# Sales

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SAP S/4HANA Cloud | 2402.1

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# Special Business Processes in Sales

In addition to running standard sales processes, you can also implement more specialized business processes.

# Integration

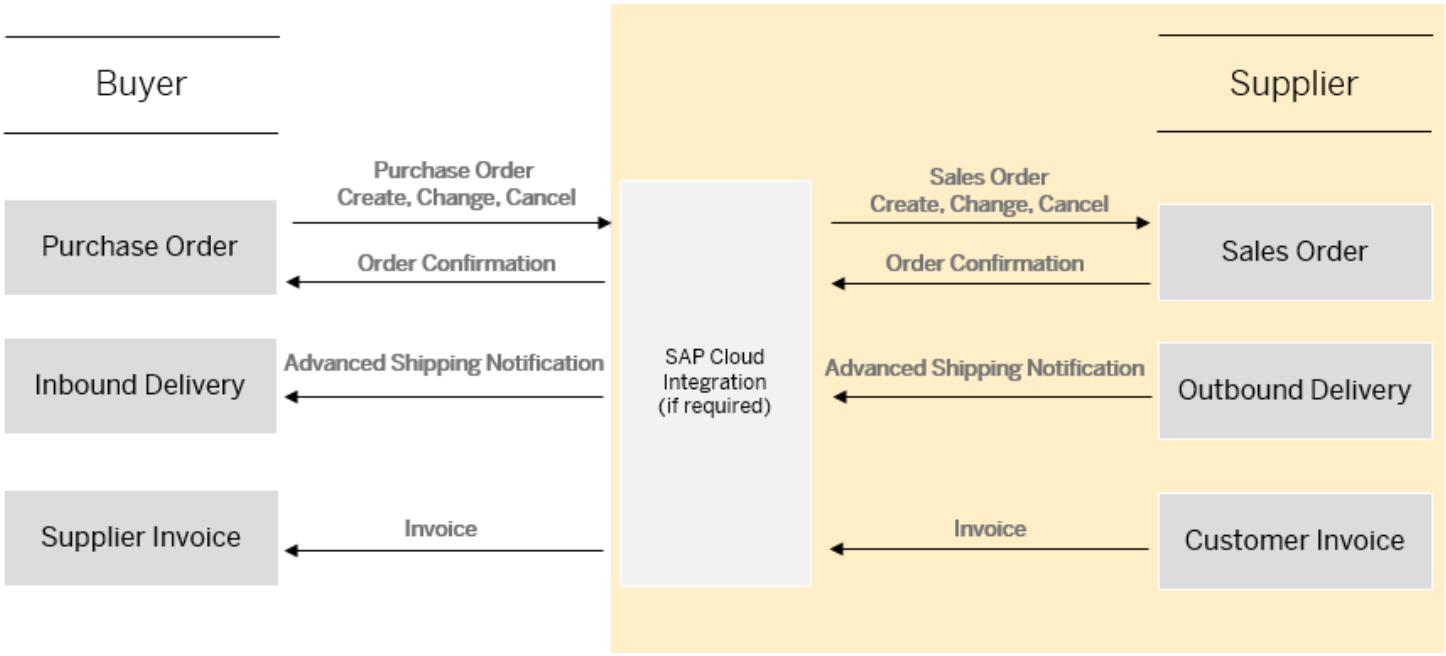
You can integrate your SAP S/4HANA Cloud system with other systems to optimize your sales processes. You can automate the exchange of documents for higher efficiency by using Web services.

# Integration of Sales Orders and Customer Returns with External Buyers

The integration of sales orders and customer returns with external buyers allows suppliers and buyers to exchange documents by using Web services based on the SOAP protocol. This enables increased automation, higher efficiency, and reduced cycle times for sales and returns.

## Basic Sales Process

The following figure shows an overview of the sales process and the documents exchanged between you as the supplier using SAP S/4HANA Cloud and a buyer using an external SAP system:



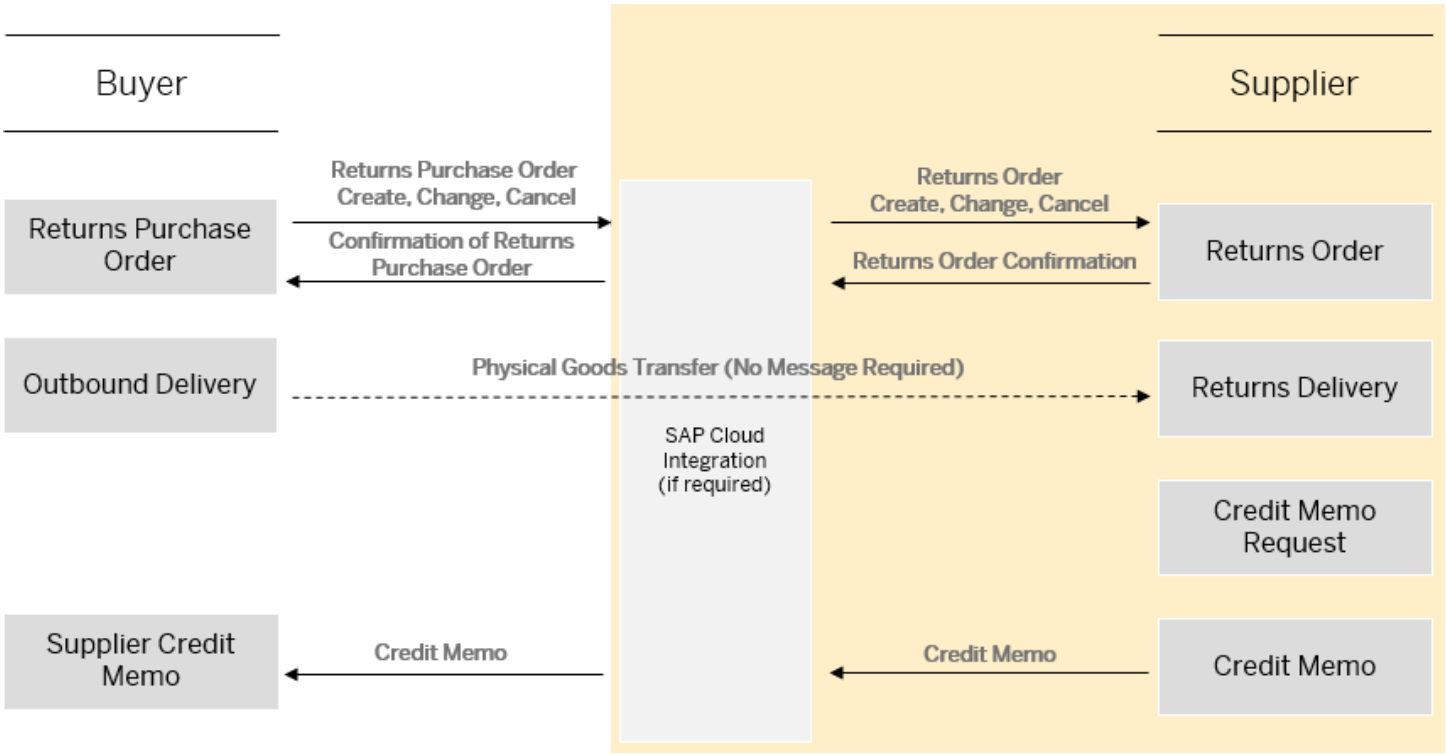

The following table explains the process steps and the Web services used in each process step:

| Process Step | Details | Web Service |
| --- | --- | --- |
| Your system receives a purchase order (for materials or services) from a buyer system. | The purchase order triggers the creation, change, or cancellation of a sales order in your system. If there are errors, business users can make manual changes before reprocessing the message. | Sales Order/Customer Return - Create, Update, Cancel (B2B), inbound (`OrderRequest_In`) |

| Process Step | Details | Web Service |
| --- | --- | --- |
| Your system sends an order confirmation to the buyer system. | You can check whether the customer-expected price is okay. If the customer-expected price is okay, the system can automatically send an order confirmation. If the customer-expected price is not okay, you can manually send an order confirmation with a changed price, or an order confirmation with rejected order items. | Sales Order/Customer Return - Confirm Processing (B2B), outbound (`OrderConfirmationRequest_Out`) |
| Your system sends an advanced shipping notification to the buyer system. | When the sales order is complete, you can create a delivery, execute the picking process, and post the goods issue. Goods issue automatically triggers an advanced shipping notification, which is sent from your system to the buyer system. | Outbound Delivery - Notify, outbound (`DeliveryRequest_Out`) |
| Your system sends an invoice to the buyer system. | As soon as the invoice is created in your system, it is sent to the buyer system, who receives it as a supplier invoice. | Customer Invoice - Send, outbound (`InvoiceRequest_Out`) |

## Basic Return Process (Refund is Granted)

The following figure provides an overview of the return process that can take place after a sale if the buyer wants to return the goods. It also shows the documents exchanged between you as the supplier using SAP S/4HANA Cloud and a buyer using an external SAP system:




The following table explains the process steps and lists the Web services used in each process step:

| Process Step | Details | Web Service |
| --- | --- | --- |

| Process Step | Details | Web Service |
| --- | --- | --- |
| Your system receives a returns purchase order from a buyer system. | In the inbound processing of the received returns purchase order, the system creates a returns order in your system. If there are errors, business users can make manual changes before reprocessing the message. If the inbound message contains the originating purchase order, the system can create this returns order with reference to either the sales order or invoice from your initial sale to the buyer. As a result, the returns order becomes linked to a reference document, and information, for example, pricing, is copied to the returns order.<br><br>See the section **Reference Document Validation** for more information on how the system determines which document to use as a reference. | **Sales Order/Customer Return - Create, Update, Cancel (B2B)**, inbound (`OrderRequest_In`) |
| Your system sends a returns order confirmation to the buyer system. | Once the returns order is created, the system can automatically send a returns order confirmation. You can check whether the returns order is okay and make corrections. Unlike sales orders, this does not approve the returns order in the system. | **Sales Order/Customer Return - Confirm Processing (B2B)**, outbound (`OrderConfirmationRequest_Out`) |
| Your system sends a returns purchase order line item approval or rejection to the external SAP buyer system. | You have the option to reject the items in an incoming returns purchase order. Once reviewed, you can release the returns order.<br><br>The system supplies an RMA number for the accepted items. Alternatively, for the rejected items, the system sends the order rejection (including rejection reason) back to the buyer system. | **Sales Order/Customer Return - Confirm Processing (B2B)**, outbound (`OrderConfirmationRequest_Out`) |
| If you rejected the items in a returns purchase order, the items are set as deleted in the purchase order and labeled with the rejection reason.<br><br>If the items in the returns purchase order were accepted, the system updates the returns purchase order with the RMA number and creates an outbound delivery for the physical transfer of the returned goods. This step does not trigger any messages. | In your system, the returned physical goods are represented as an inbound return delivery that references the returns order. | N/A |
| You create a credit memo request. | On the basis of this credit memo request, a credit memo to refund the buyer is manually created. | N/A |
| Your system sends a credit memo to the buyer system. | As soon as the credit memo is created in your system, it is automatically sent to the buyer system. From the buyer's perspective, a supplier invoice that provides a refund for the returned goods is created in their system. | **Customer Invoice - Send**, outbound (`InvoiceRequest_Out`) |

## Reference Document Validation

When your system receives a returns purchase order containing a reference to a purchase order from a buyer's system, it creates a new customer return with reference to a sales document (either sales order or invoice) generated during your initial sale to the buyer. The following rules explain how your system determines a reference document:

- Using the reference purchase order and item number, the system will first use a **completed invoiced document** as the reference document
- If the invoice is incomplete or has not yet been created, the system will search for and use the **sales order** as the reference document
- If a reference document is incomplete, the system will **fail** the creation of the customer return

## Additional Information

If you want to integrate your SAP S/4HANA Cloud system with buyers' external SAP systems that perform data exchange using formats such as IDoc, you have to use SAP Cloud Integration to enable the required mapping of SOAP services to the data exchange format used. A mapping content package is available that enables you to map the SOAP services to IDoc.

For more information about SOAP services, see the SAP Business Accelerator Hub at https://api.sap.com.

For details regarding the implementation of this process and for a detailed process flow graphic, see scope item Integration of Sales with External Buyers (2EL) in the SAP Signavio Process Navigator.

# Video Tutorial: How to Set up the Integration of Sales Orders with External Buyers

Watch how the integration of sales order with external buyers is set up.

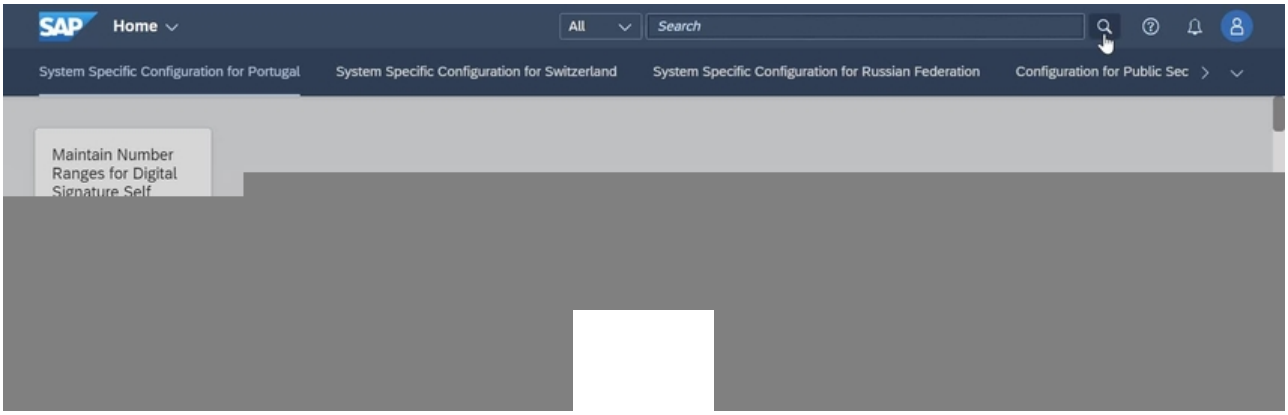
The following video tutorial focuses on the setup of the integration with external buyers using sales order inbound service `OrderRequest_In`. It presents a step-by-step example that covers the setup of communication, the mandatory configuration steps, and the customer material maintenance.

### Note

Please be aware that the following videos are only valid if you are using the **Configure Your Solution** configuration environment. For more information, see Configuration Environment of SAP S/4HANA Cloud.

### Note

This video is only available in English.



Open this video in a new window

## Related Information

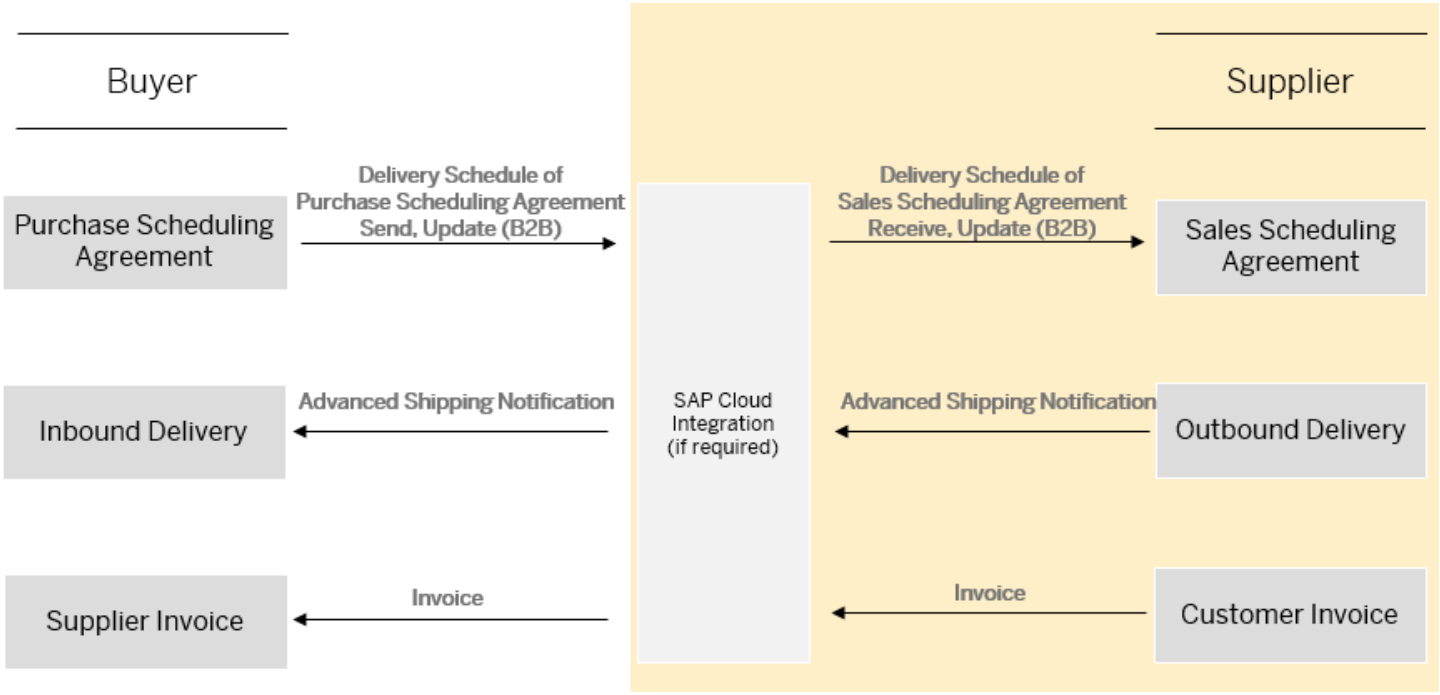
Integration of Sales Orders and Customer Returns with External Buyers

# Integration of Sales Scheduling Agreements with External Buyers

The integration of the sales scheduling agreement functionality with external buyers allows suppliers and buyers to exchange documents by using Web services based on the SOAP protocol.

## Basic Process

The following figure shows an overview of the sales scheduling agreement process and the documents exchanged between you as the supplier using SAP S/4HANA Cloud and a buyer using an external SAP system.




