



# Integration of SAP S/4HANA Service with SAP Field Service Management

## Change Log

# TABLE OF CONTENTS

GENERAL UPDATE INFORMATION .....	4
PACKAGE VERSION 2022.2 (2023-05-25) .....	4
<i>Updated Integration Flows</i> .....	4
PACKAGE VERSION 2022.1 (2023-03-22) .....	4
<i>Updated Integration Flows</i> .....	4
PACKAGE VERSION 2022.1 (2023-03-20) .....	4
<i>New Integration Flows</i> .....	4
PACKAGE VERSION 2022.1 (2023-03-08) .....	4
<i>Updated Integration Flows</i> .....	4
PACKAGE VERSION 2022.1 (2023-02-27) .....	5
<i>Updated Integration Flows</i> .....	5
PACKAGE VERSION 2022.1 (2023-02-22) .....	5
<i>Updated Integration Flows</i> .....	5
PACKAGE VERSION 2022 (HOTFIX 2023-02-08).....	5
<i>Updated Integration Flows</i> .....	5
PACKAGE VERSION 2022 (HOTFIX 2022-11-23).....	5
<i>Updated Integration Flows</i> .....	5
<i>Updated Value Mappings</i> .....	6
PACKAGE VERSION 2022 (2022-10-14) .....	6
<i>Updated Integration Flows</i> .....	6
PACKAGE VERSION 2021.1 (HOTFIX 2022-07-27).....	7
<i>Updated Integration Flows</i> .....	7
PACKAGE VERSION 2021.1 (HOTFIX 2022-05-23).....	8
<i>Updated Integration Flows</i> .....	8
PACKAGE VERSION 2021.1 (HOTFIX 2022-03-04).....	8
<i>Updated Integration Flows</i> .....	8
PACKAGE VERSION 2021.1 (2022-02-23) .....	8
<i>New Integration Flows</i> .....	8
<i>Updated Integration Flows</i> .....	8
<i>Renamed Integration Flows</i> .....	9
<i>Updated Value Mappings</i> .....	9
PACKAGE VERSION 2021 (HOTIX 2021-12-15).....	10
<i>Updated Integration Flows</i> .....	10
PACKAGE VERSION 2021 (2021-10-13) .....	10
<i>New Integration Flows</i> .....	10
<i>Updated Integration Flows</i> .....	10
<i>Renamed Integration Flows</i> .....	11
<i>Updated Value Mappings</i> .....	11
PACKAGE VERSION 2020.2 (HOTFIX 2021-08-11).....	11
PACKAGE VERSION 2020.2 (HOTFIX 2021-07-22).....	11
PACKAGE VERSION 2020.2 (2021-07-19) .....	11

PACKAGE VERSION 2020.2 (HOTFIX 2021-06-18).....	11
PACKAGE VERSION 2020.2 (2021-05-29) .....	12
<i>New Integration Flows</i> .....	12
<i>Updated Integration Flows</i> .....	12
PACKAGE VERSION 2020.1 (HOTFIX 2021-03-09).....	12
PACKAGE VERSION 2020.1 .....	12
<i>New Integration Flows</i> .....	12
<i>Updated Integration Flows</i> .....	13
PACKAGE VERSION 2020 (HOTFIX 2020-11-05).....	14
PACKAGE VERSION 2020 .....	14
<i>New Integration Flows</i> .....	14
<i>Updated Integration Flows</i> .....	14
PACKAGE VERSION 2.0.1 .....	15
<i>New Integration Flows</i> .....	15
<i>Updated Integration Flows</i> .....	15
PACKAGE VERSION 2.0.0 .....	16
<i>New</i> .....	16
<i>Updated Integration Flows</i> .....	16
PACKAGE VERSION 1.0.0 .....	16

## GENERAL UPDATE INFORMATION

Due to dependencies of the integration flows and the value mappings provided with this predefined integration scenario, only the update of the complete package is supported. Updating individual artifacts can lead to unforeseen errors!

