SAP S/4HANA – 2021 Release Delta Overview
What’s new and overview on the “big picture”

Ulrike Raidl, Vice President Solution Management SAP S/4HANA, SAP SE
October 12, 2021
From the SAP Business Suite to the Intelligent Enterprise
SAP S/4HANA in the Intelligent Enterprise: Big Picture

Business PROCESSES

- BUSINESS NETWORK

Business APPLICATIONS

- EXPERIENCE MANAGEMENT
  - design
  - buy
  - supply
  - make
  - sell

- SAP S/4HANA
  - people
  - finance
  - maintain
  - service
  - cross

- INTELLIGENT SUITE
- INDUSTRY CLOUD
- SUSTAINABILITY MANAGEMENT

Business TECHNOLOGY

- BUSINESS TECHNOLOGY PLATFORM
Summary of Business Suite Functionality (replacements) in SAP S/4HANA

Other Functionality
now in SAP S/4HANA

- Commercial Project Management
- Project & Portfolio Management

SRM Functionality
now in SAP S/4HANA

- Central Purchasing
- Supplier Lifecycle Management

New Functionality
replacing SRM functionality in SAP S/4HANA

- Self Service Requisitioning

SCM Functionality
now in SAP S/4HANA

- Extended Warehouse Management
- Transportation Management
- Production Planning & Detailed Scheduling
- Production Planning Optimizer
- Event Management

New Functionality
replacing SCM functionality in SAP S/4HANA

- Advanced ATP
- Extended Service Parts Management
- SAP Direct Delivery - Last Mile Distribution

CRM Functionality
now in SAP S/4HANA

- Sales Force Support
- Multi-Channel Interaction Center

New Functionality
replacing CRM functionality in SAP S/4HANA

- Customer Service
SAP S/4HANA today
SAP S/4HANA: Where We Are Now

- **Launch of SAP S/4HANA**: 2,700 customers
- **December 2015**
- **February 2015**: SAP S/4HANA Finance
- **December 2015**: SAP S/4HANA 1511
- **December 2016**: SAP S/4HANA 1610
- **December 2017**: SAP S/4HANA 1709
- **December 2018**: SAP S/4HANA 1809
- **December 2019**: SAP S/4HANA 1909
- **December 2020**: SAP S/4HANA 2020
- **July 2021**: SAP S/4HANA 2021

**Key milestones and customer counts**

- **December 2015**: 7,900+ customers
- **December 2016**: 2,700 customers
- **December 2017**: 5,400 customers
- **December 2018**: 7,900+ customers
- **December 2019**: 10,500+ customers
- **December 2020**: 13,800+ customers
- **July 2021**: 16,000+ customers
- **December 2020**: 10,100+ productive customers
- **July 2021**: 17,000+ customers

*As reported during the SAP Q2 earnings on July 21st, 2021*
Support Package Stack for SAP S/4HANA 2021*

After general availability of SAP S/4HANA 2021, Feature Package Stacks (FPS) and Support Package Stacks (SPS) contains stabilizations bundled with corrections and legal changes. Customers benefit from this functionality as part of their maintenance fee. First SPS of a new release can contain selected features and are labelled Feature Package Stack (FPS) accordingly.

Support Package Stacks are compiled periodically and made available in the SAP Service Marketplace.

SAP S/4HANA 2022*

New release incl. new technology stack

Important Links
SAP S/4HANA 2021 - Release Information Note
SAP S/4HANA 2021 - Restriction Note
Restrictions and recommendations regarding specific revisions of the SAP HANA database for use in SAP S/4HANA
Release and maintenance strategy for SAP S/4HANA
### SAP S/4HANA in the Intelligent Enterprise: Solution Overview

