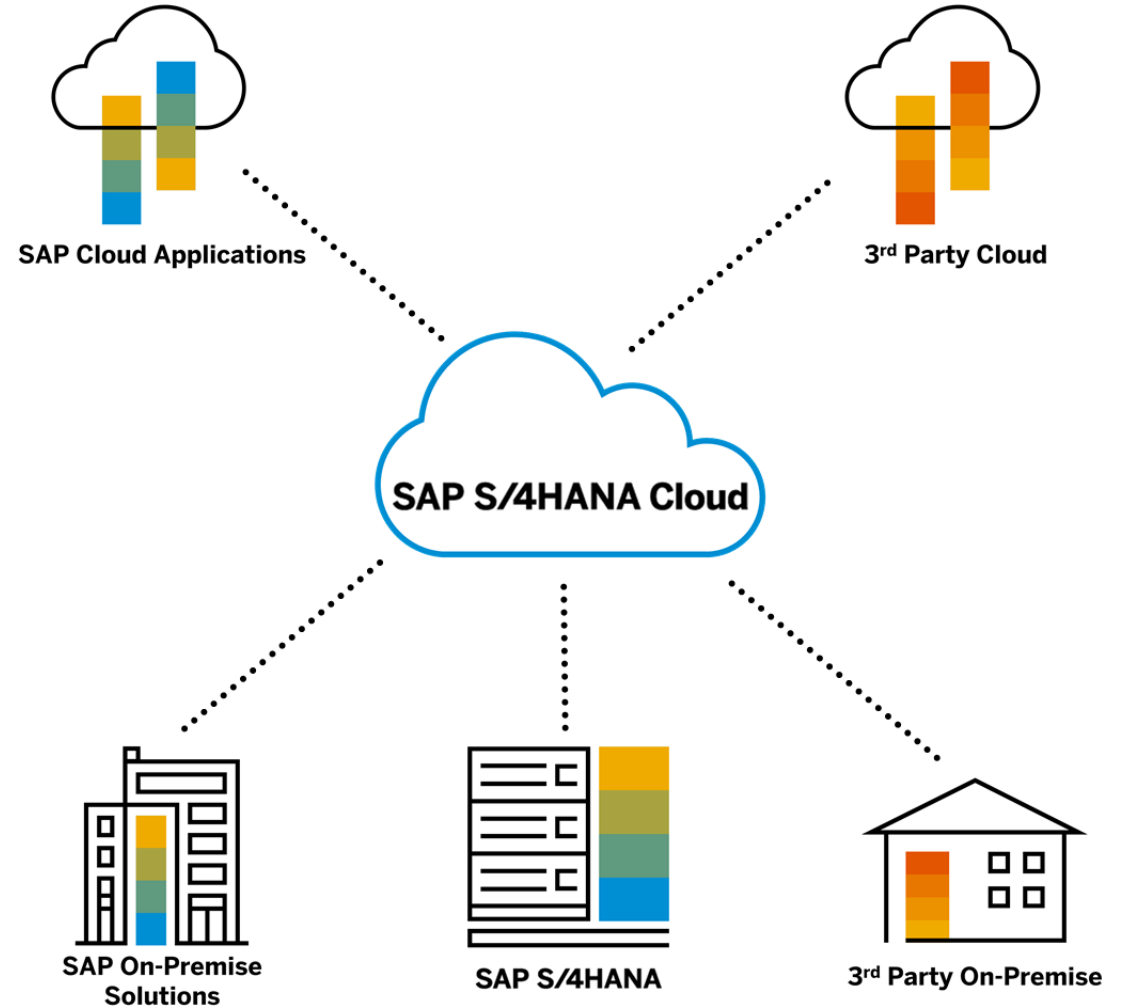
In order to integrate with SAP S/4HANA Cloud the customer can use whitelisted APIs. Available SAP S/4HANA Cloud APIs are published on [SAP API Business Hub](#)

