



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

## Change Log

# TABLE OF CONTENTS

GENERAL UPDATE INFORMATION.....	6
PACKAGE VERSION 2025.1 (2026-02-25).....	6
<i>New Integration Flows</i> .....	6
<i>Updated Integration Flows</i> .....	6
PACKAGE VERSION 2025 (HOTFIX 2026-02-04) .....	7
<i>Updated Integration Flows</i> .....	7
PACKAGE VERSION 2025 (HOTFIX 2026-01-29) .....	7
<i>Updated Integration Flows</i> .....	7
PACKAGE VERSION 2025 (HOTFIX 2025-12-19) .....	7
<i>Updated Integration Flows</i> .....	7
PACKAGE VERSION 2025 (HOTFIX 2025-11-06) .....	8
<i>Updated Integration Flows</i> .....	8
PACKAGE VERSION 2025 (HOTFIX 2025-10-22) .....	9
<i>Updated Integration Flows</i> .....	9
PACKAGE VERSION 2025 (2025-10-08).....	9
<i>New Integration Flows</i> .....	9
<i>Updated Integration Flows</i> .....	9
<i>Updated Value Mappings</i> .....	11
PACKAGE VERSION 2023.3 (HOTFIX 2025-09-25) .....	11
<i>Updated Integration Flows</i> .....	11
PACKAGE VERSION 2023.3 (HOTFIX 2025-09-19) .....	11
<i>Updated Integration Flows</i> .....	11
PACKAGE VERSION 2023.3 (HOTFIX 2025-09-15) .....	11
<i>Updated Integration Flows</i> .....	11
PACKAGE VERSION 2023.3 (HOTFIX 2025-08-31) .....	12
<i>Updated Integration Flows</i> .....	12
PACKAGE VERSION 2023.3 (HOTFIX 2025-08-11) .....	12
<i>Updated Integration Flows</i> .....	12
PACKAGE VERSION 2023.3 (HOTFIX 2025-07-11) .....	13
<i>Updated Integration Flows</i> .....	13
PACKAGE VERSION 2023.3 (HOTFIX 2025-06-25) .....	13
<i>Updated Integration Flows</i> .....	13
PACKAGE VERSION 2023.3 (HOTFIX 2025-06-02) .....	13
<i>Updated Integration Flows</i> .....	13
PACKAGE VERSION 2023.3 (HOTFIX 2025-05-26) .....	13
<i>Updated Integration Flows</i> .....	13
PACKAGE VERSION 2023.3 (HOTFIX 2025-04-25) .....	14
<i>Updated Integration Flows</i> .....	14
PACKAGE VERSION 2023.3 (HOTFIX 2025-03-25) .....	14
<i>Updated Integration Flows</i> .....	14
PACKAGE VERSION 2023.3 (2024-02-26).....	15

<i>New Integration Flows</i> .....	15
<i>Updated Integration Flows</i> .....	15
<i>Updated Value Mappings</i> .....	17
PACKAGE VERSION 2023.2 (2024-01-10).....	18
<i>Updated Integration Flows</i> .....	18
PACKAGE VERSION 2023.2 (2024-12-16).....	18
<i>Updated Integration Flows</i> .....	18
PACKAGE VERSION 2023.2 (2024-12-05).....	18
<i>Updated Integration Flows</i> .....	18
PACKAGE VERSION 2023.2 (2024-11-25).....	18
<i>Updated Integration Flows</i> .....	18
PACKAGE VERSION 2023.2 (2024-10-21).....	19
<i>Updated Integration Flows</i> .....	19
PACKAGE VERSION 2023.2 (2024-10-16).....	19
<i>Updated Integration Flows</i> .....	19
PACKAGE VERSION 2023.2 (2024-10-08).....	19
<i>Updated Integration Flows</i> .....	19
<i>Updated Value Mappings</i> .....	21
PACKAGE VERSION 2023.1 (2024-08-28).....	21
<i>Updated Integration Flows</i> .....	21
PACKAGE VERSION 2023.1 (2024-08-08).....	21
<i>Updated Integration Flows</i> .....	21
PACKAGE VERSION 2023.1 (2024-07-03).....	22
<i>Updated Integration Flows</i> .....	22
PACKAGE VERSION 2023.1 (2024-06-26).....	22
<i>Updated Integration Flows</i> .....	22
PACKAGE VERSION 2023.1 (2024-06-17).....	22
<i>Updated Integration Flows</i> .....	22
PACKAGE VERSION 2023.1 (2024-06-04).....	23
<i>Updated Integration Flows</i> .....	23
PACKAGE VERSION 2023.1 (2024-05-02).....	23
<i>Updated Integration Flows</i> .....	23
PACKAGE VERSION 2023.1 (2024-04-25).....	24
<i>Updated Integration Flows</i> .....	24
PACKAGE VERSION 2023.1 (2024-03-22).....	24
<i>Updated Integration Flows</i> .....	24
PACKAGE VERSION 2023.1 (2024-02-28).....	24
<i>Updated Integration Flows</i> .....	24
PACKAGE VERSION 2023 (2024-02-02).....	26
<i>Updated Integration Flows</i> .....	26
PACKAGE VERSION 2023 (2023-10-11).....	26
<i>Updated Integration Flows</i> .....	26
PACKAGE VERSION 2022.2 (2023-08-16).....	26
<i>Updated Integration Flows</i> .....	26
PACKAGE VERSION 2022.2 (2023-05-25).....	27

