

# BR234

## SAP S/4HANA Service: Subscription Order Management

### COURSE OUTLINE

Course Version: 22

Course Duration:



# SAP Copyrights, Trademarks and Disclaimers

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <https://www.sap.com/corporate/en/legal/copyright.html> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials may have been machine translated and may contain grammatical errors or inaccuracies.








These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

# Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	<i>Example text</i>
Window title	<i>Example text</i>

# Contents

vii **Course Overview**

**1 Unit 1: Introduction into Subscription Order Management (SOM)**

1 Lesson: Introducing the Subscription Business

1 Lesson: Architecture of SAP S/4HANA Service SOM

**3 Unit 2: Master Data: Business Partner and Contract Account**

3 Lesson: Business Partner and Organizational Structure

3 Lesson: Contract Account

**5 Unit 3: Subscription Order Capture**

5 Lesson: Subscription Order Creation

5 Lesson: Customizing of Subscription Order

**7 Unit 4: Subscription Contract**

7 Lesson: Subscription Contract Creation in the BRIM Landscape

7 Lesson: Phased Contracts

7 Lesson: Order Distribution Infrastructure

7 Lesson: Device as a Service

**9 Unit 5: Master Data Product**

9 Lesson: Product Modelling Overview

9 Lesson: Subscription Specific Data

9 Lesson: Cross Catalog Mapping

9 Lesson: SAP Convergent Charging Tables

9 Lesson: Advanced Variant Configuration (AVC Product Configuration)

10 Lesson: Product Training Examples and Customizing

**11 Unit 6: Bundles Products**

11 Lesson: Overview Bundle

11 Lesson: Pricing (Calculation Scheme)

11 Lesson: Discounts and Charges

**13 Unit 7: Subscription Contract Changes**

13 Lesson: Subscription Contract Changes

13 Lesson: Contract Change Customizing

<b>15</b>	<b>Unit 8:</b>	<b>Master Agreement</b>
15		Lesson: Create Master Agreement
15		Lesson: Customer Hierarchy and Master Agreement
<b>17</b>	<b>Unit 9:</b>	<b>Solution Quote (Sales, Subscription and Service)</b>
17		Lesson: Solution Quotation
<b>19</b>	<b>Unit 10:</b>	<b>Partner Agreement</b>
19		Lesson: Partner Agreement
<b>21</b>	<b>Unit 11:</b>	<b>Integration with SAP Convergent Charging</b>
21		Lesson: SOM Integration with Convergent Charging
21		Lesson: Account Splitting
<b>23</b>	<b>Unit 12:</b>	<b>Integration with SAP Convergent Invoicing</b>
23		Lesson: Process Overview
23		Lesson: Discounts and Charges
23		Lesson: Billing Plan
<b>25</b>	<b>Unit 13:</b>	<b>Counter Concepts</b>
25		Lesson: Persistent Counter and Shared Counter
25		Lesson: Allowance Counter
25		Lesson: Shared Allowances
<b>27</b>	<b>Unit 14:</b>	<b>SOM Fioris</b>
27		Lesson: Fioris in SOM
<b>29</b>	<b>Unit 15:</b>	<b>Mass Runs</b>
29		Lesson: Mass Runs in SOM
29		Lesson: APIs for Mass Run
<b>31</b>	<b>Unit 16:</b>	<b>APIs and Events</b>
31		Lesson: API

# Course Overview

## **TARGET AUDIENCE**

This course is intended for the following audiences:

- Project Manager
- Application Consultant
- Business Analyst
- Business Process Architect
- Business Process Owner/Team Lead/Power User
- Solution Architect





## Lesson 1: Introducing the Subscription Business

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Business Examples for Subscription Business
- Understand Subscriptions Change Economy
- Explain our Industry examples

## Lesson 2: Architecture of SAP S/4HANA Service SOM

### Lesson Objectives

After completing this lesson, you will be able to:

- Provide and Overview of SAP Billing and Revenue Innovation Management
- Understand an Overview of SOM Processes
- Understand the business example Cloud Selection Service



## Lesson 1: Business Partner and Organizational Structure

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Business Partner Concept
- Explain the Business Partner Role Concept
- Organizational Structure

## Lesson 2: Contract Account

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Contract Account
- Describe Master Data in BRIM



## Lesson 1: Subscription Order Creation

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Subscription Order Management Process Overview
- Understand Subscription Product Overview
- Proceed with Subscription Order Creation

## Lesson 2: Customizing of Subscription Order

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the BRIM Data Model
- Understand the Customizing of Subscription Order



## **Lesson 1: Subscription Contract Creation in the BRIM Landscape**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Understand Subscription Contract Creation in the BRIM Landscape

## **Lesson 2: Phased Contracts**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Understand Phased Contracts

## **Lesson 3: Order Distribution Infrastructure**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Understand the Order Distribution Infrastructure
- Explain Fulfillment Monitor
- Describe Customizing the Order Infrastructure