### PACKAGE VERSION 2022.2 (2023-05-25)

#### Updated Integration Flows

1. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA  
V1.0.1
  - Fixed issue with null values for createdBy field
  - Adjusted message mapping to handle exception incase of missing value mapping entries
2. Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA  
V1.2.0
  - Enhanced mapping to support Responsible person
  - Fixed issue with null values for createdBy field
  - Adjusted message mapping to handle exception incase of missing value mapping entries

### PACKAGE VERSION 2022.1 (2023-03-22)

#### Updated Integration Flows

1. Replicate Product Price  
V1.5.0
  - Fixed minor bug with conditionType in mapping

### PACKAGE VERSION 2022.1 (2023-03-20)

#### New Integration Flows

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management
  - For more information, see [What's New](#) → *Integration Flow to Check Integration Configuration*

### PACKAGE VERSION 2022.1 (2023-03-08)

#### Updated Integration Flows

1. Replicate Business Partners  
V1.6.1
  - Bug fix to correct context handing of business partner type

## **PACKAGE VERSION 2022.1 (2023-02-27)**

### **Updated Integration Flows**

1. Replicate Business partners Address  
V1.7.0
  - Bug fix to pass original payload in post exit

## **PACKAGE VERSION 2022.1 (2023-02-22)**

### **Updated Integration Flows**

1. Replicate Business Partners  
V1.6.0
  - Enhanced the name field mapping to replicate complete name in FSM
2. Replicate Business partners Address  
V1.6.0
  - Modified name3 field mapping in FSM
3. Replicate Product Price  
V1.4.0
  - Externalized conditionType in mappings

## **PACKAGE VERSION 2022 (HOTFIX 2023-02-08)**

### **Updated Integration Flows**

1. Replicate Service Call from SAP Field Service Management to SAP S4HANA  
V1.1.1
  - Minor bug fix

## **PACKAGE VERSION 2022 (HOTFIX 2022-11-23)**

### **Updated Integration Flows**

1. *Replicate Business partners Address*  
V1.5.1
  - Fix for name mapping when values don't exist, or category ignored
2. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*  
V2.3.0
  - Enhancements for replicating the service product to the activity
3. *Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA*  
V3.3.0
  - A new activity in SAP Field Service Management creates a service order item based on the service item of the activity

## Updated Value Mappings

1. *Value Mapping for Master Data between SAP S4HANA and SAP Field Service Management*  
V1.3.1
  - Change of product type mapping

## PACKAGE VERSION 2022 (2022-10-14)

### Updated Integration Flows

#### 1. *Replicate Business Partners*

V1.5.0

- Mapping changes to support replication of person as business partner
- Mapping changes to delete values in FSM which are deleted in S4
- FSM business partner creation timeout field externalised
- 'Set Payload.groovy' and 'RemoveHeadersOriginalPayload.groovy' scripts deleted
- 'omit-xml-declaration' XSLT mapping deleted
- New values added in XML to JSON converter to support array conversion
- Bug fix in 'PreprocessContact.groovy' when ignoreCategory flag is set to true

#### 2. *Replicate Business Partner Contact*

V1.5.0

- Mapping changes to support replication of business partner as contact
- Remove communication data field mappings
- 'Set Payload.groovy', RemoveHeadersOriginalPayload.groovy, PreprocessBP.groovy and omit-xml.declaration.groovy scripts deleted
- New values added in XML to JSON converter to support array conversion

#### 3. *Replicate Business Partner Address*

V1.5.0

- New values added to XML to JSON converter to support array conversion
- 'Set Payload.groovy', RemoveHeadersOriginalPayload.groovy and omit-xml.declaration.groovy scripts deleted
- FSM DTO Version and Timeout externalised in Address creation HTTP call
- Mapping changes to delete values in FSM which are deleted in S4

#### 4. *Create Business Partner Relationships*

V1.5.0

- New values added to XML to JSON converter to support array conversion
- Field mappings added for communication data replication from relationship data in S4
- FSM DTO Version and Timeout externalised in Relationship creation HTTP call
- 'Set Payload.groovy' and omit-xml.declaration.groovy scripts are deleted

#### 5. *Replicate Business Partner Employee*

V1.4.0

- Support to map BusinessPartnerID from S4 to userName in FSM along with externalisation of identification type (IDType)
- RemoveHeadersOriginalPayload.groovy and PreprocessBP.groovy scripts deleted
- 'Payload Formatting Contact.groovy' script renamed to 'Payload Formatting Employee.groovy'
- FSM Employee creation timeout field externalised
- New values added to XML to JSON converter to support array conversion