<i>Updated Integration Flows</i> .....	27
PACKAGE VERSION 2022.1 (2023-03-22).....	27
<i>Updated Integration Flows</i> .....	27
PACKAGE VERSION 2022.1 (2023-03-20).....	28
<i>New Integration Flows</i> .....	28
PACKAGE VERSION 2022.1 (2023-03-08).....	28
<i>Updated Integration Flows</i> .....	28
PACKAGE VERSION 2022.1 (2023-02-27).....	28
<i>Updated Integration Flows</i> .....	28
PACKAGE VERSION 2022.1 (2023-02-22).....	28
<i>Updated Integration Flows</i> .....	28
PACKAGE VERSION 2022 (HOTFIX 2023-02-08) .....	28
<i>Updated Integration Flows</i> .....	28
PACKAGE VERSION 2022 (HOTFIX 2022-11-23) .....	29
<i>Updated Integration Flows</i> .....	29
<i>Updated Value Mappings</i> .....	29
PACKAGE VERSION 2022 (2022-10-14).....	29
<i>Updated Integration Flows</i> .....	29
PACKAGE VERSION 2021.1 (HOTFIX 2022-07-27) .....	31
<i>Updated Integration Flows</i> .....	31
PACKAGE VERSION 2021.1 (HOTFIX 2022-05-23) .....	31
<i>Updated Integration Flows</i> .....	31
PACKAGE VERSION 2021.1 (HOTFIX 2022-03-04) .....	31
<i>Updated Integration Flows</i> .....	31
PACKAGE VERSION 2021.1 (2022-02-23).....	31
<i>New Integration Flows</i> .....	31
<i>Updated Integration Flows</i> .....	31
<i>Renamed Integration Flows</i> .....	33
<i>Updated Value Mappings</i> .....	33
PACKAGE VERSION 2021 (HOTIX 2021-12-15) .....	33
<i>Updated Integration Flows</i> .....	33
PACKAGE VERSION 2021 (2021-10-13).....	33
<i>New Integration Flows</i> .....	33
<i>Updated Integration Flows</i> .....	33
<i>Renamed Integration Flows</i> .....	34
<i>Updated Value Mappings</i> .....	34
PACKAGE VERSION 2020.2 (HOTFIX 2021-08-11) .....	34
PACKAGE VERSION 2020.2 (HOTFIX 2021-07-22) .....	34
PACKAGE VERSION 2020.2 (2021-07-19).....	35
PACKAGE VERSION 2020.2 (HOTFIX 2021-06-18) .....	35
PACKAGE VERSION 2020.2 (2021-05-29).....	35
<i>New Integration Flows</i> .....	35
<i>Updated Integration Flows</i> .....	35
PACKAGE VERSION 2020.1 (HOTFIX 2021-03-09) .....	35
PACKAGE VERSION 2020.1 .....	36

<i>New Integration Flows</i> .....	36
<i>Updated Integration Flows</i> .....	36
<b>PACKAGE VERSION 2020 (HOTFIX 2020-11-05)</b> .....	37
<b>PACKAGE VERSION 2020</b> .....	37
<i>New Integration Flows</i> .....	37
<i>Updated Integration Flows</i> .....	38
<b>PACKAGE VERSION 2.0.1</b> .....	38
<i>New Integration Flows</i> .....	38
<i>Updated Integration Flows</i> .....	39
<b>PACKAGE VERSION 2.0.0</b> .....	39
<i>New</i> .....	39
<i>Updated Integration Flows</i> .....	39
<b>PACKAGE VERSION 1.0.0</b> .....	39

## 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 2025.1 (2026-02-25)

#### New Integration Flows

1. Replicate Measurement Reading from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow to replicate measurement readings added from SAP Field Service Management to SAP S/4HANA Cloud Private Edition or On-Premise.
2. Notify Service Order Updates in Bulk from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow to support replication of bulk events of activity updates from SAP Field Service Management to SAP S/4HANA Cloud Private Edition or On-Premise.