<table>
<thead>
<tr>
<th>SAP S/4HANA Enterprise Management</th>
<th>Sales</th>
<th>Finance</th>
<th>Manufacturing</th>
<th>Supply Chain</th>
</tr>
</thead>
</table>
| **Suite LoB Solutions** | - SAP Sales Cloud: SAP CPQ  
- SAP Commerce Cloud  
- SAP Marketing Cloud  
- SAP Qualtrics  
- SAP Customer Data Cloud  
SAP Customer Experience | - Governance, risk, and compliance  
- Financial services network  
- SAP Cash Application  
- SAP Financial Planning & Analysis  
SAP Ariba, SAP Concur | - SAP Digital Manufacturing Cloud  
- SAP Manufacturing Suite (SAP ME, SAP MII, Plant Connectivity) | - SAP Integrated Business Planning  
- SAP Global Batch Traceability  
- SAP Logistics Business Network  
- SAP S/4HANA Transportation Management  
- SAP S/4HANA Extended Warehouse Management  
SAP Warehouse Insights |
| **SAP S/4HANA LoB Solutions** | - Sales performance management  
- Order and contract management  
- Sales force support | - Advanced accounting & financial close  
- Advanced financial operations  
- Treasury management  
- Commodity management  
- Real estate management  
- Subscription billing & revenue management | - Extended production planning and scheduling  
- Extended Production Engineering and Operations  
- Environment, health, and safety | - Advanced warehousing  
- Advanced transportation  
- Advanced order promising  
- Extended service parts management |
| **SAP S/4HANA LoB Solutions** | - Service master data and agreement management  
- Service operations and processes  
- Service parts management | - Maintenance management  
- Enterprise portfolio and project management  
- Product engineering | - Operational procurement  
- Sourcing and contract management  
- Supplier management  
- Procurement analytics  
- Invoice management | - Core HR and time recording |
| **Suite LoB Solutions** | - Asset operations and maintenance | - Extended enterprise portfolio and project management  
- Product lifecycle management  
- Product compliance | - Central procurement | - Core human resources and payroll  
- Talent management  
- Time and attendance management  
- Human capital analytics  
SAP SuccessFactors  
SAP Fieldglass |
| **Service** |  
SAP Field Service Management  
SAP Service Cloud  
SAP CRM |  
SAP Intelligent Asset Management  
SAP Geo Enablement Framework | - Services Procurement  
- Supplier management  
- Collaborative Network  
- Guided Buying  
- Augmented Decision Making | - SAP Sourcing & Procurement  
Human Resources |
**SAP S/4HANA Sales Overview**

---

**SAP Customer Experience**
- SAP Marketing Cloud
- SAP Sales Cloud
- SAP Commerce Cloud
- SAP Customer Data Cloud
- SAP Qualtrics

---

**Sales Performance Management (ICM)**

*Realize* strategic enterprise goals with effective monetary and non-monetary incentives management.

---

**Sales Force Support**

*Manage* customer engagement cycles with embedded presales capabilities for lead, opportunities, and relevant tasks.

---

**Order and Contract Management**

*Ensure* consistent master data, including pricing across the organization.

*Process* sales documents accurately and timely to maximize customer satisfaction.

*Access* real-time sales performance KPIs for optimized decision making.
## SAP S/4HANA Sales: Delta Scope Summary (1/2)

### Order and Contract Management

#### Price Management
- ODATA APIs for pricing configurations like Condition Type, Access Sequence, Field Catalog, Condition Table and Condition Exclusion are available for data exchange with external systems.
- Maintain description field for pricing App and condition record via APIs.
- Allow direct access for auditors to archived price master data.

#### Sales Contract Management
- Down payment processing for sales quantity contracts using billing plans.
- Integrate foreign trade status from SAP Global Trade Services in Sales Scheduling Agreement.
- Creation of correction deliveries with Sales Scheduling Agreement APIs.
- Embedded S/4HANA International Trade check for sales scheduling agreement.

#### Sales Billing & Solution Billing
- The ability to schedule Preliminary Billing Creation.
- Copying of Output Items (Including Attachments) from Preliminary Billing Documents to Billing Documents.

#### Sales Order Management and Processing
- NEW SAP Fiori App: Create Sales Order.
- NEW SAP Fiori App: Mass Change of Sales Documents.
- NEW SAP Fiori App: Import Sales Order with MS Excel.
- Create Sales Order from PDF File Automatically with Machine Learning** and Robotic Processing Automation Bot **
- Adoption of Business Partner Multiple Addresses in Order-to-Cash.
- Sales Promotion with SAP Omnichannel Sales Promotions **
- Determine internal business partner by using CPF (Configurable Parameters and Formulas) in inbound of sales order EDI.
- Sales documents integration with SAP Global Trade Services.
- Debit memo request workflow.
- Flexible configuration of pricing date.