#### 6. *Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA*

V1.1.0

- Unused getDateTime.groovy script deleted

7. *Replicate product Price*

V1.3.2

- Added support for validity based on start & end date

8. *Check Configurations for Integration SAP S4HANA with SAP Field Service Management*

V1.1.0

- New parameter checks
- Bug fixes and general improvements

9. *Notify Service Order Update from SAP Field Service Management to SAP S4Hana*

V2.3.0

- Reject service item in S/4Hana after activity was canceled
- Enhancements for replicating the current execution status to S/4Hana
- Batch extensions for Header & Item added

10. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*

V4.1.1

- Bug fixes and general improvements

11. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*

V2.2.0

- Enhancements for replicating the current execution status to S/4Hana
- Bug fixes and general improvements

12. *Route Payload from SAP Field Service Management to SAP S4HANA*

V2.3.0

- Enhancements for replicating the current execution status to S/4Hana
- Bug fixes and general improvements

13. *Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA*

V3.2.0

- Enhancements for replicating the current execution status to S/4Hana
- Bug fixes and general improvements

14. *Value Mapping Between SAP S/4HANA and SAP Field Service Management*

V1.2.1

- Change of supported file types for attachment replication

**PACKAGE VERSION 2021.1 (HOTFIX 2022-07-27)**

**Updated Integration Flows**

1. *Replicate Product Price*

V1.2.0

- Fix for filtering condition Type
- Minor bug fix

## PACKAGE VERSION 2021.1 (HOTFIX 2022-05-23)

### Updated Integration Flows

1. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*
  - Fix for supporting restart of failed messages in FSM
  - Minor fix
2. *Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA*
  - Fix for supporting restart of failed messages in FSM
3. *Route Payload from SAP Field Service Management to SAP S4HANA*
  - Minor fix

## PACKAGE VERSION 2021.1 (HOTFIX 2022-03-04)

### Updated Integration Flows

1. *Route Payload from SAP Field Service Management to SAP S4HANA*
  - Bug fix

## PACKAGE VERSION 2021.1 (2022-02-23)

### New Integration Flows

1. *Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA*
2. *Replicate Checklist Template from SAP Field Service Management to SAP S4HANA*
3. *Check Configurations for Integration SAP S4HANA with SAP Field Service Management*
  - For more information, see [What's New](#) → *Integration Flow to Check Integration Configuration*.

### Updated Integration Flows

1. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*
    - New parameters AccountID and CompanyID have been added as the recommended parameters because the parameters Account (Name) and Company (Name) will be deprecated in future releases.
    - Replication of service call codes to service orders. For more information, see [What's New](#).
    - Immediate replication of service order updates. For more information, see [What's New](#).
    - Bug fixes and improvements
  2. *Route Payload from SAP Field Service Management to SAP S4HANA*
    - Bug fixes and improvements
  3. *Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA*
    - New parameters AccountID and CompanyID have been added as the recommended parameters because the parameters Account (Name) and Company (Name) will be deprecated in future releases.
    - Replication of service call codes to service orders. For more information, see [What's New](#).
    - Bug fixes and improvements
  4. *Notify Service Order Update from SAP Field Service Management to SAP S4HANA*
    - Replication of service call codes to service orders. For more information, see [What's New](#).
    - User status of completed service items can be configured. Additional configuration required. For more information, see [What's New](#) → *Replication of Completed Activities*.
    - Bug fixes and improvements
-



5. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*
  - Replication of service rendered date enabled. For more information, see [What's New](#)
  - Replication of completed activities and check for duplicate confirmations implemented. Additional configuration required. For more information, see [What's New](#).
  - Bug fixes and improvements
6. *Replicate Attachments from SAP Field Service Management to SAP S4HANA*
  - New parameters AccountID and CompanyID have been added as the recommended parameters because the parameters Account (Name) and Company (Name) will be deprecated in future releases.
  - Support for attachment updates
  - Bug fixes and improvements
7. *Replicate Service Call from SAP Field Service Management to SAP S4HANA*
  - New parameters AccountID and CompanyID have been added as the recommended parameters because the parameters Account (Name) and Company (Name) will be deprecated in future releases.
  - Replication of service call codes to service orders. For more information, see [What's New](#).
  - Bug fixes and improvements
8. *Replicate Business Partners*
  - Option to replicate business partners with required business partner categories
  - Business partner replication based on the business partner role mapping
  - Check for the availability of data prior to calling the integration flows for replicating contacts and employees
  - Minor improvements
9. *Replicate Business Partner Employee*
  - Replication of email address from address-independent communication data
  - Pre-processing script moved to the integration flow for business partner replication
10. *Replicate Business Partner Contact*
  - Pre-processing script moved to the integration flow for business partner replication
  - Minor improvements
11. *Replicate Business Partner Address*
  - Support for adding user-defined field values in a post-exit integration flow
  - Minor improvements
12. *Create Business Partner Relationships*
  - Support for deleting a relationship link between a business partner and a contact
  - Minor improvements
13. *Replicate Products*
  - Support for adding EANs, user-defined field values, and other array lists in a post-exit integration flow
  - Minor improvements