2. CDS Views

In addition to the available SAP S/4HANA Cloud APIs the customer can create [Custom CDS Views](#) to access data in his SAP S/4HANA Cloud System. Available SAP S/4HANA Cloud CDS Views are published on [SAP API Business Hub](#) **NEW**

3. Traditional APIs

[Whitelisted BAPIs](#) and [whitelisted IDocs](#) can be used to connect SAP S/4HANA Cloud with SAP on premise applications via [SAP Cloud Platform Cloud Connector](#)



Types of API used with RISE with SAP S/4HANA Cloud

HTTP(S) based APIs

Use for custom UX on SAP Cloud Platform and messaging with SAP family apps and non-SAP apps

- **oData**
 - Open Data Protocol (oData) is a data access protocol
 - Used to query and update data and to trigger business logic
 - Designed to provide standard CRUD access via HTTP(S)
 - Synchronous request with response
 - Preferred protocol for use with custom UX / Fiori /BTP apps
- **SOAP**
 - Simple Object Access Protocol (SOAP) is a protocol for exchanging information in distributed environments
 - Preferred protocol for asynchronous messaging (error handling)

Traditional SAP APIs

Use with SAP ERP, SAP S/4HANA on premise integration scenarios

- **BAPI**
 - Business Application Programming Interface (BAPI) are used between SAP (ABAP) apps and with non-SAP applications
 - RFC-enabled SAP function modules
 - BAPI are available for master data and transactional data
 - Synchronous request with response
 - Useful for local landscapes behind the firewall
- **IDoc (ALE Interface)**
 - IDoc (Intermediate Document), is an SAP document format for transferring data among SAP and non-SAP applications.
 - IDoc are available for master data and transactional data
 - XML representation
 - Useful for asynchronous messaging across firewalls in distributed landscapes

Integrating with RISE with SAP S/4HANA

Custom extension applications: Basics

Public APIs can be used to connect SAP S/4HANA (Cloud) with SAP Business Technology Platform and third party systems

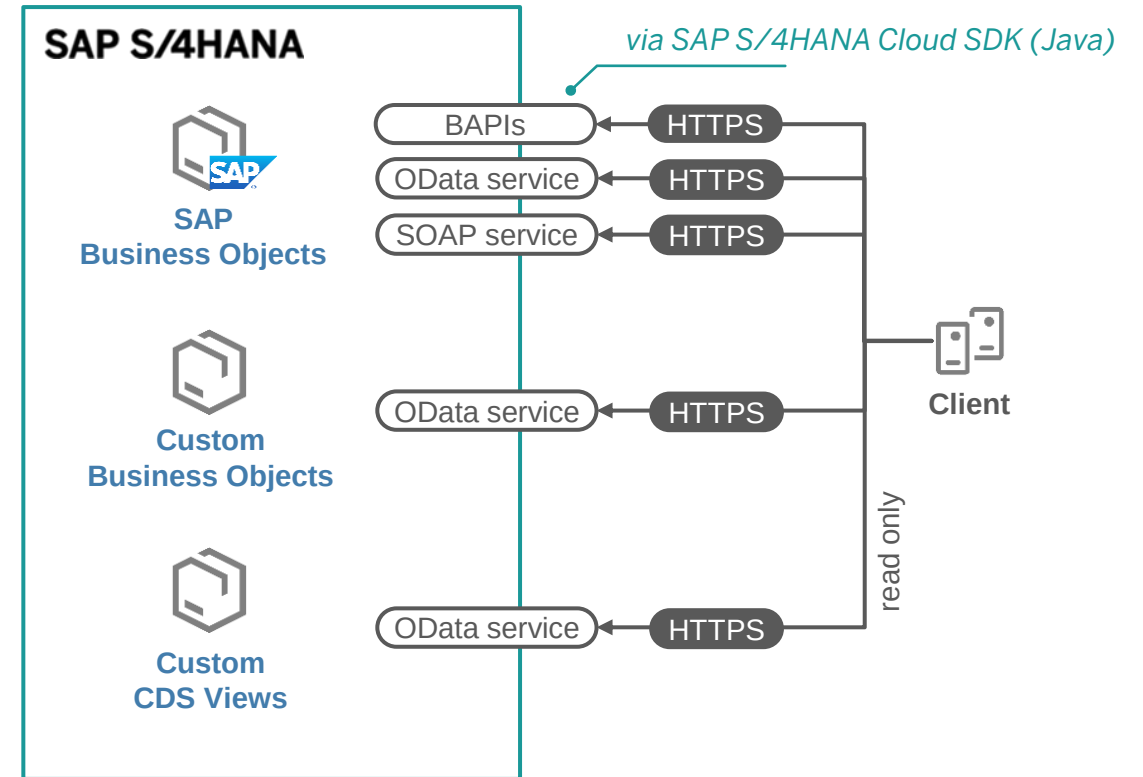
- OData, REST, SOAP APIs
- Published on the [SAP API Hub](#)
- BAPIs [via the S/4HANA Cloud SDK](#)
- Can use SAP Cloud Platform Integration as middleware

