

Service Order Processing with SAP Field Service Management (49X)

This scope item supports the following processes:

Service Order Processing with SAP Field Service Management

S4HC < 49X - Service Order Processing with SAP Field Service Management >

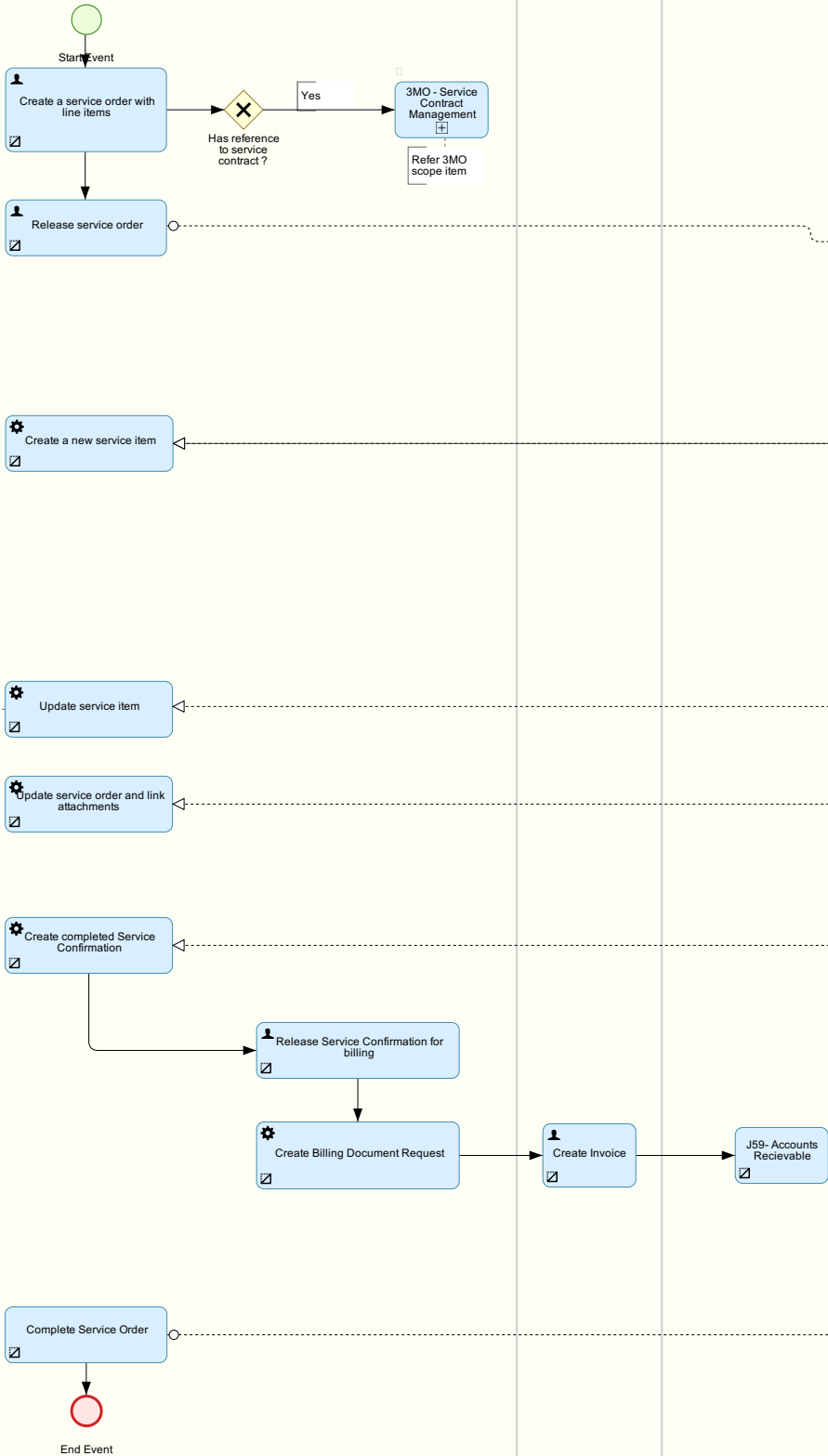
Customer Service Manager

Billing Clerk

Accounts Receivable Accountant

SAP CPI Administrator

Integration process, error handling and message process



Executing Service Employee, Planned Start date, Planned End date are updated



Create a service order with line items



Release service order



Has reference to service contract?

Yes

3MO - Service Contract Management



Refer 3MO scope item



Create a new service item



Update service item



Update service order and link attachments



Create completed Service Confirmation



Release Service Confirmation for billing



Create Billing Document Request



Create Invoice



J59- Accounts Receivable



Complete Service Order



End Event

(Optional) JBI - Core HR with SAP Success factors employee central

S4HC < 49X - Service Order Processing with SAP Field Service Management >

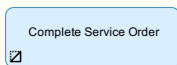
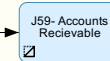
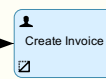
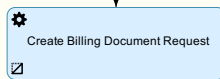
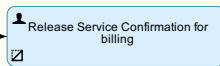
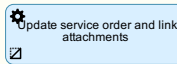
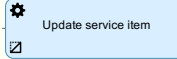
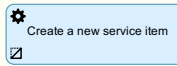
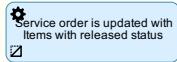
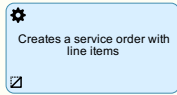
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