## **Renamed Integration Flows**

1. *Replicate Item Price List*
  - Renamed to *Replicate Product Price*
  - Support for deleting a price list

## **Updated Value Mappings**

1. *Value Mapping for Master Data between SAP S4HANA and SAP Field Service Management*
  - Value mapping for the replication of checklist status and business partner role

## PACKAGE VERSION 2021 (HOTIX 2021-12-15)

### Updated Integration Flows

1. *Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA*
  - Bug fix to ignore missing SAP S/4HANA properties

## PACKAGE VERSION 2021 (2021-10-13)

Integration flows marked as deprecated in the previous releases have been removed from the package with this release.

### New Integration Flows

1. *Replicate Item Pricelist*
2. *Replicate Service Call from SAP Field Service Management to SAP S4HANA*

### Updated Integration Flows

1. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*
  - Refactoring: removing revoke/complete path and the corresponding post-mapping extension  
**Note:** Incompatible change
  - Filtering out completed service items that were not replicated to SAP Field Service Management previously
  - Sending a message with header *X-Source-Last-Changed* to SAP Field Service Management to avoid the processing of obsolete messages
  - Support of the event *ReleaseRevoked*
  - Replication of functional location
  - Bug fixes
2. *Route Payload from SAP Field Service Management to SAP S4HANA*
  - Harmonized error handling
  - Routing messages for new service calls to the new integration flow
  - Bug fixes
3. *Notify Service Order Update from SAP Field Service Management to SAP S4HANA*
  - Harmonized error handling
  - Replication of responsible in SAP Field Service Management to employee responsible in SAP S/4HANA
  - Mapping of contact of the activity to the service order item
  - Replication of functional location from SAP Field Service Management to SAP S/4HANA
  - Bug fixes
4. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*
  - Harmonized error handling
  - Mapping of effort types (tasks) in SAP Field Service Management to service types in SAP S/4HANA
  - Extensibility modified  
**Note:** Incompatible change  
In the previous version, only the activity part of the original payload is sent to the extension integration flow. With this version, the original payload that is sent to the integration flow is passed to the extension flow.
  - Bug fixes
5. *Replicate Attachments from SAP Field Service Management to SAP S4HANA*
  - Minor fixes

## Renamed Integration Flows

1. *Update Service Order for Duplicate Activity from SAP Field Service Management to SAP S4HANA* renamed to  
*Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA*
  - Harmonized error handling
  - Replication of new activities to SAP S/4HANA
  - Replication of functional locations of activities to SAP S/4HANA
  - Mapping enhanced for DueDateTime of activities
  - Extensibility modified
    - Note:** Incompatible change  
In the previous version, only the service call part of the original payload is sent to the extension integration flow. With this version, the original payload that is sent to the integration flow is passed to the extension flow.
  - Bug fixes

## Updated Value Mappings

1. *Value Mapping Between SAP S/4HANA and SAP Field Service Management*
  - Mapping of effort types (tasks) in SAP Field Service Management to service types in SAP S/4HANA
  - Minor fix

## PACKAGE VERSION 2020.2 (HOTFIX 2021-08-11)

1. *Notify Service Order Update from SAP Field Service Management to SAP S4HANA*
  - Wrong mapping for the field *ServiceDocumentPriority*

## PACKAGE VERSION 2020.2 (HOTFIX 2021-07-22)

1. *Update Service Order for Duplicate Activity from SAP Field Service Management to SAP S4HANA*
  - Bug fixes

## PACKAGE VERSION 2020.2 (2021-07-19)

The package on SAP API Business Hub has been renamed to *SAP S/4HANA Service Integration with SAP Field Service Management*.