#### Updated Integration Flows

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.7.0
    - Support for replication of activity feedback codes added on activity from SAP Field Service Management to SAP S/4HANA
    - Handling of rejection reason if it already exists in line Item of SAP S4HANA.
  2. Replicate Business Partner Employee  
V1.7.2
    - Added support for pre-exit in multi-company derivation
  3. Route Master Data Payload from SAP Field Service Management to SAP S4HANA  
V1.2.0
    - Added new 'MeasurementReading' receiver to support replication of Measurement Reading from SAP Field Service Management to SAP S4HANA.
  4. Notify Plant Maintenance Order Update from SAP Field Service Management to SAP S4HANA  
V1.0.2
    - Added support for bulk notification updates from SAP Field Service Management
  5. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA  
V1.1.3
    - Added support for post-exit functionality
  6. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.4.3
    - Support for pre-exit functionality.
    - Fix for travelMileage time for suppressed mileage nodes
  7. Route Payload from SAP Field Service Management to SAP S4HANA  
V2.5.1
-

- Added support for bulk notifications from SAP Field Service Management

## **PACKAGE VERSION 2025 (HOTFIX 2026-02-04)**

### **Updated Integration Flows**

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.7
  - Bug fix for check payload script.
2. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA  
V1.1.2
  - Fix for additional fields from FSM in reserved materials.

## **PACKAGE VERSION 2025 (HOTFIX 2026-01-29)**

### **Updated Integration Flows**

1. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.7.3
  - Bug fix for employee responsible.

## **PACKAGE VERSION 2025 (HOTFIX 2025-12-19)**

### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
V1.4.1
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
2. Create Business Partner Relationships  
V1.7.5
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
3. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.6
  - Validation of payload when extensions are implemented.
  - Suppress FSM Service Call code when update not required
4. Replicate Attachments from SAP S4HANA to SAP Field Service Management  
V1.0.1
  - Updated logic to support value mapping prefix to use custom value mappings and bypass the standard value mapping.

5. Replicate Business Partner Contact  
V1.8.1
  - Updated logic to support data replication from multiple S4HANA systems to multiple FSM companies.
6. Replicate Business Partner Employee  
V1.7.1
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
  - Updated handling of response logic of Employee deletion scenario.
7. Replicate Business Partners  
V2.1.1
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
8. Replicate Equipment from SAP Field Service Management to SAP S4HANA  
V1.0.1
  - Updated logic to support value mapping prefix to use custom value mappings and bypass the standard value mapping.
9. Replicate Item Group  
V1.2.2
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
10. Replicate Product Price  
V1.8.1
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
11. Replicate Product Stock  
V1.6.4
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
12. Replicate Products  
V1.9.1
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.
13. Synchronize Multiple Company Mapping Configuration  
V1.0.1
  - Updated logic to support MC configuration data sync from multiple S4HANA systems to SAP CPI including Datastore support.
14. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.7.2
  - Updated logic to support data replication from multiple S4HANA systems to multiple SAP FSM companies.

## **PACKAGE VERSION 2025 (HOTFIX 2025-11-06)**

### **Updated Integration Flows**

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.5

- Additional status check when statusChangeReason is UNASSIGN
2. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA  
V1.1.1
    - Fix for bulk material confirmations with warehouses

## **PACKAGE VERSION 2025 (HOTFIX 2025-10-22)**

### **Updated Integration Flows**

1. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.7.1
  - Fix for reference objects added in S4HANA
2. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.4
  - Suppress un-necessary PATCH of fields FSM Activity code and Execution status
3. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
V1.4.1
  - Fix for functional location code

## **PACKAGE VERSION 2025 (2025-10-08)**

### **New Integration Flows**

1. Replicate Attachments from SAP S4HANA to SAP Field Service Management  
V1.0.0
  - New integration flow to replicate attachments in Service Orders and from SAP S/4HANA Cloud Private Edition or On-Premise to SAP Field Service Management.
2. Replicate Equipment from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow to replicate Equipment & Functional Locations from SAP Field Service Management to SAP S/4HANA Cloud Private Edition or On-Premise.
3. Replicate Plant Maintenance Call from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow used for creating of Plant Maintenance Orders in SAP S/4HANA when a Service Call of type "Maintenance" is created in SAP Field Service Management.
4. Update Maintenance Order for New Activity from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow used for creating of operations in Plant Maintenance Orders in SAP S/4HANA when a new activity is created in a Service Call of type "Maintenance" in SAP Field Service Management.

### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
V1.4.0
  - Support for Assignment of Organizational Levels to Warehouse in SAP FSM.

2. Check Configuration for Integration of SAP S4HANA with SAP Field Service Management  
V1.1.2
  - Support for OAuth authentication.
3. Create Business Partner Relationships  
V1.7.4
  - Filtering out archived contacts from updates.
4. Notify Plant Maintenance Order Update from SAP Field Service Management to SAP S4HANA  
V1.0.1
  - Suppressed additional fields sent to S/4HANA during replication.
5. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
V1.4.0
  - Support for Equipment/Functional Location Attachments.
6. Replicate Business Partner Contact  
V1.8.0
  - Support for soft deletion of Contacts in SAP Field Service Management when Business Partner Contacts are marked for deletion/archived in SAP S/4HANA.
  - Change in field mapping for Title
7. Replicate Business Partner Employee  
V1.7.0
  - Support for soft deletion of Persons in SAP Field Service Management when Business Partner Employees are marked for deletion/archived in SAP S/4HANA.
  - Support for replication of Employee Skills from SAP S/4HANA to SAP Field Service Management.
8. Replicate Business Partners  
V2.1.0
  - Support for soft deletion of Business Partners in SAP Field Service Management when Business Partners are marked for deletion/archived in SAP S/4HANA.
9. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA  
V1.3.1
  - Added mapping for checklistTemplateld field
10. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA  
V1.1.0
  - Support for Expense & Material Confirmations in PM Orders.
11. Replicate Contact from SAP Field Service Management to SAP S4HANA  
V1.1.0
  - Support deletion of old relationship
  - Support communication details replication on BPContactToAddressType
  - Bug fixes on Address Usage replication and default address indicator
12. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.7.0
  - Support for Assignment of Organizational to activities using Service Organization.
  - Support for replication of Qualifications in Service Orders from SAP S/4HANA to SAP Field Service Management.
  - Support for Attachments replication SAP S/4HANA to SAP Field Service Management.
13. Route Master Data Payload from SAP Field Service Management to SAP S4HANA  
V1.1.0

