

# S47500

## Performing Basic Customizing for Service in SAP S/4HANA and SAP S/4HANA Cloud Private Edition

### COURSE OUTLINE

Course Version: 2506

Course Duration:

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# 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: Introducing Service Processing in SAP S/4HANA and Learning its Process Steps

1 Lesson: Demonstrating a Service Process in SAP S/4HANA

### 3 Unit 2: Learning the General Configuration of Service Processing

3 Lesson: Configuring a Transaction Type

3 Lesson: Configuring an Item Category

3 Lesson: Configuring Item Category Determination

3 Lesson: Configuring Copying Control for Business Transactions

3 Lesson: Configuring the Integration with Controlling in SAP S/4HANA

3 Lesson: Configuring the Integration with the Cross-Application Time Sheet (CATS)

4 Lesson: Configuring Pricing for Service Transactions

4 Lesson: Configuring More Basic Settings for Business Transactions

### 5 Unit 3: Configuring an On-Site Service Process

5 Lesson: Creating a Service and a Response Profile

5 Lesson: Configuring Service Requests

5 Lesson: Configuring Service Order Quotations and Service Orders

5 Lesson: Configuring the Integration Between Service Transactions and Logistical Processing in SAP S/4HANA

5 Lesson: Configuring Service Confirmations

5 Lesson: Configuring Service Billing

6 Lesson: Configuring the Service with Advanced Execution Scenario

### 7 Unit 4: Configuring In-House Repair

7 Lesson: Processing an In-House Repair

7 Lesson: Learning the Configuration of In-House Repair

### 9 Unit 5: Configuring Service Contracts

9 Lesson: Configuring Service Contracts

### 11 Unit 6: Appendix: Understanding the Technical Architecture and the Configuration of the User Interface

11 Lesson: Outlining the Architecture Behind SAP S/4HANA Service

11 Lesson: Configuring the User Interface



# Course Overview

## **TARGET AUDIENCE**

This course is intended for the following audiences:

- Application Consultant
- Super / Key / Power User
- Business Process Owner/Team Lead/Power User



# UNIT 1

# Introducing Service Processing in SAP S/4HANA and Learning its Process Steps

## Lesson 1: Demonstrating a Service Process in SAP S/4HANA

### Lesson Objectives

After completing this lesson, you will be able to:

- Demonstrate a typical on-site service process in SAP S/4HANA



## Lesson 1: Configuring a Transaction Type

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure a new transaction type for SAP S/4HANA Service

## Lesson 2: Configuring an Item Category

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure a new item category for SAP S/4HANA Service

## Lesson 3: Configuring Item Category Determination

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure item category determination for SAP S/4HANA Service

## Lesson 4: Configuring Copying Control for Business Transactions

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure copying control for business transactions

## Lesson 5: Configuring the Integration with Controlling in SAP S/4HANA

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure the integration between SAP S/4HANA Service and controlling

## Lesson 6: Configuring the Integration with the Cross-Application Time Sheet (CATS)

## **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure the integration with the cross-application time sheet (CATS) functionality of SAP S/4HANA

## **Lesson 7: Configuring Pricing for Service Transactions**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure pricing for service transactions

## **Lesson 8: Configuring More Basic Settings for Business Transactions**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure other basic settings for business transactions in SAP S/4HANA Service

## Lesson 1: Creating a Service and a Response Profile

### Lesson Objectives

After completing this lesson, you will be able to:

- Create a service and a response profile

## Lesson 2: Configuring Service Requests

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure service requests

## Lesson 3: Configuring Service Order Quotations and Service Orders

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure service order quotations and service orders

## Lesson 4: Configuring the Integration Between Service Transactions and Logistical Processing in SAP S/4HANA

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure the integration between service transactions and logistical processing in SAP S/4HANA

## Lesson 5: Configuring Service Confirmations

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure service confirmations

## Lesson 6: Configuring Service Billing

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure service billing

## **Lesson 7: Configuring the Service with Advanced Execution Scenario**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure the Service with Advanced Execution scenario

## Lesson 1: Processing an In-House Repair

### Lesson Objectives

After completing this lesson, you will be able to:

- Verify an in-house repair

## Lesson 2: Learning the Configuration of In-House Repair

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure an in-house repair process



## Lesson 1: Configuring Service Contracts

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure a service contract



## Lesson 1: Outlining the Architecture Behind SAP S/4HANA Service

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the (technical) architecture behind SAP S/4HANA Service

## Lesson 2: Configuring the User Interface

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe SAP Fiori parameter mapping and WebClient UI configuration