## PACKAGE VERSION 2020.2 (HOTFIX 2021-06-18)

1. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*
  - Improved error handling
2. *Route Payload from SAP Field Service Management to SAP S4HANA*
  - Improved error handling

## PACKAGE VERSION 2020.2 (2021-05-29)

### New Integration Flows

1. *Replicate Item Group*

### Updated Integration Flows

1. *Replicate Business Partners*
  - Payload filtering based on business partner role
  - Minor fixes
2. *Replicate Business Partner Employee*
  - Payload filtering based on business partner role
  - Minor fixes
3. *Replicate Business Partner Contact*
  - Payload filtering based on business partner role
  - Minor fixes
4. *Replicate Business Partner Address*
  - Support for multiple addresses and default address on business partner
  - Minor fixes
5. *Create Business Partner Relationship*
  - Enhanced mapping for mobile and office phone
  - Minor fixes
6. *Replicate Products*
  - Enhanced mapping for item type and item group
  - Minor fixes
7. *Replicate Product Stock*
  - Removal of leading zeroes from item external ID
  - Support for bulk product stock replication
  - Minor fixes

## PACKAGE VERSION 2020.1 (HOTFIX 2021-03-09)

1. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*
  - Bug fixes

## PACKAGE VERSION 2020.1

The error handling of the integration flows marked with **(X)** have incompatible changes.

After updating the integration package, email notifications that have already been configured will not work any longer. The integration flows must be reconfigured and deployed if you want to use the functionality to send error information as emails.

Additionally, the new integration flow *Send Error Email for Integration SAP S4HANA with SAP Field Service Management* must be configured and deployed.

### New Integration Flows

1. *Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP*
2. *Send Error Email for Integration SAP S4HANA with SAP Field Service Management*
3. *Replicate Attachments from SAP Field Service Management to SAP S4HANA*

## Updated Integration Flows

1. *Notify Service Order Update from SAP Field Service Management to SAP S4HANA (X)*
    - Improved exception handling, improved monitoring
    - Bug fixes
    - Replication of notes
    - Enhanced service call and activity update replication
  2. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA (X)*
    - Improved exception handling
    - Improved monitoring
    - Bug fixes
    - Replication of mileage confirmation
  3. *Route Payload from SAP Field Service Management to SAP S4HANA (X)*
    - Improved exception handling
    - Improved monitoring
    - Bug fixes
  4. *Update Service Order for Duplicate Activity from SAP Field Service Management to SAP S4HANA (X)*
    - Improved exception handling
    - Improved monitoring
    - Bug fixes
    - Extension point added
    - Replication of notes
  5. *[DEPRECATED] Notify Service Call Update from SAP S4HANA to SAP Field Service Management (X)*  
SOAP"
    - Replaced by "Replicate Service Order from SAP S4HANA to SAP Field Service Management
    - Improved exception handling
    - Improved monitoring
    - Bug fixes
  6. *[DEPRECATED] Route Payload from SAP S4HANA to SAP Field Service Management (X)*  
SOAP"
    - Replaced by "Replicate Service Order from SAP S4HANA to SAP Field Service Management
    - Improved exception handling
    - Improved monitoring
    - Bug fixes
  7. *[DEPRECATED] Replicate Service Order from SAP S4HANA to SAP Field Service Management (X)*  
SOAP"
    - Replaced by "Replicate Service Order from SAP S4HANA to SAP Field Service Management
    - Improved exception handling
    - Improved monitoring
    - Bug fixes
  8. *Replicate Business Partners (X)*
    - Improved exception handling
    - Bug fixes
  9. *Replicate Business Partner Employee (X)*
    - Improved exception handling
    - Bug fixes
  10. *Replicate Business Partner Contact (X)*
    - Improved exception handling
    - Bug fixes
  11. *Replicate Business Partner Address (X)*
-