- Added new 'Equipment' receiver to support Equipment replication SAP S/4HANA to SAP Field Service Management.

14. Route Payload from SAP Field Service Management to SAP S4HANA

V2.5.0

- Added new receivers to support PM Order & Operation creation in SAP S/4HANA when Service Call of type maintenance is created in SAP Field Service Management.

15. Replicate Products

V1.9.0

- Support for soft deletion of Items in SAP Field Service Management when Business Partners are marked for deletion/archived in SAP S/4HANA.

16. Replicate Product Stock

V1.6.3

- Minor bug fix

### Updated Value Mappings

1. Value Mapping for Master Data Between SAP S/4HANA and SAP Field Service Management

Version 1.3.4

- Added mapping for contact person form of Address.
- Added mapping for Equipment Category.

### PACKAGE VERSION 2023.3 (HOTFIX 2025-09-25)

#### Updated Integration Flows

1. Replicate Products

V1.8.3

- Fix for DivisionCode reference in Multiple Company Fetch Logic.

### PACKAGE VERSION 2023.3 (HOTFIX 2025-09-19)

#### Updated Integration Flows

1. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP

V2.6.4

- Fixed script error in multi-company.

### PACKAGE VERSION 2023.3 (HOTFIX 2025-09-15)

#### Updated Integration Flows

1. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA

V1.0.2

- Suppressed additional fields sent to S/4HANA while confirmation creation.
- Updated default value for 'Address'

2. Route Payload from SAP Field Service Management to SAP S4HANA  
V2.4.1
  - Updated default value for 'Address' in 'Create\_Plant\_Confirmation' receiver.

## **PACKAGE VERSION 2023.3 (HOTFIX 2025-08-31)**

### **Updated Integration Flows**

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.3
  - Provided configuration for Time unit of measure through value mapping.
2. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA  
V1.0.1
  - Suppressed additional fields sent to S/4HANA while confirmation creation.
3. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.4.2
  - Provided configuration for Time unit of measure through value mapping.
4. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.6.3
  - Updated '*durationinminutes*' hours to minutes conversion in message mapping.
5. Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA  
V2.6.3
  - Provided configuration for Time unit of measure through value mapping.
6. Value Mapping Between SAP S/4HANA and SAP Field Service Management  
V1.3.3
  - Provided configuration for Time unit of measure through value mapping.

## **PACKAGE VERSION 2023.3 (HOTFIX 2025-08-11)**

### **Updated Integration Flows**

1. Create Business Partner Relationship  
V1.7.3
  - Updated multiple company fetch logic for business partners with multiple roles.
2. Replicate Business Partners  
V2.0.2
  - Updated multiple company fetch logic for business partners with multiple roles.
3. Replicate Product Stock  
V1.6.2
  - Updated multiple company fetch logic when multiple companies are configured for same plant.
4. Replicate Products  
V1.8.2
  - Updated multiple company fetch logic when division is not entered for a product.

5. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.6.2
  - Updated mapping for "External Reference" field in S4 Service Order header to "Order Reference" field in the Service Call header.
  - Updated logic to handle multiple item cancellations.

### **PACKAGE VERSION 2023.3 (HOTFIX 2025-07-11)**

#### **Updated Integration Flows**

1. Replicate Contact from SAP Field Service Management to SAP S4HANA  
V1.0.1
  - Externalized '*Business Partner Grouping*', '*Contact Relationship role code*' & '*S4 Credential*' properties.
2. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.6.1
  - Removed 'itemId' size check in 'FilterCompletedServiceItems' script.
3. Update Service Order Update from SAP Field Service Management to SAP S4HANA  
V3.7.3
  - Adjusted mapping when assignments are created on mobile.

### **PACKAGE VERSION 2023.3 (HOTFIX 2025-06-25)**

#### **Updated Integration Flows**

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.2
  - Adjusted '*extensionEnabled*' property reference in '*BuildItemBatchRequest*' script.