#### Sales Monitoring and Analysis
- Enhanced analytics report: Pricing Elements - Flexible Analysis allowing to analyze multiple condition types.
- Enhancement in Sales Order Fulfillment Monitor, including integration with SAP Global Trade Services.
Order and Contract Management

Claims, Returns, and Refund Management
Flexible and enhanced return management in the Manage Customer Return app:

- Automatically create the goods receipt document for received returned product by flag the product received option
- Two additional logistical follow up activities supported: Immediately Move to Free Available Stock and Immediately Move to Scrap
- Refund immediately supports two additional return type: credit memo and replacement product immediate delivery
- Support the 3rd BOM Variant: Pricing at Sales BOM main item, and inventory management at Sales BOM components
- Search reference document (sales order, Invoice) by delivery number
- Support batch search and change
- Export return worklist to Excel
- Show returns purchase order on Process Flow, if 3rd party supplier return is involved
- Choose from multiple Return-To addresses

New APIs for Returns Inspection and Customer Returns.
SAP Fiori App “Manage Sales Orders”

**Delightful UX**

- Transparency of features and visible functionalities
- Embedded sales order relevant data, e.g. credit limit utilization, net sales volume, process flow
- Fully integrated in sales operation

**Operational Efficiency**

- Clear structure and easy handling of the sales order in header and items
- Real-time response, e.g. pricing, ATP, sub-items determination (free goods/ Bill of Material explosion)
- Keyboard navigation enabled

**Adaptation and Extensibility**

- No-code UI adaptation
- Modification-free enhancement with custom fields, data source extensions and BAdI implementations.
- Lifecycle-stable and upgrade-proof
Sales Promotions Enabled by SAP S/4HANA and SAP Omnichannel Sales Promotions

<table>
<thead>
<tr>
<th>SAP S/4HANA</th>
<th>Sales Promotions Enabled by SAP S/4HANA and SAP Omnichannel Sales Promotions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NEW Business Function</strong></td>
<td><strong>NEW condition type</strong>: sales promotion</td>
</tr>
<tr>
<td><strong>NEW IMG activity</strong>: Omnichannel sales promotions</td>
<td>Sales Order</td>
</tr>
<tr>
<td></td>
<td>Call/trigger promotion calculation</td>
</tr>
<tr>
<td></td>
<td>Sales order with promotion confirmation</td>
</tr>
<tr>
<td></td>
<td>Outbound Delivery</td>
</tr>
<tr>
<td></td>
<td>Billing/Invoicing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAP Omnichannel Sales Promotions</th>
<th>On SAP Business Technology Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IF</strong></td>
<td><strong>THEN</strong></td>
</tr>
<tr>
<td>“SALES ORG” “DISTRIBUTION CHANNEL” “CUSTOMER/GROUP/HIERARCHY” “PRODUCT/GROUP/HIERARCHY” “QUANTITY/AMOUNT/WEIGHT/VALUE” “VALIDITY”</td>
<td>“FREE GOODS” “DISCOUNT” “DISCOUNT WITH A CAP” “FIXED AMOUNT”</td>
</tr>
<tr>
<td>“AND” “OR” “INCLUDES” “EXCLUDES”</td>
<td></td>
</tr>
</tbody>
</table>
SAP S/4HANA Manufacturing: Overview

**Plan** and schedule production considering capacity constraints. **Replenish** based on customer demand with Demand Driven MRP. **Simulate** MRP results for bottle necks and adjust with predictive MRP. **Engineer** and manage changes for BoMs, Routings and Work Centers. **Operate** and provide detailed instructions for production operators and sign off confirmations. **Ensure** safety and business continuity. **Mitigate** health and safety risks by performing risk assessments. **Create** safety instructions and managing incidents.

**Design** products & resources manage the change throughout the life cycle. Manage master data such as materials, routings, BoMs, recipes, work centers, etc.

**Plan** products and components to initiate internal and external procurement. Use with MRP live in memory processing performance improvements for more current planning results. **Control** manufacturing operations for discrete, process, and repetitive in industry variations & extensions, fully integrated with Supply Chain & Finance. **Specialize** manufacturing models based on specific functional and industry requirements. Including discrete, process, repetitive, project, outsourced, Kanban, Just-in-Time manufacturing models.