Customers can enable OData services for

- Released CDS Views (read-only)
- Custom Business Objects (read/write)

SAP S/4HANA (on-premises) provides legacy APIs

- BAPIs (via RFC using SAP Cloud Connector)
- IDOCS



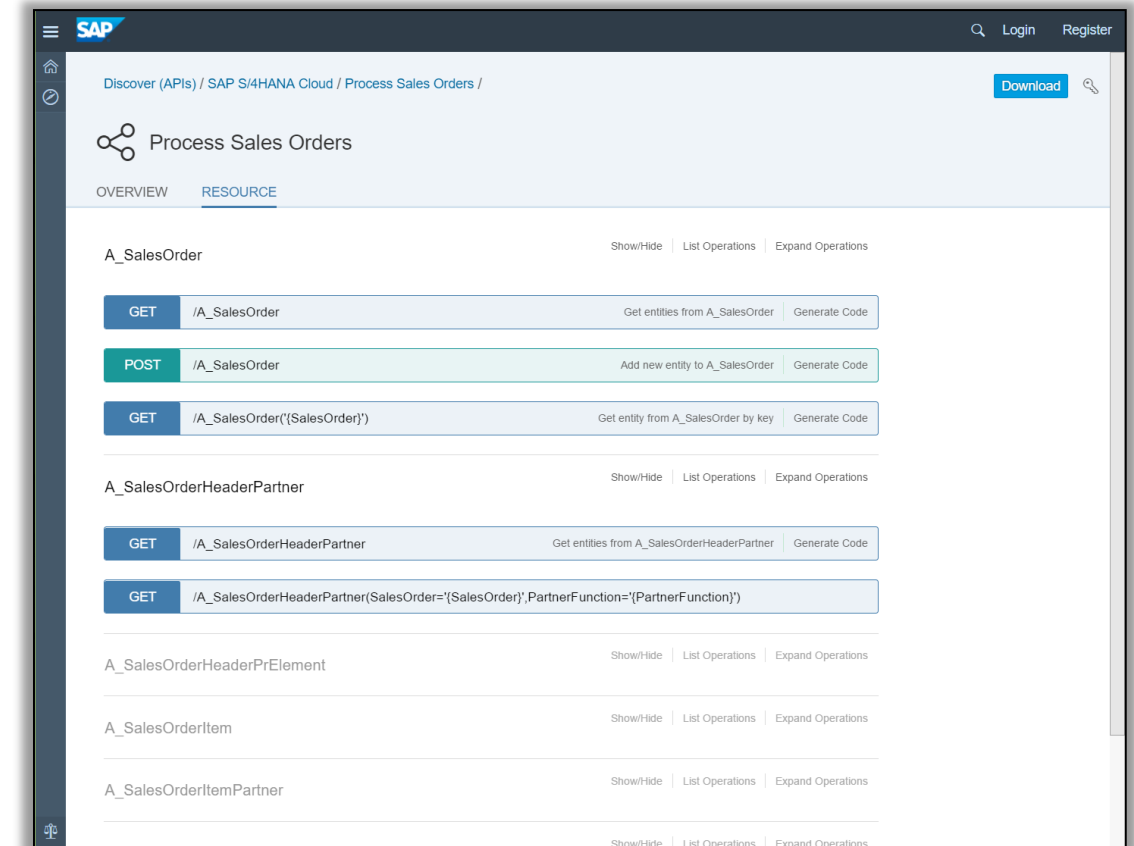
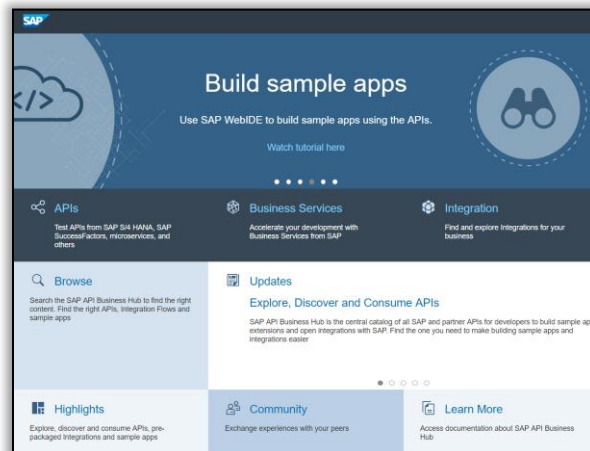
The SAP API Business Hub