### **PACKAGE VERSION 2023.3 (HOTFIX 2025-06-02)**

#### **Updated Integration Flows**

1. Replicate Item Group  
V1.2.1
  - Fixed the source message reference in post exit.

### **PACKAGE VERSION 2023.3 (HOTFIX 2025-05-26)**

#### **Updated Integration Flows**

1. Create Business Partner Relationships  
V1.7.2
  - Improved error handling for non-Contact Persons relationships.
2. Replicate Products Stock

#### V1.6.1

- Updated ItemStock JSON to XML conversion and adjusted payload formatting.

### 3. Replicate Products

#### V1.8.1

- Updated 'S4HANA Host' & 'Address' parameters in oDATA adapter under 'S4HANACustomCompany' receiver.

## **PACKAGE VERSION 2023.3 (HOTFIX 2025-04-25)**

### **Updated Integration Flows**

#### 1. Replicate Attachments from SAP Field Service Management to SAP S4HANA

##### V1.3.1

- Added X-REQUESTED-WITH header while posting the data to SAP S4HANA.

#### 2. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA

##### V4.4.1

- Updated set FSM header script.

#### 3. Send Error Email for Integration SAP S4HANA with SAP Field Service Management

##### V1.0.1

- Updated Timestamp in the email body.

#### 4. Update Service Order Update from SAP Field Service Management to SAP S4HANA

##### V3.7.2

- Added pre-check logic of service items.

## **PACKAGE VERSION 2023.3 (HOTFIX 2025-03-25)**

### **Updated Integration Flows**

#### 1. Create Business Partner Relationships

##### V1.7.1

- Added externalized parameter 'Allowed Relationship Role Codes' to Allow non contact relationship codes and process them using custom interface.

#### 2. Notify Service Order Update from SAP Field Service Management to SAP S4HANA

##### V2.6.1

- Removed ContactPersonBusinessPartnerId mapping at Service Item Level.
- Adjusted 'ExtensionEnabled' property reference in pre process script.

#### 3. Replicate Business Partners

##### V2.0.1

- Fixed post exit original payload property issue.

#### 4. Update Service Order Update from SAP Field Service Management to SAP S4HANA

##### V3.7.1

- Removed ContactPersonBusinessPartnerId mapping at Service Item Level.

## PACKAGE VERSION 2023.3 (2024-02-26)

**Note:** Package name has been renamed to “**SAP S/4HANA Integration with SAP Field Service Management**”.

### New Integration Flows

1. Delete Business Partner Employee  
V1.0.0
  - New timer based integration flow can be used to delete Person from SAP Field Service Management who are not attached to an organization.
2. Notify Plant Maintenance Order Update from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow used update a Plant Maintenance Order in SAP S/4HANA in the case of a Maintenance service call and activity is updated in SAP Field Service Management.
3. Replicate Confirmed Maintenance from SAP Field Service Management to SAP S4HANA  
V1.0.0
  - New integration flow used for creating confirmations in SAP S/4HANA once time efforts and materials have been approved in plant maintenance activities in SAP Field Service Management.
4. Replicate Contact from SAP Field Service Management to S4HANA  
V1.0.0
  - New integration flow for replication of Contact Person from SAP Field Service Management to S/4HANA.
5. Replicate Contact from SAP Field Service Management to S4HANA  
V1.0.0
  - New integration flow for replication of Contact Person from SAP Field Service Management to S/4HANA.
6. Synchronize Multiple Company Mapping Configuration  
V1.0.0
  - Integration flow to synchronize the FSM Multiple Company Mapping configuration from SAP S/4HANA to SAP Cloud Integration.

### Updated Integration Flows

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
V1.3.0
  - Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
2. Check Configuration for Integration of SAP S4HANA with SAP Field Service Management  
V1.1.1
  - Updated checks for integration flows.
3. Create Business Partner Relationships  
V1.7.0
  - Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
  - Removed 'Account Name' & 'Company Name' parameters as fsm-connector requires only 'AccountID' and 'CompanyID' parameters.

4. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.6.0
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings.
  
  5. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
V1.3.0
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
    - Added externalized parameters 'BusinessObjectType Name for MaintenanceOrder ', 'BusinessObjectTypeName for Maintenance Activity' & 'Maintenance Service Call Type Code' to support attachment replication SAP FSM to SAP S/4HANA Plant Maintenance Orders
  
  6. Replicate Business Partner Address  
V1.9.0
    - Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
    - Removed 'Account Name' & 'Company Name' paramters as fsm-connector requires only 'AccountID' and 'CompanyID' parameters.
    - Support for address replication for Contact Person and Employee.
  
  7. Replicate Business Partner Contact  
V1.7.0
    - Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
    - Removed 'Account Name' & 'Company Name' paramters as fsm-connector requires only 'AccountID' and 'CompanyID' parameters.
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
  
  8. Replicate Business Partner Employee  
V1.6.0
    - Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
    - Updated message mapping to handle Email Address Overlapping.
  
  9. Replicate Business Partners  
V2.0.0
    - Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
    - Removed 'Account Name' & 'Company Name' paramters as fsm-connector requires only 'AccountID' and 'CompanyID' parameters.
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
  
  10. Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA  
V1.5.0
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
    - Removed 'Account Name' & 'Company Name' paramters, as these values are taken from the incoming FSM account and company ID headers.
  