The following table explains the process steps and the Web services used in each process step:

| Process Step | Details | Web Service |
|---|---|---|

| Process Step | Details | Web Service |
| --- | --- | --- |
| Your system receives a delivery schedule of a purchase scheduling agreement from a buyer system. | The inbound delivery schedule of the purchase scheduling agreement triggers the creation or change of a delivery schedule in the corresponding sales scheduling agreement. If there are errors, business users can make manual changes before reprocessing the message.<br><br>A new delivery schedule replaces, partially or completely, the previous delivery schedule with regard to date and quantity. In general, the following rules apply:<br><br>• A new forecast delivery schedule replaces the previous forecast delivery schedule<br>• A new just-in-time (JIT) delivery schedule replaces the previous JIT delivery schedule<br>• The JIT delivery schedule takes precedence over the forecast delivery schedule within the JIT delivery schedule horizon | **Delivery Schedule of Sales scheduling Agreement - Receive, Update (B2B)**<br><br>`SchedgAgrmtDlivSchedule_In` |
| Your system sends an advanced shipping notification to the buyer system. | When the delivery schedule in a sales scheduling agreement is complete, you can create a delivery, execute the picking process, and post the goods issue. Goods issue automatically triggers an advanced shipping notification, which is sent from your system to the buyer system. | **Outbound Delivery - Notify**<br><br>`DeliveryRequest_Out` |
| Your system sends an invoice to the buyer system. | As soon as the invoice is created in your system, it is sent to the buyer system, which receives it as a supplier invoice. | **Customer Invoice - Send**<br><br>`InvoiceRequest_Out` |

## Additional Information

If you want to integrate your SAP S/4HANA Cloud system with buyers' external SAP systems that perform data exchange using formats such as IDoc, you have to use SAP Cloud Integration to enable the required mapping of SOAP services to the data exchange format used. A mapping content package is available that enables you to map the SOAP services to IDoc.

For more information about SOAP services, see the SAP Business Accelerator Hub.

For details regarding the implementation of this process and for a detailed process flow graphic, see the scope item Sales Scheduling Agreements (3NR) in the SAP Signavio Process Navigator.

# Automation of Order-to-Invoice with SAP Business Network (4A1)

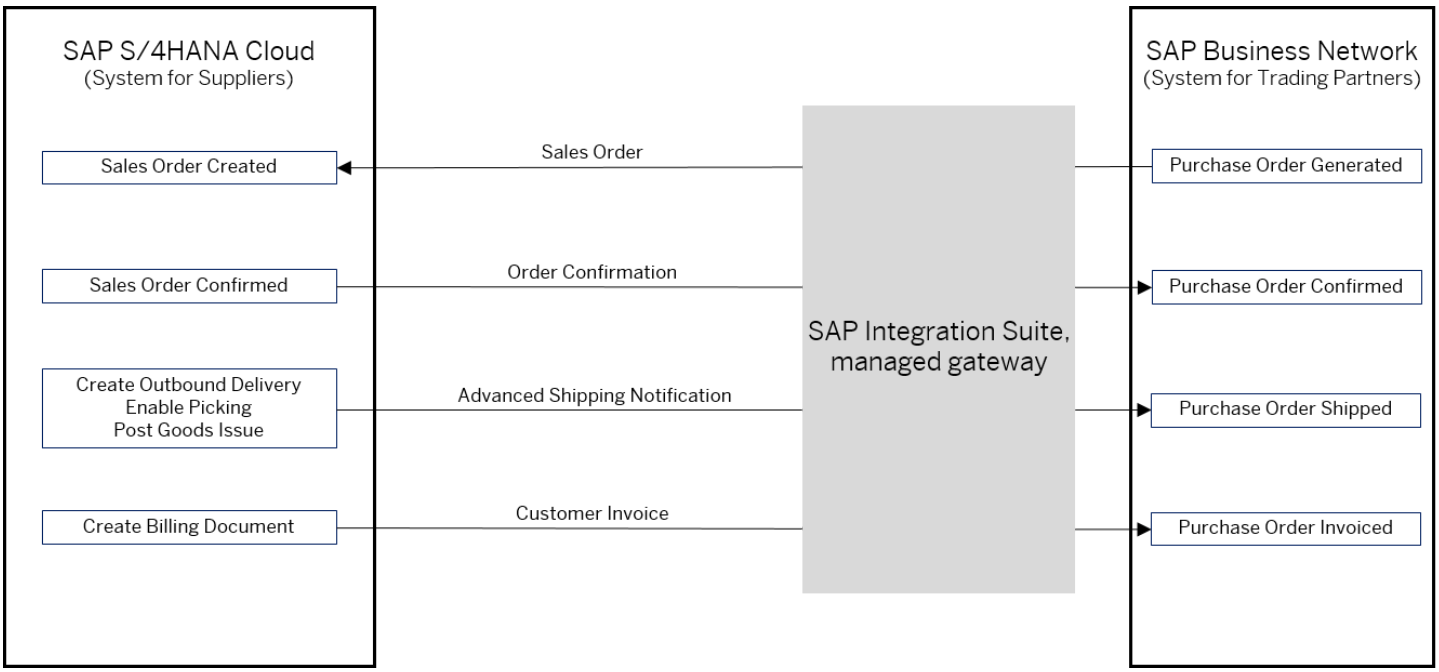
The scope item Automation of Order-to-Invoice with SAP Business Network (4A1) seamlessly connects SAP S/4HANA Cloud with SAP Business Network for suppliers and trading partners, and automates the sales processing from creating sales orders to sending customer invoices.

When a purchase order is generated for you as a supplier in SAP Business Network, a sales order is created or updated in SAP S/4HANA Cloud. Your SAP S/4HANA Cloud system also sends order confirmations, advanced shipping notifications, and customer invoices to SAP Business Network in electronic forms when you complete the preceding steps.

All data is routed through SAP Integration Suite, Managed Gateway for Spend Management and SAP Business Network.

## Basic Process

The following figure shows an overview of the process and the documents exchanged between SAP S/4HANA Cloud and SAP Business Network:




The following table outlines the steps and services used during this process:

| Step | Details | Web Service |
|---|---|---|
| Your SAP S/4HANA Cloud system creates, updates, or cancels a sales order based on the purchase order generated or updated in SAP Business Network. | A purchase order has been generated for you as a supplier in SAP Business Network. This purchase order automatically triggers the creation of a sales order in SAP S/4HANA Cloud.<br><br>The change of this purchase order in SAP Business Network triggers the change or cancellation of the sales order.<br><br>You can search for and display the sales order in the **Manage Sales Orders** app. | **Sales Order/Customer Return - Create, Update, Cancel (B2B)**, inbound (`OrderRequest_In`)<br><br>For more information, see Sales Order/Customer Return - Create, Update, Cancel (B2B) |

| Step | Details | Web Service |
| --- | --- | --- |
| Your SAP S/4HANA Cloud system sends an order confirmation to SAP Business Network. | As soon as the sales order is created with all needed information, for example, customer-expected price, your SAP S/4HANA Cloud system creates an order confirmation and sends it to SAP Business Network.<br><br>**→ Tip**<br>You can configure SAP S/4HANA Cloud to determine whether it automatically sends an order confirmation even if the order details are incomplete. Alternatively, the system can hold the order confirmation until you've manually updated all information required for the sales order.<br><br>**ⓘ Note**<br>If you manually created an order confirmation in SAP Business Network, the automatically created order confirmation sent from SAP S/4HANA Cloud would be rejected.<br><br>SAP Business Network receives the order confirmation. You as a supplier in SAP Business Network can see that the purchase order is confirmed. | **Sales Order/Customer Return - Confirm Processing (B2B)**, outbound (`OrderConfirmationRequest_Out`)<br><br>For more information, see Sales Order/Customer Return - Confirm Processing (B2B). |
| Your SAP S/4HANA Cloud system sends an advanced shipping notification to SAP Business Network. | When the sales order is complete, you can create an outbound delivery in the **Create Outbound Deliveries - From Sales Orders** app, and then enable picking as well as post the goods issue in the **Pick Outbound Delivery** app.<br><br>After that, your SAP S/4HANA Cloud system automatically creates an advanced shipping notification and sends it to SAP Business Network.<br><br>SAP Business Network receives the advanced shipping notification as a ship notice. You as a supplier in SAP Business Network can see that the purchase order is shipped. | **Outbound Delivery - Notify (B2B)**, outbound (`DeliveryRequest_Out`)<br><br>For more information, see Outbound Delivery – Notify (B2B) |
| Your SAP S/4HANA Cloud system sends a customer invoice to SAP Business Network. | As soon as you create an invoice in the **Create Billing Documents** app, your SAP S/4HANA Cloud system automatically sends it to SAP Business Network.<br><br>SAP Business Network receives the customer invoice as an invoice. You as a supplier in SAP Business Network can see that the purchase order is invoiced. | **Customer Invoice - Send (B2B)**, outbound (`InvoiceRequest_Out`)<br><br>For more information, see Customer Invoice - Send (B2B) |

**ⓘ Note**

The documentation of above web services describes features and functions offered in SAP S/4HANA Cloud. They may mention features that is out-of-scope for scope item 4A1.

For details about data that can be routed for scope item 4A1, check the standard mappings in SAP Integration Suite, Managed Gateway for Spend Management and SAP Business Network. For more details, see here.