- Improved exception handling
  - Bug fixes
12. *Create Business Partner Relationship (X)*
    - Improved exception handling
    - Bug fixes
  13. *Replicate Products (X)*
    - Improved exception handling
    - Bug fixes
  14. *Replicate Product Stock (X)*
    - Improved exception handling
    - Bug fixes
  15. *[DEPRECATED] Master Data Exception Handling Between SAP S4Hana Cloud and SAP FSM (X)*
    - Replaced by "Send Error Email for Integration SAP S4HANA with SAP Field Service Management"
  16. *Value Mapping Between SAP S/4HANA and SAP Field Service Management*
    - Enhanced for mileage replication

#### **PACKAGE VERSION 2020 (HOTFIX 2020-11-05)**

*Notify Service Order Update from SAP Field Service Management to SAP S4HANA*

- Incorrect extension point removed

#### **PACKAGE VERSION 2020**

With this release, the versioning of the package is changed.

From this release on, the package will have the same version as the SAP S/4HANA release delivered at the same time.

#### **New Integration Flows**

1. *Master Data Exception Handling between SAP S4HANA and SAP Field Service Management*
2. *Replicate Business Partner Employee*
3. *Replicate Product Stock*

#### **Updated Integration Flows**

1. *Route Payload from SAP S4HANA to SAP Field Service Management*
  - New FSM API
  - Minor fixes
2. *Replicate Service Order from SAP S4HANA to SAP Field Service Management*
  - New FSM API
  - Item types can now be configured
  - Minor fixes
3. *Notify Service Call Update from SAP S4HANA to SAP Field Service Management*
  - New FSM API
  - Minor fixes
4. *Route Payload from SAP Field Service Management to SAP S4HANA*
  - Minor fixes
5. *Update Service Order for Duplicate Activity from SAP Field Service Management to SAP S4HANA*

- SAP S/4HANA client can be configured
  - Minor fixes
6. *Notify Service Order Update from SAP Field Service Management to SAP S4HANA*
    - SAP S/4HANA client can be configured
  7. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*
    - SAP S/4HANA client can be configured
    - Minor fixes
  8. *Create Business Partner Relationship*
    - Added extensibility and exception handling
    - Minor fix regarding multiple relationships
  9. *Replicate Business Partner Address*
    - Added extensibility and exception handling
  10. *Replicate Business Partner Contact*
    - Added extensibility and exception handling
    - Minor fixes
  11. *Replicate Business Partners*
    - Added extensibility and exception handling
    - Minor fixes
  12. *Replicate Products*
    - Added extensibility and exception handling
    - Minor fixes
  13. *Value Mapping for Master Data between SAP S4HANA and SAP Field Service Management*
    - Added new mapping entry

## **PACKAGE VERSION 2.0.1**

### **New Integration Flows**

- Fixed email authentication externalized error
- Fixed target XSD file to make some fields optional error
- Fixed customer to Contact-Relationship is not replicated error
- Fixed material description issue in all languages error
- Fixed load service orders from S/4 to FSM error

### **Updated Integration Flows**

1. *Replicate Service Order from SAP S4HANA to SAP Field Service Management*
2. *Route Payload from SAP Field Service Management to SAP S4HANA*
3. *Route Payload from SAP S4HANA to SAP Field Service Management*
4. *Create Business Partner Relationship*
5. *Replicate Business Partner Address*
6. *Replicate Business Partner Contact*
7. *Replicate Business Partners*
8. *Replicate Products*

## **PACKAGE VERSION 2.0.0**

### **New**

- Support for unplanned expense & spare part
- Support for DRF (Data Replication Framework)

### **Updated Integration Flows**

1. *Notify Service Call Update from SAP S4HANA to SAP Field Service Management*
2. *Notify Service Order Update from SAP Field Service Management to SAP S4HANA*
3. *Replicate Business Partners*
4. *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*
5. *Replicate Service Order from SAP S4HANA to SAP Field Service Management*
6. *Route Payload from SAP Field Service Management to SAP S4HANA*
7. *Route Payload from SAP S4HANA to SAP Field Service Management*

## **PACKAGE VERSION 1.0.0**

First version delivered.



[www.sap.com/contactsap](http://www.sap.com/contactsap)

© 2021 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.

The information contained herein may be changed without prior notice. 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 are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP 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, and they should not be relied upon in making purchasing decisions.

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. All other product and service names mentioned are the trademarks of their respective companies. See [www.sap.com/trademark](http://www.sap.com/trademark) for additional trademark information and notices.

**THE BEST RUN**

