



CUSTOMER

SAP S/4 HANA Service Order Integration with SAP Marketing Cloud

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1. REPLICATE SERVICE ORDERS FROM SAP S/4HANA ONPREMISE TO SAP MARKETING CLOUD

1.1 Purpose

This IFlow is used to replicate Service Orders from S/4 Hana OnPremise to SAP Marketing Cloud. Based on this integration the replicated Service Order will be assigned to the Contact Person of an Account and to the Account itself in SAP S/4 Hana OnPremise. The Service Orders are replicated with the Service Order IDOC provided by the SAP Sales Cloud integration.

1.1. Integration Specification

Type of Integration	Outbound (SAP S/4 Hana OnPremise)
Average Number of Records	1 or more
Job Schedule	Daily
Data Description	XML
Target Location	SAP Marketing Cloud

1.2. Endpoint Configuration

S/4 IDoc Sender Adapter – Service Order Connection via IDoc

Configure "Replicate Service Orders From SAP S4 HANA To SAP Marketing Cloud"

Sender Receiver

Connection

Sender: S4

Adapter Type: IDOC

Address: /S4/C4C/IORDER.IORDER01

Authorization: User Role

User Role: ESBMessaging.send

Odata Connection to SAP Marketing Cloud for creating Service Orders

Configure "Replicate Service Orders From SAP S4 HANA To SAP Marketing Cloud"

Sender Receiver

Connection

Receiver: SAP_MKT

Adapter Type: HCIOData

Address: https://{{{YMKT_HOST}}}/sap/opu/odata/sap/CUAN_BUSINESS_DOCUMENT_IMP_SRV;v=0002

YMKT_HOST: <YourTenant.ondemand.com>

Credential Name: <YourCredentials>

1.3. Parameter Usage Guide

Content Modifier

General Message Header Exchange Property Message Body

Headers:

Action	Name	Type	Data Type	Value
Create	SAP_IsIgnoreProperties	Expression	java.lang.Boolean	true
Delete	IgnoreSapPainSoapCall	Constant		
Create	SAP_ApplicationID	Header		SapMessageId

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