## **Lesson 4: Device as a Service**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Understand Device as a Service (DaaS)





## Lesson 1: Product Modelling Overview

### Lesson Objectives

After completing this lesson, you will be able to:

- Define Subscription Product
- Explain Product Modeling
- Describe Product Master Data Views

## Lesson 2: Subscription Specific Data

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Subscription Specific Data

## Lesson 3: Cross Catalog Mapping

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Cross Catalog Mapping (CCM)

## Lesson 4: SAP Convergent Charging Tables

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Convergent Charging (SAP CC) Tables

## Lesson 5: Advanced Variant Configuration (AVC Product Configuration)

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Advanced Variant Configuration (AVC)

- Explain Variant Configuration Modeling
- Detail Variant Pricing

## **Lesson 6: Product Training Examples and Customizing**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Discuss Product Training Examples

## Lesson 1: Overview Bundle

### Lesson Objectives

After completing this lesson, you will be able to:

- Define Product Bundles
- List and explain Product Bundle Features
- Understand the Sales Bundle
- Understand the Contract Bundle
- Define Customizing for Bundles

## Lesson 2: Pricing (Calculation Scheme)

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Pricing and its determination
- Outline the Pricing Procedure Determination in SD
- Explain Condition Type PSPB
- Locate the Customizing for Pricing

## Lesson 3: Discounts and Charges

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Discounts and Charges
- Perform the Customizing of Discounting



## Lesson 1: Subscription Contract Changes

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Subscription Contract Changes
- Describe Subscription Contract Transfers
- Browse Contract Change Customizing

## Lesson 2: Contract Change Customizing

### Lesson Objectives

After completing this lesson, you will be able to:

- Browse Contract Change Customizing



## Lesson 1: Create Master Agreement

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain Master Agreement
- Describe Master Agreement Creation in SOM
- Understand Authorized Partner and Partner Validation Rule

## Lesson 2: Customer Hierarchy and Master Agreement

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain Customer Hierarchy with Master Agreement
- Understand Customizing for Master Agreement in SOM





## Lesson 1: Solution Quotation

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Solution Quotation Process
- Provide a Solution Quotation Product Example
- Create a Solution Quotation
- Understand Master Agreement with Solution Quotation
- Describe Solution Quotation Order Distribution and Customizing



## Lesson 1: Partner Agreement

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Partner Agreement
- Explain Partner Product
- Create a Partner Agreement
- Define Partner Agreement Customizing



## Lesson 1: SOM Integration with Convergent Charging

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain SOM Integration with Convergent Charging
- Detail the Convergent Charging Data Model
- Understand Process Flow for usage based fees
- Explain Table Definition and Redefinition
- Show Integration with CITs and BITs into Convergent Invoicing
- Describe Technical Integration with Convergent Charging
- Recurring Fees in SAP Convergent Charging

## Lesson 2: Account Splitting

### Lesson Objectives

After completing this lesson, you will be able to:

- Illustrate the Account Splitting process
- Use Account Splitting customizing



## Lesson 1: Process Overview

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the BRIM Invoicing Process Overview

## Lesson 2: Discounts and Charges

### Lesson Objectives

After completing this lesson, you will be able to:

- Discounts and Charges

## Lesson 3: Billing Plan

### Lesson Objectives

After completing this lesson, you will be able to:

- Define a Billing Plan
- Provide the Billing Plan Process Overview
- Perform the Customizing of the Billing Plan





## Lesson 1: Persistent Counter and Shared Counter

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the Shared Counter Process Overview
- Provide the Process Overview of Counter Sharing
- Describe the Customizing for Counter Sharing

## Lesson 2: Allowance Counter

### Lesson Objectives

After completing this lesson, you will be able to:

- Define Allowances
- Outline the Allowance Creation Process
- Outline the Allowance Use Process
- Describe the Allowance Subscription Product Design
- Explain the Subscription Contract Change Process for Allowance Creation

## Lesson 3: Shared Allowances

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Shared Allowances



## Lesson 1: Fioris in SOM

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand Fioris in SOM
- Identify Fiori SOM in Business Catalogs



## Lesson 1: Mass Runs in SOM

### Lesson Objectives

After completing this lesson, you will be able to:

- Detail Mass Runs in SOM

## Lesson 2: APIs for Mass Run

### Lesson Objectives

After completing this lesson, you will be able to:

- Know the API for Mass Run



## Lesson 1: API

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand the Order and Contracts API
- Understand the Subscription Order API
- Understand the Subscription Contract API
- Understand the Product Master API
- Understand the Solution Quotation API
- Understand how the contract lifecycle can be managed using the API
- Understand how contract changes are done using the API
- Understand Subscription Business Events