**Inspect** production processes and goods receipts. Manage inspection lots and apply usage decisions to improve manufacturing output. **Analyze** manufacturing data for process improvements, decision support reporting and documentation purposes. Provide alerts for exception based management.
# SAP S/4HANA Manufacturing: Delta Scope Summary SAP S/4HANA 2021

## Production Engineering
- **Manage Work Center Groups** (new App)
- **Manage Multi-level BoM** (new App)
- **Manage Master Recipes** (new App)
- **Manage Routings** (new App)
- **Mass Maintenance** of work center capacity
- **Production with approved master data** (managed engineering change process with PLM Change Record)

## Production Planning
- **collaborative MRP**
  - Supplier Collaboration for MRP Change Request with Ariba Network integration.
  - MRP Change Request
- **Time dependent stock** levels Define non permanent inventory levels for Safety stock
- **Intra day supply** (Monitor Material Coverage app)
- **Production Planning with alternative plant**
- **Long text in planned order**

## Manufacturing Operations / Manufacturing Options
- **Pricing Information** from production and process orders only for authorized users
  - Authorization check of the costs
- **Process Manufacturing enhancements**:
  - Monitor delay, quality and comp. issues
  - Operations status and in progress (%)
  - Filter ops by issues and visual filters)
  - Navigate to Time Ticket Confirmation and Manage Work Center Capacity
- **Repetitive Manufacturing enh.**
  - Collective Entry of Confirmations
  - Reprocess Components
  - Collective Reprocessing
  - Stock Transfer for Reservation
  - Log for Pull List
  - Aggregate Collective Backflush
- **Kanban enhancements**:
  - Event-Driven Kanban
  - Monitor Kanban Containers (new App)
  - Auto Refresh + Reverse Status Change
  - Control Cycle Analysis
  - Smart Sensing RFID-Enabled Kanban
- **Just-in-Time enhancements**:
  - print packing group labels according to sequenced JIT calls from customers
  - JIT delivery schedules from customer JIT calls
  - Packing groups to sequenced JIT calls

## Quality Management
- **Manage Inspection Plans** (new app)
- **Record Inspection results** (new app)
  - Record and process inspection results for characteristics for inspection lots
  - Progress charts for operations and characteristics
  - Record defects manually with reference to an inspection lot, operation or inspection characteristic
  - Integration to collaborative Quality Management (8D) Industry Cloud solution

## Extended Production Planning
- **predictive MRP enhancements**:
  - Option to disregard Capacity Issues
  - Flexible Constraints for Material Groups
  - Flexible Constraints for Production Lines
  - pMRP for configurable products
- **Demand Driven MRP enhancements**:
  - Configure flexible DDMRP types
  - DDMRP for repetitive manufacturing (new MRP type D2)
  - Projected stock on hands alerts
  - Demand Driven Scheduling (PPDS)

## Production Engineering
- **Decentralized Production Engineering and Operations (PEO) as side by side** deployment on Digital Supply Chain Edition for SAP S/4HANA
- **PEO Integration to SAP Digital Manufacturing Cloud (DMC)**
- **Order split for extended Production Operations**

## Quality Management
- **Just-in-Time enhancements**:
  - print packing group labels according to sequenced JIT calls from customers
  - JIT delivery schedules from customer JIT calls
  - Packing groups to sequenced JIT calls

## Extended Production Planning
- **predictive MRP enhancements**:
  - Option to disregard Capacity Issues
  - Flexible Constraints for Material Groups
  - Flexible Constraints for Production Lines
  - pMRP for configurable products
- **Demand Driven MRP enhancements**:
  - Configure flexible DDMRP types
  - DDMRP for repetitive manufacturing (new MRP type D2)
  - Projected stock on hands alerts
  - Demand Driven Scheduling (PPDS)

## Ext. Production Engineering
- **Decentralized Production Engineering and Operations (PEO) as side by side** deployment on Digital Supply Chain Edition for SAP S/4HANA
- **PEO Integration to SAP Digital Manufacturing Cloud (DMC)**
- **Order split for extended Production Operations**

## Environment Health and Safety
- **Waste Management**
### SAP S/4HANA: Innovations Highlight 2021

#### SAP S/4HANA Enterprise Management
- **Sales**
  - Auto creation of sales orders from PDF
  - Bonus-Buy with SAP Sales Promotions M.
- **Finance**
  - Integration with smart equipment
- **Manufacturing**
  - PEO: Production Order Split
  - PPDS: Tank Planning
- **Supply Chain**
  - Core HR and time recording

#### SAP S/4HANA LoB Solutions
- **Sales**
  - Order and contract management
  - Sales performance management
- **Finance**
  - Financial services network
  - Financial services network
- **Manufacturing**
  - Operational procurement
  - Advanced accounting automation
- **Supply Chain**
  - SAP Integrated Business Planning
  - SAP Global Batch Traceability