Custom extension applications: Basics

1307 OPERATIONS IN 132 APIs

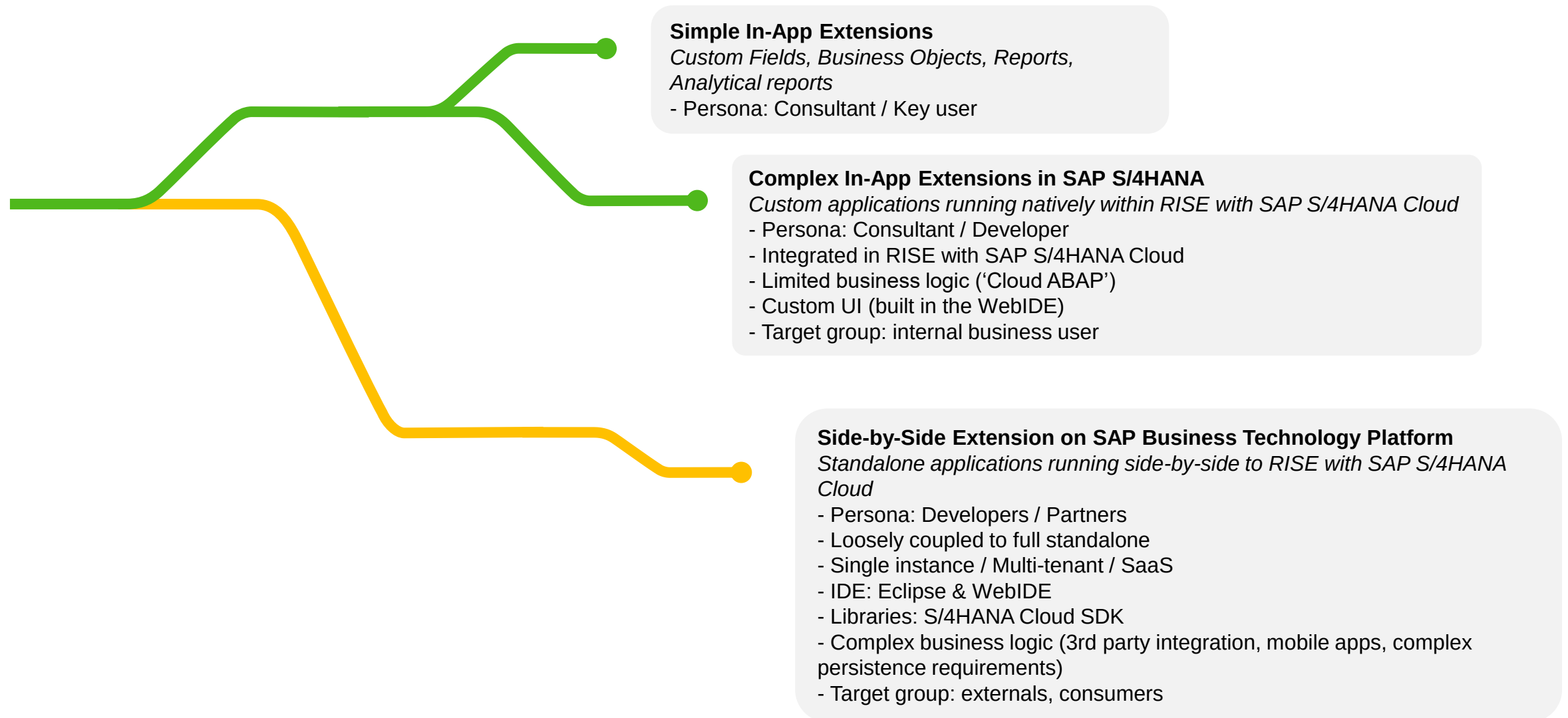
Provides easy access to APIs from SAP S/4HANA, cloud LoB apps, industry apps, partners ...