  11. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA  
V1.3.0
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
    - Removed 'Account Name' & 'Company Name' paramters, as these values are taken from the incoming FSM account and company ID headers.
  
  12. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.4.0
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
-

- Added retry functionality from FSM Connector when FSM acknowledgement call fails
  - Updated 'Account Name' & 'Company Name' values as are taken from the incoming FSM account and company ID headers.
13. Replicate Item Group  
V1.2.0
- Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
14. Replicate Product Price  
V1.8.0
- Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
15. Replicate Product Stock  
V1.6.0
- Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
16. Replicate Products  
V1.8.0
- Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
  - Removed 'Account Name' & 'Company Name' parameters as fsm-connector requires only 'AccountID' and 'CompanyID' parameters.
  - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
17. Replicate Service Call from SAP Field Service Management to SAP S4HANA  
V1.4.0
- Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
  - Updated 'Account Name' & 'Company Name' values as are taken from the incoming FSM account and company ID headers.
18. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.6.0
- Support for replication of objects to multiple companies in FSM based on externalized parameter 'EnableMultiCompanyReplication'.
  - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
  - Support for Assignment of Organizational Levels to Service Calls in SAP FSM
19. Route Payload from SAP Field Service Management to SAP S4HANA  
V2.4.0
- Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
  - Added externalized parameter 'Maintenance Service Call Type Code' to support replication of Maintenance Orders from SAP FSM to SAP S/4HANA.
20. Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA  
V3.7.0
- Updated 'Account Name' & 'Company Name' values as are taken from the incoming FSM account and company ID headers.

## Updated Value Mappings

2. Value Mapping Between SAP S/4HANA and SAP Field Service Management  
Version 1.3.2
- Added mapping for transaction type for replication for plant maintenance orders from SAP S/4HANA to SAP FSM.

3. Value Mapping for Master Data Between SAP S/4HANA and SAP Field Service Management  
*Version 1.3.3*
  - Added mapping to support different Business Partner Roles & Product Types.
  - Added mapping for Contact Person Address resolution.

#### **PACKAGE VERSION 2023.2 (2024-01-10)**

##### **Updated Integration Flows**

1. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
*V4.3.2*
  - Updated context for externalID w.r.t ReferenceServiceOrderItem in the message mapping.

#### **PACKAGE VERSION 2023.2 (2024-12-16)**

##### **Updated Integration Flows**

1. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
*V4.3.1*
  - Updated groovy scripts to identify accurate value mappings.

#### **PACKAGE VERSION 2023.2 (2024-12-05)**

##### **Updated Integration Flows**

1. Replicate Item Group  
*V1.1.2*
  - Updated message mapping for Item Group Description.

#### **PACKAGE VERSION 2023.2 (2024-11-25)**

##### **Updated Integration Flows**

1. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
*V1.2.2*
  - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings.
2. Replicate Service Order from SAP S4HANA to SAP Field Service Management  
*V2.5.1*
  - Updated scripts to support user defined Value Mappings.

## **PACKAGE VERSION 2023.2 (2024-10-21)**

### **Updated Integration Flows**

3. Replicate Product Stock  
*Version 1.5.1*
  - Updated logic to handle delay in milliseconds conversion issue.

## **PACKAGE VERSION 2023.2 (2024-10-16)**

### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
*Version 1.2.1*
  - Externalized S4ServiceURL parameter in the ODATA adapter.
2. Replicate Business Partners  
*Version 1.9.1*
  - Externalized S4ServiceURL parameter in the ODATA adapter.
3. Replicate Products  
*Version 1.7.1*
  - Externalized S4ServiceURL parameter in the ODATA adapter.

## **PACKAGE VERSION 2023.2 (2024-10-08)**

### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
*Version 1.2.0*
  - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap).
  - Un-assignment of warehouse owner is FSM upon removal of service employee from plant and storage location in SAP S4HANA.
2. Create Business Partner Relationship  
*Version 1.6.1*
  - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
3. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
*Version 2.6.0*
  - Bi-directional support for replication of multiple equipment.
4. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
*Version 1.2.1*
  - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
5. Replicate Business Partner Address  
*Version 1.8.1*
  - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)

6. Replicate Business Partner Contact  
*Version 1.6.1*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  7. Replicate Business Partner Employee  
*Version 1.5.1*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  8. Replicate Business Partners  
*Version 1.9.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings.
    - Handled null GivenName and FamilyName of Business Partners of type Person.
  9. Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA  
*Version 1.4.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
    - Synchronization of smartform deletion reason from SAP FSM to SAP S4HANA system
  10. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA  
*Version 1.2.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  11. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
*Version 4.3.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap).
    - Support unplanned expenses for Item based accounting.
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings.
  12. Replicate Item Group  
*Version 1.1.1*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  13. Replicate Product Price  
*Version 1.7.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  14. Replicate Product Stock  
*Version 1.5.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  15. Replicate Products  
*Version 1.7.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
  16. Replicate Service Call from SAP Field Service Management to SAP S4HANA  
*Version 1.3.0*
    - Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
    - Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
    - Bi-directional support for replication of multiple equipment.
  17. Replicate Service Order from SAP S4HANA to SAP Field Service Management  
*Version 2.5.0*
-

- Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
- Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings
- Bi-directional support for replication of multiple equipment.
- Support for cancellation of SAP FSM Service Call and Activity when Service Order and line items are cancelled in SAP S4HANA.