### Additional Information

For a detailed representation of the business process, as well as the details regarding setting up and implementing this process, see the scope item Automation of Order-to-Invoice with SAP Business Network (4A1) in the SAP Signavio Process Navigator.

### Restrictions

For known restrictions in this process, see SAP Note 3194703.

### Related Information

SAP Business Network
SAP Integration Suite, Managed Gateway for Spend Management and SAP Business Network

## Integration of SAP Global Trade Services with Sales Documents for Compliance Check

The integration of trade compliance check in SAP Global Trade Services (SAP GTS) with sales processing in SAP S/4HANA Cloud is enhanced for sales orders, sales orders without charge, and sales scheduling agreements.

With this feature, you can see the statuses of SAP GTS trade compliance checks in the sales documents, including the legal control status, embargo status, and screening status both on the header and item of the sales documents. Integration with SAP GTS can help companies improve global trade efficiency, ensure regulatory compliance, and accelerate cross-broader supply chain process.

In addition to the legal control status, embargo status and screening status, you can also see the legal control license indicator on the item level of the sales documents. It is introduced as a split indicator to determine whether the items with different legal licenses should be split or combined when you are creating outbound deliveries. In this way, you can prevent the blocked items from stopping the processing of the whole outbound delivery.

After you complete the integration and activate SAP GTS, the new statuses and indicator are available in the following apps:

- **Create Sales Orders - VA01**
- **Change Sales Orders - VA02**
- **Display Sales Orders - VA03**
- **Manage Sales Orders**
- **Create Sales Orders Without Charge**
- **Change Sales Orders Without Charge**
- **Display Sales Orders Without Charge**
- **Manage Sales Orders Without Charge**

- Create Sales Scheduling Agreements
- Change Sales Scheduling Agreements
- Display Sales Scheduling Agreements
- Manage Sales Scheduling Agreements

**Note**

For further information about SAP GTS, see SAP Global Trade Services, edition for SAP HANA → Select the required release → Product Assistance → Compliance Management.

### Related Information

Integration with SAP Global Trade Services

# Using SAP Global Trade Services in the **Sales Order Fulfillment - Analyze and Resolve Issues** and **Track Sales Orders** Apps

You can use SAP Global Trade Services (SAP GTS) in the **Sales Order Fulfillment - Analyze and Resolve Issues** and **Track Sales Orders** apps.

### Related Information

Integration with SAP Global Trade Services
Sales Order Fulfillment - Analyze and Resolve Issues
Track Sales Orders

# Self-Billing

Self-billing is a common billing process in the automotive industry that allows buyers to shift ownership of the invoice verification process to the supplier.

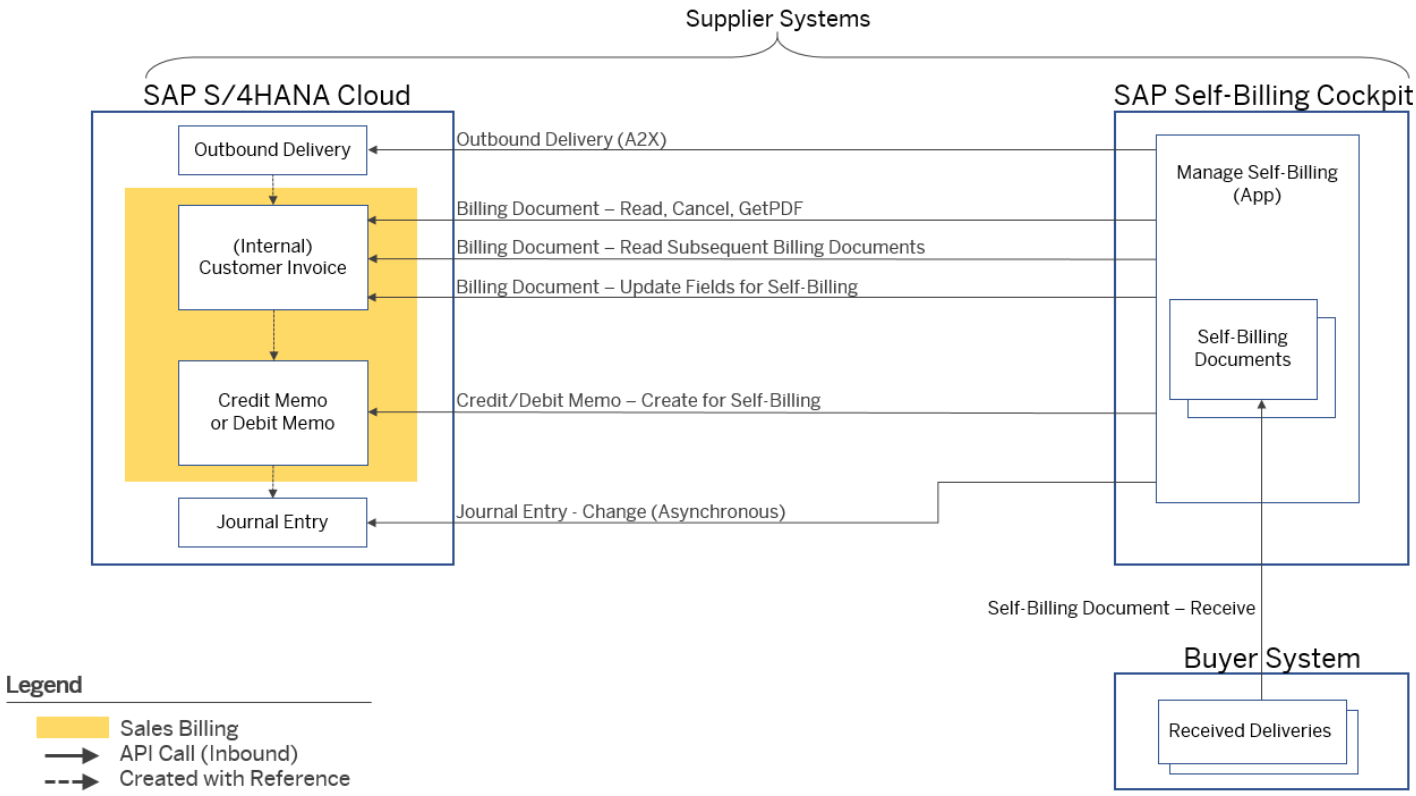
The scope item Self-Billing (4H2) facilitates the integration between sales billing in SAP S/4HANA Cloud and SAP Self-Billing Cockpit that enables this process. SAP Self-Billing Cockpit is an application on SAP Business Technology Platform that requires a separate license.

The integration enables you as the supplier to receive self-billing documents from buyers and then process them to complete the self-billing process. The self-billing documents state the received product quantity and requested net value to be settled.

By comparing the received self-billing documents with the corresponding invoices that you have created internally for the outbound deliveries in your SAP S/4HANA Cloud system, you can verify that self-billing was performed correctly by the buyer and, in case of deviations between self-billing documents and your internal invoices, easily create clearing documents (credit memos or debit memos) to balance the differences in financial accounting. In cases where the deviations exceed the tolerance limits that you have defined, credit and debit memos are created as open items to be cleared in future.

## Basic Process

The integration between SAP S/4HANA Cloud and SAP Self-Billing Cockpit is facilitated by multiple web services (that is, APIs) that handle the communication between the two systems. The following figure provides a high-level overview of the most important inbound web services from a billing perspective, and the business objects they affect.




The following table provides a high-level overview of the process steps and lists, from a billing perspective, the most important web services that the systems use in each process step. For a more detailed explanation of the self-billing process, see the User Guide for SAP Self-Billing Cockpit.

| Process Step | Details | Web Service |
|---|---|---|
| **Receipt:** SAP Self-Billing Cockpit receives a transmission containing self-billing documents from a customer (that is, from the buyer's system). | The received self-billing documents are in reference to a delivery that the buyer has already received, and for which an internal invoice was already created in SAP S/4HANA Cloud when the delivery was dispatched. This internal invoice, however, is not sent to the buyer. | **Self-Billing Document - Receive**, inbound to SAP Self-Billing Cockpit (`TRANSMISSION_IN`) |
| **Verification:** SAP Self-Billing Cockpit verifies data in the received self-billing documents and determines relevant reference documents within SAP S/4HANA Cloud. | Based on the received data, SAP Self-Billing Cockpit determines the corresponding outbound delivery in SAP S/4HANA Cloud. According to this reference delivery document, it determines a reference billing document (that is, the internal invoice). The system then imports and displays data from these reference documents. | **Outbound Delivery (A2X)**, inbound (`API_OUTBOUND_DELIVERY_SRV_0002`)<br><br>**Billing Document - Read, Cancel, GetPDF**, inbound (`API_BILLING_DOCUMENT_SRV`)<br><br>**ℹ Note**<br>Only the **Read** operation of this API is used. |