#### Suite LoB Solutions
- **Sales**
  - SAP Field Service Management
- **Service**
  - SAP Intelligent Asset Management

#### Additional Installation
- Additional installation
- Additional license

---

**Additional Information**

- **Service**
  - SAP Field Service Management
  - SAP Service Cloud
- **Process**
  - SAP Intelligent Asset Management
  - SAP Geo Enablement Framework
- **R&D / Engineering**
  - SAP Enterprise Product Development (EPD)
- **Sourcing & Procurement**
  - Services Procurement
  - Supplier management
- **Human Resources**
  - Core human resources and payroll
  - Talent management
SAP S/4HANA Supply Chain: Overview

**SAP S/4HANA LoB Apps**
- Inventory
- Warehousing
- Delivery and Transportation
- Order Promising
- Logistics Material Identification
- Circular Economy Logistics

**SAP S/4HANA Enterprise Management**
- Service Parts Distribution
- Advanced Warehousing
- Advanced Transportation
- Advanced Order Promising

**Suite LoB Solutions**
- SAP Integrated Business Planning
- SAP Warehouse Insights
- SAP Global Batch Traceability
- SAP Logistics Business Network
- SAP S/4HANA Extended Warehouse Management (side by side for Hub Deployment)
- SAP S/4HANA Transportation Management (side by side for Hub Deployment)

**Plan** service parts inventory accurately across distribution networks, based on parts volumes, velocity, and segments; strategically calculate trade-offs between costs and service.

**Deliver** the optimal order by leveraging features like cross-docking, workforce management, slotting, inventory optimization, and support for transit warehousing as well as connectivity to warehouse automation equipment.

**Improve** transportation efficiency by holistically managing all inbound and outbound freight.

**Commit** to orders quickly and accurately by automatically considering the relevant stock in real-time, while protecting companies business priorities and profitability goals.

**Track and control** inventory and stock quantities in a transparent manner and ensure a streamlined material flow across all in and outbound logistics operations.

**Store and handle** your goods and materials efficiently. Improve asset usage, increase throughput and support accurate on-time order fulfillment with a maximum of transparency.

**Orchestrates** all delivery demands, plan and run your transports, using functionality for basic agency billing and subcontracting. Ship the right products to the right place at the right time.

**Determine** accurate estimates of delivery dates during order creation and changes considering material availability based on actual stock information to enhance customer satisfaction.

**Manage** Batches, Serial Numbers and Handling Units to increase efficiency and improve compliance across your shipping and warehousing operations.

**Track and manage** re-usable items like packaging materials or empties along their lifecycle in logistics processes to distribute responsibility and costs among the involved parties.
## SAP S/4HANA Supply Chain: Delta Scope Summary

### Inventory
- Enablement of manual reservations with dedicated SAP Fiori apps to plan goods movements
- New SAP Fiori app optimized for mobile counting of physical inventory
- Support of serial numbers in SAP Fiori apps for goods movement and inventory analytics
- Enhanced subcontracting capabilities including a new app for correction postings
- SAP Fiori apps for goods receipt support synchronous posting in EWM warehouses
- SAP Fiori apps for goods receipt support materials with split valuation

### Warehousing
- Integration with Plant Maintenance to use EWM for staging spare parts required for maintenance operations
- Option to round sample size to HU size to simplify the split of the inspection lot in quality management
- Enhancements to EWM-TM Integration (ASR) like triggering a delivery split from outside e.g. based on RF loading events
- Stock Consolidation: Consolidation of different batches with date tolerances
- Integration of EWM and MES/DMC with a new staging method and new interface allowing MES-driven single order staging
- New SAP Fiori App to display warehouse documents

### Delivery and Transportation
- New SAP Fiori app for Proof-of-Delivery processing
- New SAP Fiori app to manage output items for deliveries
- Latest end and earliest start date fields for loading and unloading
- Enhancements to Unified Package Builder like UPB profile improvement and adaption of UPB test cockpit (Note: UPB license requirements depend on the engines used. Only the package builder engine requires an additional license.)

### Logistics Material Identification
- New apps for batch derivation
- BAdI to change the way how quantities are distributed in batch determination query proposal
- Package creation in embedded EWM based on SAP S/4HANA Packaging Instructions
- Support of serial numbers in a set of Inventory Management SAP Fiori apps
- New CDS views for serial numbers

### Advanced Order Promising
- Detailed explanation of aATP results across aATP methods in Review Availability Check Results (RACR) App
- Availability checks for scheduling agreements without delivery schedules
- Alternative-Based-Confirmation with product substitution based on flexibly definable substitution master data
- Enhancements to Supply Protection including usability improvements, multiple matches alerts and flexible time buckets

### Advanced Warehousing
- JIT/JiS enhancements including physical inventory counting in Production Supply Area for accurate replenishment
- New migration objects for decentralized EWM (e.g. RFID settings)
- Option to connect decentralized EWM to multiple ERPs with unharmonized products
- Unified Package Builder (UPB) enabling scenarios beyond goods receipt (Note: UPB license requirements depend on the engines used. Only the package builder engine requires an additional license.)