- Discover, test and learn about APIs across different SAP solutions and platforms in a central catalog
- API documentation based on OpenAPI format
- Access to APIs in sandbox systems for immediate trial
- Integrated with SAP Business Technology Platform development tools



<https://api.sap.com>

Extension map



Decision Matrix

		SAP S/4HANA In-app Extensibility	SAP Business Technology Platform Side-by-Side Extensibility
	Target Group: S/4 User / Employee	X	X
	Target Group: External / Consumer		X
	UI Design: Pattern based, S/4HANA-like	X	X
	UI Design: "Freestyle", Native Mobile App, ...		X
	Joined Analytics with S/4HANA Objects	X	
	Heavy usage of S/4HANA data, extend S/4HANA transaction, adapt a S/4HANA process step	X	
	Stand alone / occasional S/4HANA	X	X
	Build Data Hub	(S/4 specific use cases)	X
	Distributed scenarios, loosely coupled		X
	Integrate other Cloud Solutions		X
	Big Data (e.g. IoT)		X
Functions	Build calculation services	X	X

Developer Extensions

Migrate your data

See also the [Migration Cockpit Live Sessions and Slides](#)

Migrate your data

[See also the Migration Cockpit Live Sessions and Slides](#)

Data Migration



RISE with SAP S/4HANA Cloud



Migration Cockpit



Third-party
System

Extract



ERP System

**Data
Provisioning**



Files

Process

Single point of entry
Guided procedure
Data selection
Data transformation
Monitoring
Logs
Documentation

Content



Preconfigured
migration objects and
mapping
Generation of migration
programs
Data validation

Data load

API-based

RISE with SAP S/4 HANA Cloud – Data Migration Cockpit

The latest improvements for the SAP S/4HANA Migration Cockpit bring you new features which will help you during your data migration activities (BH5, 2Q2)

Capabilities:

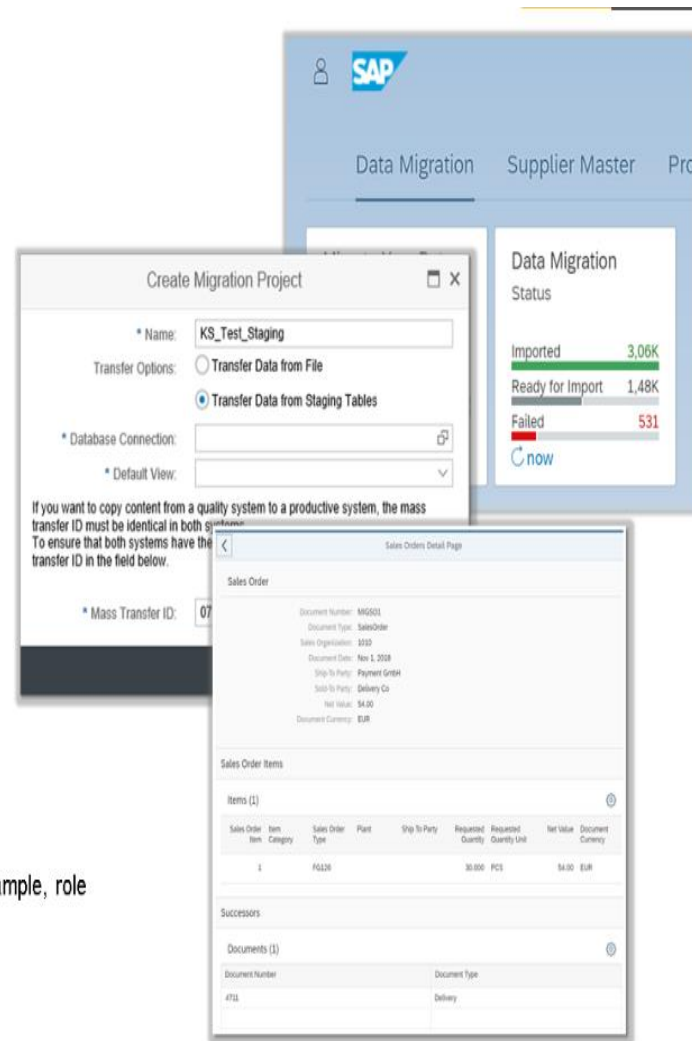
Data Migration Status app to manage and monitor your data migration activities on time and within budget

Data Migration from staging allows much easier handling of very high volumes of data using ETL tools

Migration of historical data – NEW feature

For SAP S/4HANA Cloud, the following business roles are needed:

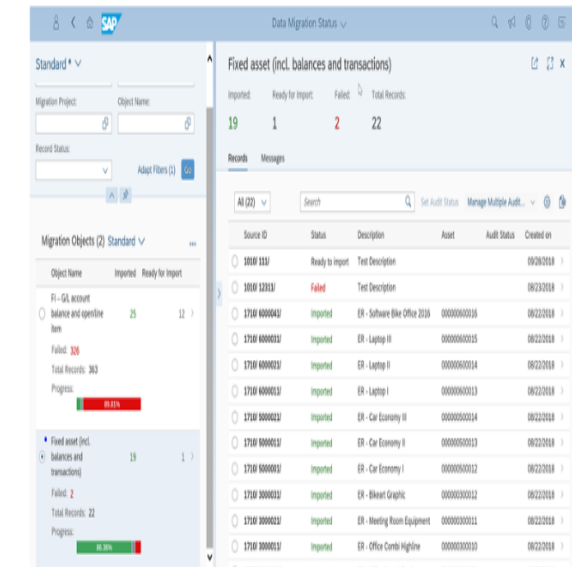
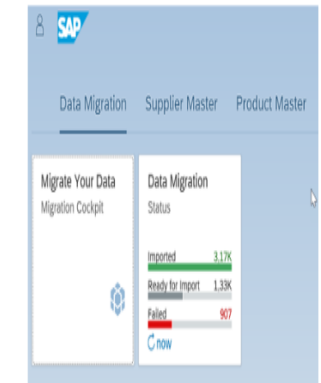
- `SAP_BR_CONFIG_EXPERT_DATA_MIG`
- `SAP_BR_BPC_EXPERT`
- The corresponding role for each migration object is also required. For example, role `SAP_BR_CASH_MANAGER` for the Bank Migration object.



With this app, you can check the status of your migration objects and projects after you've started migrating data to your SAP S/4HANA Cloud system for at least one migration object.