18. Route Payload from SAP Field Service Management to SAP S4HANA

*Version 2.3.2*

- Added externalized parameter 'ValueMappingPrefix' to support user defined Value Mappings

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

*Version 3.6.0*

- Externalized 'FSM Host' parameter to support super domain(\*.fsm.cloud.sap)
- Modified 'Prepare Batch Request' step to fix duplicate FSM Service Call ID issue.

### Updated Value Mappings

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

*Version 1.3.1*

- Added mapping for Rejection Codes from SAP S4HANA to SAP FSM

## PACKAGE VERSION 2023.1 (2024-08-28)

### Updated Integration Flows

1. Replicate Business Partners

*V1.8.2*

- Added Error End to OData call sub process Error Handler.

2. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA

*V4.2.4*

- Support planned expenses for Item based accounting.
- Rounded off the 'ActualServiceDuration' and 'Quantity' fields to ensure consistent reporting of time efforts.

3. Replicate Products

*V1.6.2*

- Added Error End to OData call sub process Error Handler.

## PACKAGE VERSION 2023.1 (2024-08-08)

### Updated Integration Flows

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA

*V2.5.3*

- Modified the header 'SAP\_IsIgnoreProperties' to true without quotes because of changes in the ODATA adapter.

2. Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA

*V1.1.1*

- Modified the header 'SAP\_IsIgnoreProperties' to true without quotes because of changes in the ODATA adapter.

3. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.2.3
  - Modified the header 'SAP\_IsIgnoreProperties' to true without quotes because of changes in the ODATA adapter.
4. Replicate Service Call from SAP Field Service Management to SAP S4HANA  
V1.2.3
  - Modified the header 'SAP\_IsIgnoreProperties' to true without quotes because of changes in the ODATA adapter.
5. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.4.5
  - Modified the header 'SAP\_IsIgnoreProperties' to true without quotes because of changes in the ODATA adapter.
6. Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA  
V3.5.2
  - Modified the header 'SAP\_IsIgnoreProperties' to true without quotes because of changes in the ODATA adapter.

### **PACKAGE VERSION 2023.1 (2024-07-03)**

#### **Updated Integration Flows**

1. Replicate Product Stock  
V1.4.3
  - Updated logic to handle removal of duplicates at Item Warehouse level.

### **PACKAGE VERSION 2023.1 (2024-06-26)**

#### **Updated Integration Flows**

1. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.2.2
  - Changed context for externalID w.r.t ReferenceServiceOrderItem in the message mapping
2. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.4.4
  - Changed operation to Read (GET) in the ODATA adapter to fetch Service Order information

### **PACKAGE VERSION 2023.1 (2024-06-17)**

#### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
V1.1.2
  - Updated configurable default value for timer parameter to Run Once.
2. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.5.2

- Updated configurable default values for parameters S4 URL, Client ID and Location ID.
3. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
V1.2.1
    - Removed space in query parameter sap-client in HTTP adapter.
  4. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA  
V1.1.1
    - Updated configurable default values for parameters S4 URL and Client ID.
  5. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.2.1
    - Updated configurable default values for parameters S4 URL, Client ID and Location ID.
  6. Replicate Product Price  
V1.6.1
    - Updated configurable default value for authorization parameter to User Role.
  7. Replicate Product Stock  
V1.4.2
    - Updated configurable default value for parameter DelayMilliseconds.
  8. Replicate Service Call from SAP Field Service Management to SAP S4HANA  
V1.2.2
    - Updated configurable default values for parameters S4 URL, Client ID and Location ID.
  9. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.4.3
    - Updated configurable default values for parameters Client ID and Location ID.
  10. Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA  
V3.5.1
    - Updated configurable default values for parameters S4 URL, Client ID and Location ID.

#### **PACKAGE VERSION 2023.1 (2024-06-04)**

##### **Updated Integration Flows**

1. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.4.2
  - Updated Fetch Service Order ODATA query.

#### **PACKAGE VERSION 2023.1 (2024-05-02)**

##### **Updated Integration Flows**

1. Replicate Business Partners  
V1.8.1
  - Externalized S4ServiceURL parameter in the ODATA adapter
2. Replicate Products  
V1.6.1
  - Externalized S4ServiceURL parameter in the ODATA adapter

## **PACKAGE VERSION 2023.1 (2024-04-25)**

### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
V1.1.1
  - Groovy script improvements
2. Replicate Product Stock  
V1.4.1
  - Supported re-try mechanism for HTTP Status 409
3. Replicate Service Call from SAP Field Service Management to SAP S4HANA  
V1.2.1
  - Updation of request headers in ODATA adapter
4. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP  
V2.4.1
  - Updation of request headers in ODATA adapter