| Process Step | Details | Web Service |
| --- | --- | --- |
| **Simulation:** SAP Self-Billing Cockpit compares the received data with data in the reference billing document. | SAP Self-Billing Cockpit performs aggregations and simulations that enable it to compare the following figures with each other:<br>• **Transmitted net value**, that is, the amount that the buyer has requested to settle, is compared to the net value in the reference billing document<br>• **Transmitted quantity**, that is, the product quantity received by the buyer via delivery, is compared with the quantity in the reference billing document<br>After the comparison is complete, the simulation results are displayed and used for execution. | Billing Document - Read Subsequent Billing Documents, inbound (`API_SUBSQNT_BILLG_DOC_SBI_SRV`) |
| **Execution:** SAP Self-Billing Cockpit triggers the update and (if needed) creation of clearing documents in SAP S/4HANA Cloud. | • If the comparison shows **no difference in net value**, SAP Self-Billing Cockpit executes self-billing to update the reference number in billing documents and journal entries.<br>• If the **net values differ**, SAP Self-Billing Cockpit executes self-billing to update the reference number in billing documents and journal entries, triggers the creation of credit memos or debit memos (if required), and posts these documents to financial accounting.<br>  ◦ If the **difference exceeds the predefined tolerance limits**, the system also triggers the creation of a new open item (credit memo or debit memo). | Billing Document - Update Fields for Self-Billing, inbound (`BD_UPDATE_SBI_REQUEST_IN`)<br>Credit/Debit Memo - Create for Self-Billing, inbound `CREDITDEBITMEMOREQUEST_IN`<br>Journal Entry - Change (Asynchronous) , inbound (`JournalEntryBulkChangeRequest_In`) |
| **Confirmation:** SAP Self-Billing Cockpit receives confirmation from SAP S/4HANA Cloud that self-billing has been performed. | If the billing documents and journal entries have been successfully updated and, if needed, created and posted in the SAP S/4HANA Cloud, the self-billing document is confirmed. | Credit/Debit Memo - Send Confirmation of Creation for Self-Billing, outbound (`CO_SDBIL_ESR_CDM_SBI_OUT`)<br>Billing Document - Send Confirmation of Fields Updated for Self-Billing, outbound (`CO_SDBIL_ESR_BDUPDSBI_CONF_OUT`)<br>Journal Entry - Change Confirmation (Asynchronous), outbound (`JournalEntryBulkChangeConfirmation_Out`) |

## Additional Information

For more information about SAP Self-Billing Cockpit, see SAP Self-Billing Cockpit on SAP Help Portal.

For details regarding the implementation of this process, see scope item Self-Billing (4H2) in SAP Signavio Process Navigator.

## Related Information

APIs for Integration with SAP Self-Billing Cockpit
Sales Billing

# Integration of Solution Order Management with SAP Subscription Billing

Understand how solution order management in SAP S/4HANA Cloud can be integrated with SAP Subscription Billing.

You can integrate SAP Subscription Billing with SAP S/4HANA Cloud to expand your solution business and add subscription-based services to the tangible goods and services that you already offer. The integration ensures a seamless end-to-end business process. This process starts with the placement of solution orders, and includes the rating of usage data and the prebilling of subscriptions. The prebilled data is subsequently used to create a combined customer invoice for a single solution order. The process also supports revenue recognition and other financial accounting process as well.

## About SAP Subscription Billing

SAP Subscription Billing provides a simplified approach to managing and billing your subscriptions, from the definition of products and rate plans through orchestration and subscription life-cycle management to billing. Based on the multi-tenant cloud deployment, it also enables you to manage usage and customer data easily. SAP Subscription Billing is an application on SAP Business Technology Platform that requires a separate license.

## Prerequisites

1. The scope item **4GT** (Solution Order Management) must be activated so that you can create solution orders with subscription billing items in SAP S/4HANA Cloud.
2. The scope item **57Z** (Subscription Management with Sales Billing) must be activated because it provides the foundation for subscription management in SAP S/4HANA Cloud. It enables sales billing in SAP S/4HANA Cloud to create invoices for subscriptions from SAP Subscription Billing. Creation of these subscriptions can be triggered by subscription items in solution orders or by API calls from an external upstream system, such as SAP Commerce Cloud. For more information about both of these billing scenarios, see Subscription Management with Sales Billing.
3. The communication systems and communication arrangements must be maintained and activated for each corresponding communication scenario:
    - Product Integration (`SAP_COM_0009`)
    - Business Partner, Customer and Supplier Integration (`SAP_COM_0008`)
    - SAP Subscription Billing – API Integration (`SAP_COM_0642`)

      **Note**

      This communication scenario earlier used to support both the data integration and UI integration. The UI integration is supported by the new SAP Subscription Billing - UI Integration (`SAP_COM_0845`) communication

scenario.

- SAP Subscription Billing - UI Integration (SAP_COM_0845)
- Enterprise Eventing Integration (SAP_COM_0092) or SAP Event Broker for SAP Cloud Applications Integration (SAP_COM_0892)
- SAP Subscription Billing - Event Consumption Integration (SAP_COM_0884)

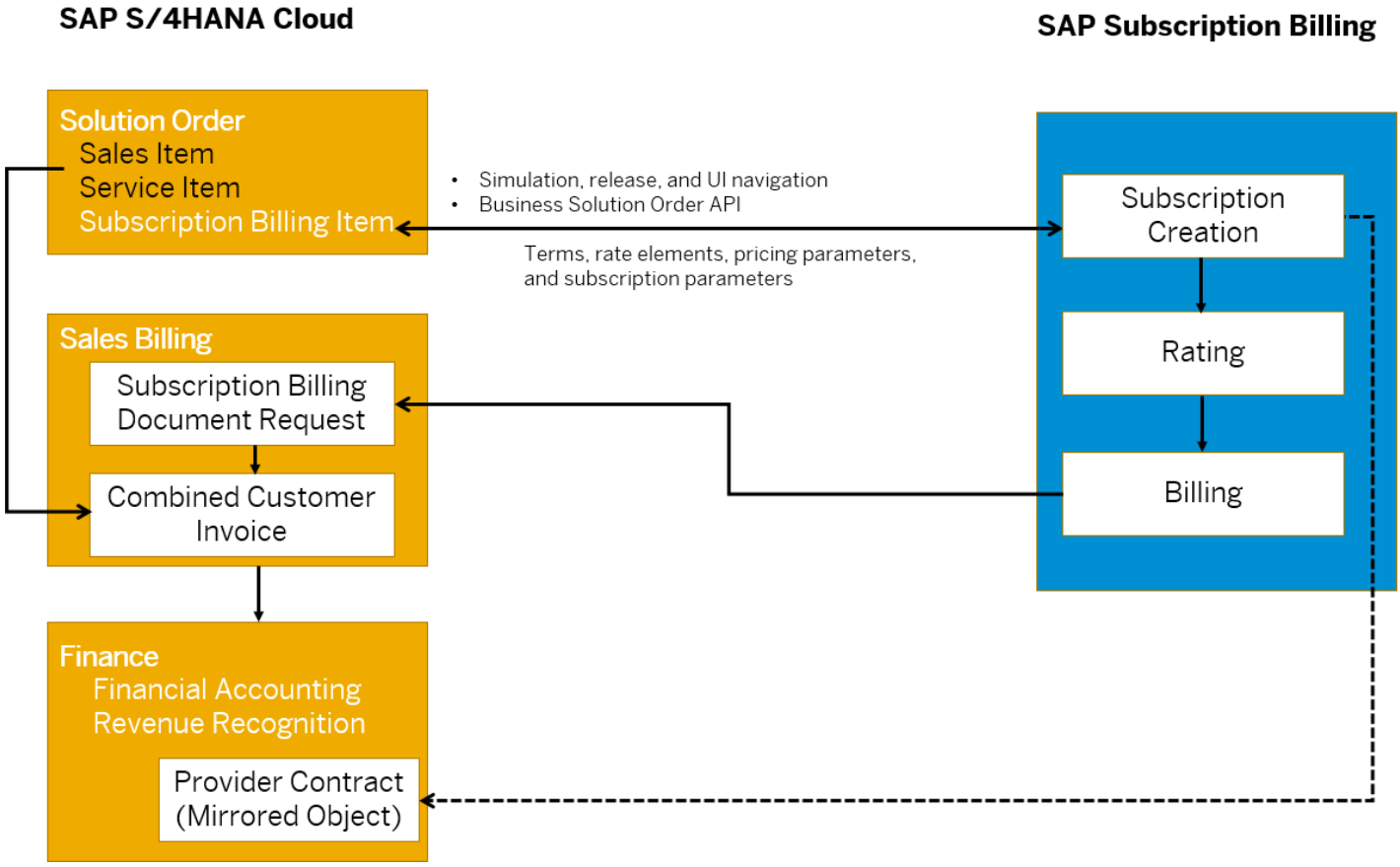
> **Note**
>
> The communication scenario SAP_COM_0884 enables you to consume events from SAP Subscription Billing in a more efficient way and simplifies the required configuration. You can now configure a communication arrangement based on the communication scenario SAP_COM_0884. For more information refer to the setup instructions for the 57Z scope item.

- SAP Subscription Billing with SAP S4HANA Cloud Sales Billing Integration (SAP_COM_0095)

4. A communication arrangement must be activated based on the communication scenario SAP_COM_0706 (Business Solution Order Integration) so that you can work on solution orders with subscription billing items using the **Business Solution Order** API in SAP S/4HANA Cloud.
5. Master data such as products, sold-to parties, and sales areas in the solution order must be consistent with the products, customers, and markets in SAP Subscription Billing. For more data mapping between subscription billing items in solution orders (SAP S/4HANA Cloud) and subscriptions (SAP Subscription Billing), see Field Mapping.