This app provides the following key features:

1. Get an overview of your migration objects and projects in real time
2. Use filters and change view settings to drill down into reports faster
3. See detailed statuses for all records
4. Get info on all messages
5. Navigate to the standard SAP Fiori app directly from each record
6. Export reports to Microsoft Excel files
7. Additional Feature - Audit data using the built-in audit function



RISE with SAP S/4 HANA Cloud – Data Migration Cockpit

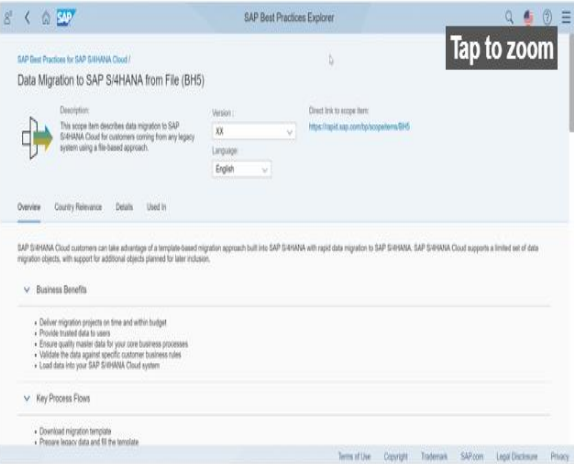
Data Migration from File

Data Migration to SAP S/4HANA from File (BH5)

SAP S/4HANA Cloud customers can take advantage of a template-based migration approach built into SAP S/4HANA with rapid data migration to SAP S/4HANA.

Business benefits:

- Deliver migration projects on time and within budget
- Provide trusted data to users
- Ensure quality master data for your core business processes
- Validate the data against specific customer business rules
- Load data into your SAP S/4HANA Cloud system



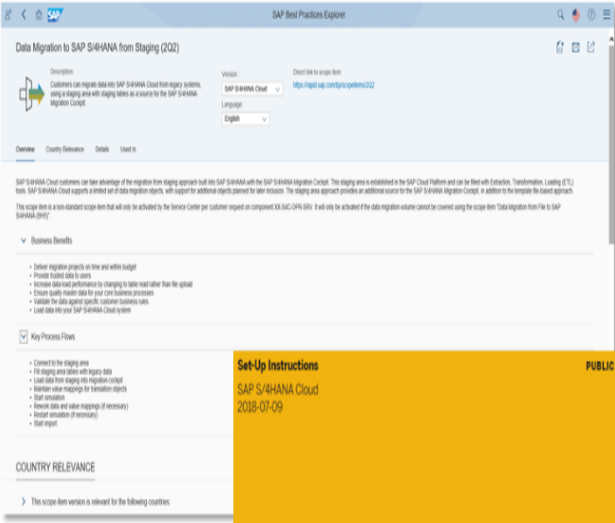
Data Migration from Staging

SAP Best Practices Explorer Content

Data Migration to SAP S/4HANA from Staging (2Q2)

Customers can migrate data into SAP S/4HANA Cloud from legacy systems, using a staging area with staging tables as a source for the SAP S/4HANA Migration Cockpit.

Consideration	Files	Staging Tables
Size Limit	The size limit for each uploaded XML file is 100 MB. ⁴	No Limit.
System Considerations	None.	Staging system (database) is located on the SAP Cloud Platform.
Data Provisioning	Enter data manually in each Microsoft Excel XML file.	Fill tables manually or by using preferred tools (for example SAP Agile Data Preparation).



Set-Up Instructions

SAP S/4HANA Cloud

2018-07-09

Setting Up Data Migration to SAP S/4HANA from Staging (2Q2)

Communication scenario
Migration Cockpit Integration (SAP_COM_0259)



RISE with SAP S/4HANA Cloud Migration Cockpit

Preconfigured migration objects SAP S/4HANA Cloud

Documentation available

SAP

SAP Help Portal

SAP S/4HANA Cloud

Migration Objects for SAP S/4HANA Cloud

1908

English

Create Custom PDF

This document

Home

Table of Contents

Available Migration Objects

Available Migration Objects

Send feedback

You can use the following table to gain an overview of all migration objects available for SAP S/4HANA Cloud. It is sorted in alphabetical order by **Migration Cockpit Object Name**. Choose a migration object name to navigate to the corresponding documentation for the migration object.