## **PACKAGE VERSION 2023.1 (2024-03-22)**

### **Updated Integration Flows**

1. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.5.1
  - Enabled extension for item rejection reason
  - Supported re-trigger mechanism from SAP FSM for HTTP Status 409

## **PACKAGE VERSION 2023.1 (2024-02-28)**

### **Updated Integration Flows**

1. Assign Service Employee from SAP S4HANA as Warehouse Owner in SAP Field Service Management  
V1.1.0
  - Updation of HTTP and ODATA adapters
  - Removal of leading zeros from warehouse owner
2. Create Business Partner Relationships  
V1.6.0
  - Updation of HTTP and ODATA adapters
3. Notify Service Order Update from SAP Field Service Management to SAP S4HANA  
V2.5.0
  - Updation of HTTP and ODATA adapters
4. Replicate Attachments from SAP Field Service Management to SAP S4HANA  
V1.2.0
  - Updation of HTTP and ODATA adapters
5. Replicate Business Partner Address

- V1.8.0
    - Updation of HTTP and ODATA adapters
  - 6. Replicate Business Partner Contact
    - V1.6.0
      - Updation of HTTP and ODATA adapters
  - 7. Replicate Business Partner Employee
    - V1.5.0
      - Updation of HTTP and ODATA adapters
  - 8. Replicate Business Partners
    - V1.8.0
      - Updation of HTTP and ODATA adapters
      - Enable/Disable Assignment of Organization Level feature Externalized.
  - 9. Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA
    - V1.3.0
      - Updation of HTTP and ODATA adapters
      - Synchronization of smartform deletion status from SAP FSM to SAP S4HANA system
  - 10. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA
    - V1.1.0
      - Updation of HTTP and ODATA adapters
  - 11. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA
    - V4.2.0
      - Updation of HTTP and ODATA adapters
  - 12. Replicate Item Group
    - V1.1.0
      - Updation of HTTP and ODATA adapters
  - 13. Replicate Product Price
    - V1.6.0
      - Updation of HTTP and ODATA adapters
  - 14. Replicate Product Stock
    - V1.4.0
      - Updation of HTTP and ODATA adapters
      - Removal of duplicate warehouses during creation in SAP FSM
  - 15. Replicate Products
    - V1.6.0
      - Updation of HTTP and ODATA adapters
      - Support for Assignment of Organizational Levels to Items in SAP FSM
  - 16. Replicate Service Call from SAP Field Service Management to SAP S4HANA
    - V1.2.0
      - Updation of HTTP and ODATA adapters
  - 17. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP
    - V2.4.0
      - Updation of HTTP and ODATA adapters
  - 18. Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA
    - V3.5.0
      - Updation of HTTP and ODATA adapters
-

19. Value Mapping for Master Data Between SAP S/4HANA and SAP Field Service Management  
V1.3.2
  - Provided value mapping for smatform instance deletion

## **PACKAGE VERSION 2023 (2024-02-02)**

### **Updated Integration Flows**

1. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA  
V4.1.4
  - Adaption of OData Adapter version
  - Message Mapping enhanced to adjust time in decimals

## **PACKAGE VERSION 2023 (2023-10-11)**

### **Updated Integration Flows**

1. Replicate Business Partners  
V1.7.0
  - Support for organizational level assignment to Business Partners in SAP FSM
2. Replicate Checklist Instance from SAP Field Service Management to SAP S4HANA  
V1.2.1
  - Support error handling in case of null payload on pre/post-exit
  - Support for replication of responsible person
3. Replicate Checklist Template from SAP Field Service Management to SAP S4HANA  
V1.0.2
  - Support error handling in case of null payload on pre/post-exit
4. Value Mapping Between SAP S/4HANA and SAP Field Service Management  
V1.3.0
  - Replication of repair orders to SAP Field Service Management enabled (see What's New)

## **PACKAGE VERSION 2022.2 (2023-08-16)**

### **Updated Integration Flows**

1. Replicate Product Price  
V1.5.1
  - Externalize Client Certificate based authorization and body size
2. Update Service Order for New Activity from SAP Field Service Management to SAP S4HANA  
V3.4.1
  - Externalize end point URL for email notification
3. Notify Service Order Update from SAP Field Service Management to SAP S4HANA

- V2.4.1
  - Externalize end point URL for email notification
- 4. Replicate Attachments from SAP Field Service Management to SAP S4HANA
  - V1.1.1
    - Externalize end point URL for email notification
- 5. Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA
  - V4.1.3
    - Externalize end point URL for email notification
- 6. Replicate Service Call from SAP Field Service Management to SAP S4HANA
  - V1.1.2
    - Externalize end point URL for email notification
- 7. Replicate Service Order from SAP S4HANA to SAP Field Service Management SOAP
  - V2.3.1
    - Externalize end point URL for email notification
- 8. Route Payload from SAP Field Service Management to SAP S4HANA
  - V2.3.1
    - Externalize end point URL for email notification

## **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 getDateime.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

#### 7. *Replicate Item Pricelist*

#### 8. *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.

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