## Basic Process

The following graphic shows an overview of the basic process between SAP S/4HANA Cloud and SAP Subscription Billing.




This integration enables the following features:

1. Simulation of subscription billing items in SAP S/4HANA Cloud. The simulation enables data exchange between SAP S/4HANA Cloud and SAP Subscription Billing without creation of follow-up subscriptions.
2. Release of subscription billing items in SAP S/4HANA Cloud and creation of follow-up subscriptions in SAP Subscription Billing.
3. Creation of subscriptions in SAP Subscription Billing using the **Business Solution Order** API in SAP S/4HANA Cloud.
4. Triggering of business events from SAP Subscription Billing when follow-up subscriptions are created and when the follow-up subscriptions are activated. When the events about the activation of the follow-up subscriptions are received, the corresponding subscription billing items in SAP S/4HANA Cloud are set to completed.
5. Creating a combined customer invoice for a single solution order in SAP S/4HANA Cloud based on the follow-up subscription from SAP Subscription Billing.
6. Revenue recognition and other financial accounting process based on the solution order in SAP S/4HANA Cloud using a provider contract. The provider contract is created automatically in SAP S/4HANA Cloud to represent the follow-up subscription in SAP Subscription Billing.

## Additional Information

For more information about data replication in the integration, see Subscription Management with Sales Billing (57Z).

For more information about the scope items, search for the scope item Solution Order (4GT) or Subscription Management with Sales Billing (57Z) in SAP Signavio Process Navigator.

For more details about the APIs, see Business Solution Order API and SAP Subscription Billing APIs.

For more information about SAP Subscription Billing in general, see SAP Subscription Billing.

**Adding SAP Subscription Billing Apps to the SAP Fiori Launchpad of SAP S/4HANA Cloud**

While SAP Subscription Billing is an application on SAP Business Technology Platform that requires a separate license, you can add specific SAP Subscription Billing apps directly onto the SAP Fiori launchpad of SAP S/4HANA Cloud for easier access.

To see which apps you can add to your SAP Fiori launchpad and for information about how set this up, see Integration with the SAP Fiori Launchpad of SAP S/4HANA Cloud in the **Setup and Administration Guide** for SAP Subscription Billing.

## Related Information

Solution Order Management
Subscription Management with Sales Billing
Solution Order Orchestration

# Field Mapping

Learn about the field mapping between solution orders (in particular subscription billing items) and SAP Subscription Billing.

1. Organizational data and customer

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
| --- | --- |
| `A_BusinessSolutionOrder/SalesOrganization` | `subscriptionPost/market/salesArea/salesOrganizati` |

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
|---|---|
| A_BusinessSolutionOrder/DistributionChannel | subscriptionPost/market/salesArea/distributionCha |
| A_BusinessSolutionOrder/Division | subscriptionPost/market/salesArea/division |
| A_BusSolnOrdSubscrpnBillgItem/SoldToParty | subscriptionPost/customer/externalObjectReference |
| A_BusSolnOrdSubscrpnBillgItem/ShipToParty | subscriptionPost/shipTo/externalObjectReference/e |
| A_BusSolnOrdSubscrpnBillgItem/BillToParty | subscriptionPost/billTo/externalObjectReference/e |
| A_BusSolnOrdSubscrpnBillgItem/PayerParty | subscriptionPost/payer/externalObjectReference/ex |

2. References

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
|---|---|
| A_BusSolnOrdSubscrpnBillgItem/ BusinessSolutionOrderItem | subscriptionPost/snapshots/items |
| | subscriptionPost/snapshots/items |
| A_BusinessSolutionOrder/BusinessSolutionOrder | subscriptionPost/externalObjectR |
| | subscriptionPost/externalObjectR |
| A_BusinessSolutionOrder/BusSolnOrdExtReference | subscriptionPost/customer_purcha |
| A_BusinessSolutionOrder/CustomerPurchaseOrderDate | subscriptionPost/customer_purcha |
| A_BusSolnOrdItmSubscrpnPrAgrmt/SubscriptionRateElement | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/SubscriptionRateSubElement | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/SubscrpnBillgPrcElmntSpec | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/SubscrpnBillgPricingScaleType | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/SubscrpnBillgCndnCalcType | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionScaleQuantity | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionScaleQuantityUnit | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionScaleAmount | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionScaleAmountCurrency | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionRateValue | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionCurrency | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionQuantity | subscriptionPost/snapshots/item/ |

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
|---|---|
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionQuantityUnit | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/ConditionRateRatio | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdItmSubscrpnPrAgrmt/SubscrpnBillgPricingField | subscriptionPost/snapshots/item/ |
| A_BusSolnOrdSubscrpnBillgItem/ProfitCenter | subscriptionPost/snapshots/item/ |

3. Validity and terms

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
|---|---|
| A_BusSolnOrdSubscrpnBillgItem /SubscriptionStartDateTime | subscriptionPost/validFrom |
| A_BusSolnOrdSubscrpnBillgItem/ SubscriptionMinimumTerm | subscriptionPost/contractTerm/period |
| A_BusSolnOrdSubscrpnBillgItem/ SubscriptionTermOfNotice | subscriptionPost/cancellationPolicy/termOfNotice |
| A_BusSolnOrdSubscrpnBillgItem/ SubscrpnWithdrawalPeriod | subscriptionPost/cancellationPolicy/withdrawalPeriod |
| A_BusSolnOrdSubscrpnBillgItem/ SubscriptionRenewalPeriod | subscriptionPost/renewalTerm/period |
| A_BusSolnOrdSubscrpnBillgItem/ SubscriptionFixedTerm | subscriptionPost/fixedTerm |
| A_BusSolnOrdSubscrpnBillgItem/ SubscriptionExpectedTerm | subscriptionPost/expectedTerm/period |
| A_BusSolnOrdSubscrpnBillgItem/ MidBillgCycExprtnIsAllowed | subscriptionPost/cancellationPolicy/allowMidBillCycleExpiratio |
| A_BusSolnOrdSubscrpnBillgItem/ SubscrpnContrTrmsAreSpecified | subscriptionPost/overwriteContractTerm |

4. Products, pricing date, rate elements, pricing parameters, and subscription parameters

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
|---|---|
| A_BusSolnOrdSubscrpnBillgItem/ BusinessSolutionOrderItem | subscriptionPost/snapshots/item/itemId |
| A_BusSolnOrdSubscrpnBillgItem/ Product | subscriptionPost/snapshots/item/product/co |
| A_BusSolnOrdItmSubscrpnPrParam/ SubscrpnPrcgParameter | subscriptionPost/snapshots/item/priceParam |
| A_BusSolnOrdItmSubscrpnPrParam/ SubscrpnParameterDecimalValue | subscriptionPost/snapshots/item/priceParam |

| SAP S/4HANA Cloud - API | SAP Subscription Billing - API |
| --- | --- |
| A_BusSolnOrdItmSubscrpnParam/ SubscriptionParameter | subscriptionPost/snapshots/item/subscripti |
| A_BusSolnOrdItmSubscrpnParam/ SubscrpnParameterIntegerValue | subscriptionPost/snapshots/item/subscripti |
| A_BusSolnOrdItmRateElement/SubscriptionRateElement | Subscription/snapshots/items/priceDetails/ |
| A_BusSolnOrdItmRateElement/ SubscriptionRateElementType | Subscription/snapshots/items/priceDetails/ |
| A_BusSolnOrdItmRateElement/ SubscrpnRateElementNetAmount | Subscription/snapshots/items/priceDetails/ |
| A_BusSolnOrdItmSubscrpnPrParam/ SubscrpnParamDfltDecimalValue | subscriptionPost/snapshots/item/priceDetai |
| A_BusSolnOrdSubscrpnBillgItem/ SubscrpnBillgItmPrcgDateTime | subscriptionPost/snapshots/item/pricing/pr |

### Additional Information

For more details about the APIs, see Solution Order API, SAP Subscription Billing APIs, and Solution Order Orchestration.

# Field Extensibility

Learn how to use additional fields in the integration of Solution Order Management with SAP Subscription Billing.

You can define and transfer custom fields from the solution order to the subscription, and then to the provider contract.

### Transfer of Custom Fields from Solution Orders to Subscriptions

The business add-in (BAdI) **Modify Subscription Billing Data During Solution Order Orchestration** (`CRMS4_SOLO_ORC_SB_SUBSC_MODIFY`) enables field extensibility for subscription billing items in the solution order. You can use this BAdI to modify the subscription data based on your requirements by replicating the following custom fields from solution orders to follow-up subscriptions:

- Custom references and bill split element (on subscription header and item level)
- Technical resource and contract account (on subscription item level)

- Subscription profile and billing profile (on subscription header level)

You define custom fields in the subscription and solution order to store the data. The system then calls the BAdI during orchestration or simulation of subscription billing items in solution orders.

#### Configuration

1. Create custom fields for custom references in SAP Subscription Billing (standard fields are available for the bill split element and technical resources).

   For more information, see Custom References in the SAP Subscription Billing documentation.

2. Create the custom field in the solution order.

   For more information, see Custom Fields.

3. Adapt the solution order user interface to enable the new custom fields in the solution order header or item (according to your requirements).

