Service Quotation (4GA)

This scope item supports the following processes:

Service Quotation

SAP S/4HANA < 4GA - Service Quotation >

Customer Service Manager

Receipt of Service Quotation from Customer

Start Event

Create / Change Service Quotation

Standard Item / Service Bundle / Service Bundle with Time & Material and Fixed price items

Service Quotation Status set to 'Open'

Send Service Quotation to Customer

Email sent with Service Quotation as 'pdf' attachment

Email to Customer

Email or Text Message

Output Control (Optional)

Print Service Quotation

Print Service Quotation

Service Quotation set to Status 'Sent to Customer'

Changes proposed by Customer

Change/Update Service Quotation

Reject

Accept

Decision to Accept or Reject

Partial Acceptance also supported

Service Quotation set to Status 'Under Review'

Reject Service Quotation

Accept Service Quotation

Service Quotation set to Status 'Accepted'

Service Quotation set to Status 'Rejected' with Rejection reason

Service Order
created
Automatically by
the system

Service
Quotation
Process...

Service Order
created
Automatically by
the system