Use the search field in the relevant column to search for a specific **Migration Cockpit Object Name** or **Business Object Name**.

Choose **Filter** to apply further filters for **Master data** and/or **Transactional data** in the **Business Object Type** column, for the required business roles in the **Business Role** column, and for the application component in the **Component** column to narrow down the results list. If you want to see more or less information, choose **Show/hide columns**, and select the respective checkboxes for the columns you would like to show or hide.

Use the following link to navigate to the latest product assistance for the [SAP S/4HANA Cloud Migration Cockpit](#).

Show/hide columns

Show 25 entries

Previous

1

2

3

4

5

Next

Search: Search the entire table

Migration Cockpit Object Name	Business Object Name	Business Object Type	Business Role	Component
Search within the column	Search within the column	Filter	Filter	Filter
Activity type	Activity Type	Master data	SAP_BR_OVERHEAD_ACCOUNTANT	CO
Bank	Bank	Master data	SAP_BR_CASH_MANAGER	FI
Bank account balance	Bank Account	Transactional data	SAP_BR_CASH_MANAGER	FI
Batch (if Batch is unique at material level)	Batch	Master data	SAP_BR_QUALITY_TECHNICIAN	LO-BM

Bank

Send feedback

Available Migration Objects in SAP S/4HANA Cloud.

Purpose

Business Object Component/Area	Financial Accounting (FI)
Business Object Type	Master data
Business Object Definition	An institution that provides financial services to individuals and to businesses for profit, generally including taking money deposits, issuing credit, and processing transactions.

In Scope

Migration to SAP S/4HANA Cloud is supported.

Supported Features

The following structures/features are supported in SAP S/4HANA Cloud:

- Bank Country
- Bank Key
- Bank Address Data

Mapping Instructions

Mapping Structure Hierarchy

Level	Name
1	Bank master data (mandatory)

Tasks

- Download the migration template from the Migration Cockpit.
- Navigate to the [Data Migration to SAP S/4HANA from File \(BH5\)](#) scope item on SAP Best Practices Explorer.



[Migration object list in SAP Help Portal \(SAP S/4HANA Cloud\)*](#)

*Quick link: help.sap.com/S4_CE_MO,
whereas CE = Cloud Edition, MO = Migration

Links and courses

SAP S/4HANA Extensibility - Whitepaper

<http://go.sap.com/documents/2015/07/2ad59b27-347c-0010-82c7-eda71af511fa.html>

Demo Store (filtered on Extensibility)

https://sapdemostore.com/sap/bc/ui5_ui5/sap/yunifiedstore/index.html#/searchview/user/keywords:117741111432

openSAP courses (SAP Business Technology Platform)

[SAP Cloud Platform Essentials](#)

[Cloud Native Development with SAP Cloud Platform](#)

[Extending SAP S/4HANA with the Cloud Platform](#)

openSAP courses (RISE with SAP S/4HANA Cloud)

[How to Best Leverage SAP S/4HANA Cloud for your Company](#)

[Extending SAP S/4HANA Cloud and SAP S/4HANA](#)

SAP Cloud SDK:

<https://www.sap.com/s4sdk> (Overview)

<https://blogs.sap.com/2017/05/10/first-steps-with-sap-s4hana-cloud-sdk> (Step-by-step Tutorials and Deep Dives)

In-app Extensibility

<https://blogs.sap.com/?p=391857> (Bonus Plan Management Tutorial)

<https://www.sap.com/developer/tutorial-navigator/tutorials.html?tag=topic:abap-extensibility> (Tutorials)

RISE with SAP S/4HANA Cloud - Side-by-side Extensibility – Sample Application & Guide:

<https://github.com/SAP/cloud-s4-sample-ext/>

Thank You

Name: Himavanth Sunakante



Run Simple

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