   For more information, see App Extensibility: Manage Solution Orders.

4. Implement the BAdI `CRMS4_SOLO_ORC_SB_SUBSC_MODIFY` in the **Custom Logic** app.

   For more information, see Custom Logic and the BAdI documentation in the **Custom Logic** app.

## Transfer of Custom Fields from Subscriptions to Provider Contracts

You can replicate custom references from the header and items of subscriptions in SAP Subscription Billing to the provider contract.

> **Note**
> Bill split elements and technical resources are not replicated.

#### Configuration

Note that the first step is only required if you want to add custom fields in the **items** of provider contracts.

1. In the **Custom Fields** app, do the following:

   a. Create custom fields for provider contract items.

   b. Adapt the user interface of the provider contract to show the new custom fields for provider contract items.

   For more information, see Custom Fields.

2. In the **Custom Logic** app, implement the BAdI **Subscription: Map Custom Fields to Provider Contract** (`FKK_EVENT_0540`) in the business context **Provider Contract Item** to map custom references to the custom fields of the provider contract item or to the table that contains external references in the provider contract header.

   For more information, see Custom Logic and the BAdI documentation in the **Custom Logic** app.

# Display Provider Contract for Sales Billing

To provide the required information for accounting processes and revenue recognition, the subscriptions from SAP Subscription Billing are replicated to provider contracts in SAP S/4HANA Cloud.

### ⚠ Caution

Product configuration data from SAP Subscription Billing is not replicated to the SAP S/4HANA Cloud system.

This means that provider contracts that are created in the SAP S/4HANA Cloud system for subscriptions of SAP Subscription Billing do not contain any product configuration data.

A provider contract comprises all agreements regarding the provision and billing of services required for the processing of subscriptions in the SAP S/4HANA Cloud system. The provider contract represents the subscription contract in SAP S/4HANA Cloud.

For more information, see Replication of Subscriptions to Provider Contracts.

Using the **Display Provider Contract for Sales Billing** app, you can display provider contracts in the SAP S/4HANA Cloud system.

## Key Features

With this app, you can do the following:

- Display provider contracts in your SAP S/4HANA Cloud system that are relevant for the integration with SAP Subscription Billing
- Use a range of search criteria to quickly find the provider contracts that you are looking for

## Procedure

1. Select the provider contract you want to display.

   If you enter only the business partner, the system automatically selects the provider contract, as long as the business partner has only one provider contract. If the business partner has more than one provider contract, select the one you want. You can also determine the time of validity for which you want to display the contract data.

   Either directly specify the provider contract or specify the business partner.

2. Choose **Continue**.

The **General Data** tab page displays general information about the contract that is valid for all items, such as the time zone status of the contract and the contract start date and end date.

The tab pages for the contract item data show in the upper area either all contract items, or the items of the provider contract that are valid at the time of validity.

### ℹ Note

The system displays the contract items in the ABAP List Viewer (ALV). To change the display, use the layout functions of the ABAP List Viewer.

When you click on a contract item, the system displays the data for the selected item in the lower area of the screen:

The **Items: General Data** tab page displays the following information:

- The validity and status of the item
- The related solution order and solution order item

The **Items: Account Assignments** tab page displays the following information:

- Organizational data
- The default account assignments derived from the system settings in the configuration activity **Define Specifications for the Derivation of Standard Account Assignment** (such as the company code)
- Products included

# Manage Provider Contracts for Sales Billing

This app (F6404) provides central access to provider contracts for Sales Billing.

## Key Features

You can use this app to do the following:

- Display a list of provider contracts for Sales Billing

  Filter the list according to your needs, for example, by business partner and company code.

- Display a provider contract for Sales Billing

  To display a provider contract for Sales Billing, click on it in the results list. This takes you to the app for displaying provider contracts for Sales Billing.

## Related Information

Display Provider Contract for Sales Billing

# Subscription Management with Sales Billing

With the scope item Subscription Management with Sales Billing (57Z), you can integrate SAP Subscription Billing with SAP S/4HANA Cloud to create customer invoices for subscriptions and trigger subsequent financial processes. SAP Subscription Billing is an application on SAP Business Technology Platform that requires a separate license.

You can use SAP Subscription Billing to manage the entire subscription life cycle. It provides pre-billing data based on subscription data, corresponding rate plan information, and real usage data in pay-per-use models.

As a billing clerk, you can create customer invoices in SAP S/4HANA Cloud based on the billing data provided by SAP Subscription Billing.

### → Tip

While SAP Subscription Billing is an application on SAP Business Technology Platform that requires a separate license, you can add specific SAP Subscription Billing apps directly onto the SAP Fiori launchpad of SAP S/4HANA Cloud for easier access.

To see which apps you can add to your SAP Fiori launchpad and for information about how set this up, see Integration with the SAP Fiori Launchpad of SAP S/4HANA Cloud in the **Setup and Administration Guide** for SAP Subscription Billing.

The creation of subscriptions in SAP Subscription Billing that can subsequently be billed with sales billing in SAP S/4HANA Cloud can be triggered by one of the following two mechanisms:

1. Subscription items in solution orders that are created within SAP S/4HANA Cloud can trigger subscription creation in SAP Subscription Billing via a dedicated REST API.

2. An upstream external system (for example, SAP Commerce Cloud) can call the same REST API to create subscriptions within SAP Subscription Billing.

The following two sections describe the basic process for each of these two scenarios.

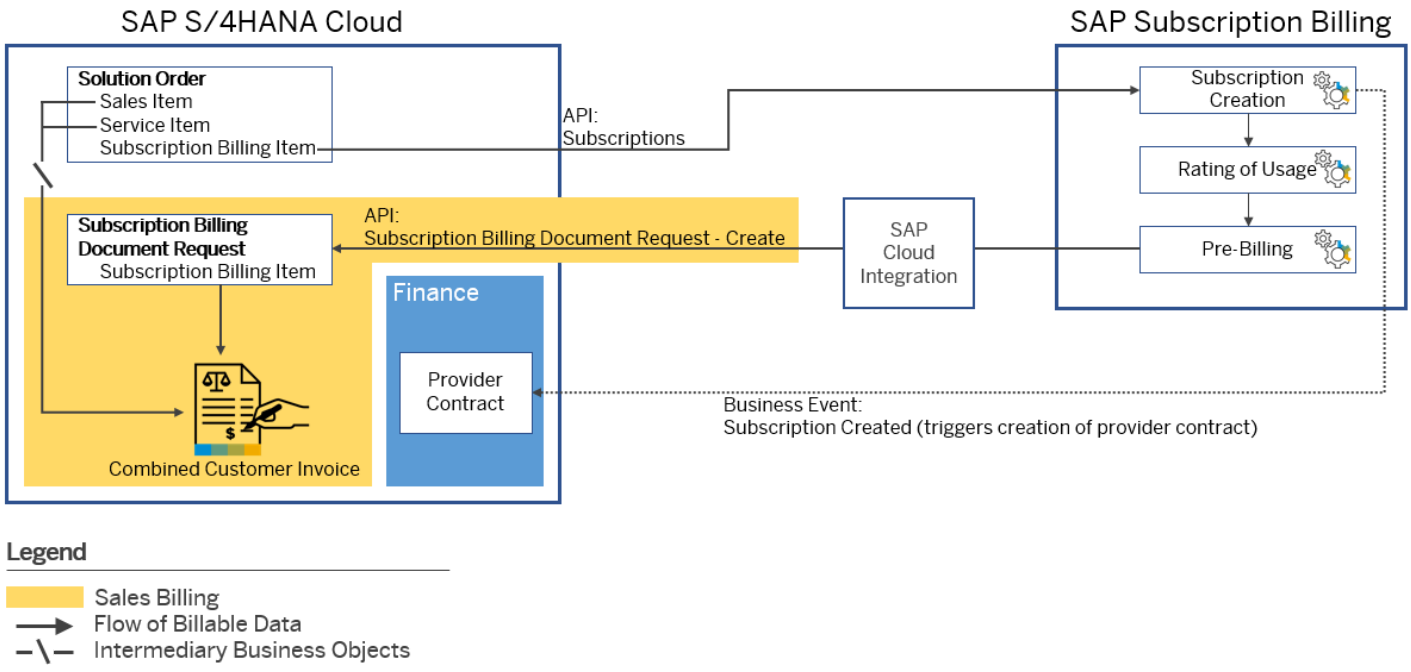
## Basic Process for Subscriptions Triggered by Solution Orders

Because the subsequent documents of solution order items (such as outbound deliveries, service confirmations, and service contracts) are billed in sales billing, billable subscription data originating from solution orders must also pass through sales billing. This allows subscription billing data to be converged with the rest of the billing data to create combined invoices that bill customers for the entire solution.

To correctly rate and price the subscription, subscription billing items in solution orders are always replicated to SAP Subscription Billing for processing before their billable data is passed back into SAP S/4HANA Cloud using a dedicated SOAP API, and persisted in the form of subscription billing document requests (billing document request type SBDR). Billing clerks can then process these subscription billing document requests together with the other subsequent documents of solution orders to create combined customer invoices.

The following figure provides a simplified overview of the subscription-billing-relevant data exchanged between SAP S/4HANA Cloud and SAP Subscription Billing.

Note that the figure focuses on the sales billing perspective and does not provide an overview of the entire subscription management and solution order management process. For more information about subscription billing items in solution orders, see Subscription Billing Items in Solution Orders and Integration of Solution Order Management with SAP Subscription Billing.




The following table explains the process steps and lists the APIs used in each process step:

| Process Step | Details | API (Web Service) |
|---|---|---|

| Process Step | Details | API (Web Service) |
| --- | --- | --- |
| A solution order specialist creates a solution order containing a subscription billing item in SAP S/4HANA Cloud. | When the subscription billing item is released, relevant data is forwarded to SAP Subscription Billing to create the corresponding subscription.<br><br>The new subscription triggers a business event that SAP S/4HANA Cloud is subscribed to, which leads to the creation of a provider contract in that system. The created provider contract holds a technical representation of the subscription itself.<br><br>For more information about the provider contract, see Provider Contract for Sales Billing. | **Subscriptions**, outbound (`SAP_COM_0642_0002_SUBSCRIPTION_REST`) |
| SAP Subscription Billing processes the subscription according to the configured rate elements, pricing parameters, and subscription parameters. | After processing, the resulting pre-billing data is sent back into SAP S/4HANA Cloud. | **Subscription Billing Document Request - Create**, inbound (`SUBSCRIPTIONBDRREQUEST_IN`) |
| SAP S/4HANA Cloud receives the pre-billing data and persists it as a subscription billing document request. | The created subscription billing document request is added to the billing due list of the **Create Billing Documents** app. The request and its items reference the corresponding provider contract and provider contract items.<br><br>In the background, additional subscription-relevant data has automatically been persisted in the provider contract.<br><br>The solution order specialist can display provider contracts in the SAP S/4HANA Cloud system by using the **Display Provider Contract for Sales Billing** app. For more information, see Display Provider Contract for Sales Billing. | N/A |
| A billing clerk in the SAP S/4HANA Cloud system creates an invoice for the entire solution order by billing all of its subsequent documents (outbound delivery, service billing document request, and subscription billing document request) together. | Omnichannel convergent billing enables the creation of a combined invoice that bills the customer for all components of the sold solution. The references to the provider contract are forwarded from the subscription billing document request to the resulting billing document. | N/A |

## Basic Process for Subscriptions Created by an External Upstream System

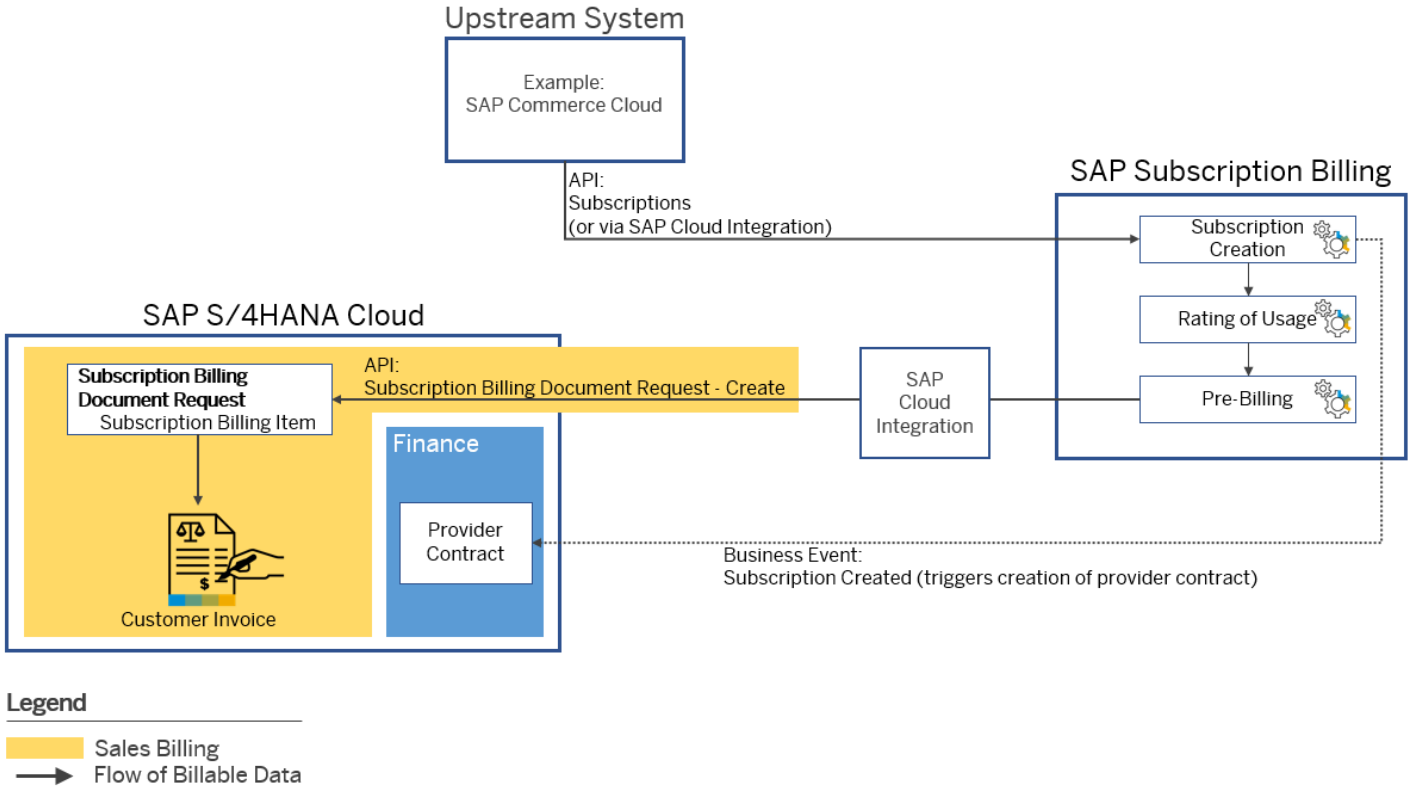
Upstream systems (for example, SAP Commerce Cloud) can create subscriptions in SAP Subscription Billing by calling a dedicated REST API. SAP Subscription Billing can then collect usage records and perform an automated rating of usage, recurring, and one-time charges before passing the resulting data to SAP S/4HANA Cloud using a dedicated SOAP API.

In SAP S/4HANA Cloud, the received subscription billing data is persisted in the form of subscription billing document requests (billing document request type SBDR).

Billing clerks can process these subscription billing document requests to create customer invoices that bill customers for the subscriptions they have purchased.

The following graphic provides a simplified overview of the data flow, starting in an upstream system that triggers the creation of subscriptions in SAP Subscription Billing and continuing across SAP S/4HANA Cloud.

Note that the graphic focuses on the sales billing perspective and does not provide an overview of the entire subscription management process.




The following table explains the process steps and lists the APIs used in each process step:

| Process Step | Details | API (Web Service) |
|---|---|---|
| An upstream system (for example, SAP Commerce Cloud) calls the **Subscriptions** API to trigger the creation of a subscription in SAP Subscription Billing. | SAP Subscription Billing creates a subscription.<br><br>The new subscription triggers a business event that SAP S/4HANA Cloud is subscribed to, which leads to the creation of a provider contract in that system. This provider contract holds a technical representation of the subscription.<br><br>For more information about the provider contract, see Provider Contract for Sales Billing. | **Subscriptions**, inbound to SAP Subscription Billing |
| SAP Subscription Billing processes the subscription according to the configured rate elements, pricing parameters, and subscription parameters. | After processing, the resulting pre-billing data is sent to SAP S/4HANA Cloud via SAP Cloud Integration. | N/A |

| Process Step | Details | API (Web Service) |
| --- | --- | --- |
| Using a dedicated SOAP API, SAP S/4HANA Cloud receives the pre-billing data and persists it as a subscription billing document request. | The created subscription billing document request is automatically added to the billing due list of the **Create Billing Documents** app. The request and its items reference the corresponding provider contract and provider contract items.<br><br>In the background, additional subscription-relevant data is automatically persisted in the provider contract.<br><br>**→ Tip**<br>Billing clerks can display provider contracts in SAP S/4HANA Cloud by using the **Display Provider Contract for Sales Billing** app. For more information, see Display Provider Contract for Sales Billing. | **Subscription Billing Document Request - Create** (`SUBSCRIPTIONBDRREQUEST_IN`), inbound to SAP S/4HANA Cloud |
| A billing clerk in the SAP S/4HANA Cloud system processes the subscription billing document request to create a customer invoice. | The billing clerk can use, for example, the **Create Billing Documents** app to create a customer invoice with reference to the subscription billing document request.<br><br>The references to the provider contract are forwarded from the subscription billing document request to the resulting customer invoice. | N/A |

## Additional Information

For more information about integrating SAP Subscription Billing with SAP S/4HANA Cloud, see Integration with SAP S/4HANA Cloud in the Integration Guide for SAP Subscription Billing.

For more information about setting up the described integration and for a complete process overview, see scope item Subscription Management with Sales Billing (57Z) in SAP Signavio Process Navigator.

## Related Information

Integration of Solution Order Management with SAP Subscription Billing
Solution Order Management
Omnichannel Convergent Billing
Create Billing Documents
APIs for Integration with SAP Subscription Billing