### Advanced Transportation
- Enablement of transportation planning based on equipment type to decouple planning from specific resources
- New SAP Fiori apps to collaborate with carriers (RFQ, Quotation, Order) as well as a new app to maintain RFQ masters
- Enhancements to scheduling and automatic planning
- Consistent Load Plan (Item) Status Management along the logistics process
- Improved embedded analytics as well as first content in SAP Analytics Cloud

### Service Parts Distribution
- New forecasting models and forecasting simplifications
- New SAP Fiori and back-end transactions for reports
- Additional selection criteria in demand upload report
- Performance optimization in forecast error calculation
- Availability of eSPP migration tools
Advanced Shipping and Receiving (ASR)

Integration between SAP S/4HANA EWM & SAP S/4HANA TM

**SAP S/4HANA**

- Freight Order
- Transportation Unit
- Warehouse Request
- Handling Unit

**SAP S/4HANA EWM**

- Freight Order
- Shipping and Receiving
- Warehouse Request
- Handling Unit

**TM**

Integration based on
Transportation Unit

Integration based on
Freight Order

- **Basic integration approach for EWM and TM**
  - **Improved TCO** through reduction of object redundancy (Integration without Transportation Unit object)
  - **Enhanced scalability** enabling high volume retail and e-commerce scenarios
  - **Holistic process transparency and steering** through enhanced freight order UI with warehousing fields and actions
  - **Adapted warehouse transactions** (new/extended RF, GUI and SAP Fiori transactions) for a seamless process flow
  - **New TM data model and objects** (consignment and loading / unloading point) to bundle inbound and outbound operations (e.g. on a single truck)
  - Increased flexibility with new scenarios like multi-warehouse or loading and unloading from IM- or EWM-managed storage locations

© 2021 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC
Mobile Counting App for Physical Inventory

- Run Physical Inventory process **end-to-end** in one system.
- Enter counting results **via mobile device** in the moment of counting.
- Leverage device camera for **scanning** during counting process.

Open Physical Inventory document worklist.

Scan material to open the correct PI document.

Enter counting results and save.

PI document item is marked as counted.

Create Physical Inventory Document

Print Physical Inventory Sheets

Perform Physical Count of Stock

Enter Physical Counts

Report Differences

Post Inventory Documents

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

This is the current state of planning and may be changed by SAP at any time without notice.
SAP S/4HANA Service: Overview

- Asset Network and Collaboration with SAP Asset Intelligence Network (AIN)
- Mobile Field Service Execution with SAP Field Service Management (FSM)

**Subscription Order Management**
*Extend* commercial service offerings with enhanced subscription management.

**Financial Shared Services Management**
*Leverage* intelligent shared service capabilities with automation based on ML/AI.

**Service Master Data and Agreement Management**
*Manage* customer asset records, service history, and commercial agreements.
*Plan* preventive maintenance services based on the relevant information readily available.
*Monitor* operations and business outcome of services business by holistically looking at the entire service processes.

**Service Operations and Processes**
*Engage* with customers on multiple platforms for their requests, complaints, and any other interactions.
*Combine* services and products as a packaged solution.
*Perform* services efficiently and effectively, with all the required material and human resources. Bill customers in a timely manner in accordance with contractual agreements.

**Service Parts Management**
*Improve* efficiency in parts fulfillment, planning, procurement, and warehousing with integration of core materials management and finance functions.
### Service Operations & Processes

**In-House Repair**
- Integration of Warranty Dates in In-House Repair
- Integration of Service Contracts with In-House Repair
- Managing Repair Quotations with Multiple Repair Objects

**Integration**

**SAP Field Service Management**
- Various integration enhancements

**Events & APIs**
- Various enhancements

### Service Master Data & Agreement Mgmt.

**Service Contracts**
- Ad-hoc Billing for Service Contracts.
- Auto Renewal of Price Adaptation Items
- Header Price Agreements in Service Contract

**Service Plan**
- Display of Service Planning History

The capabilities for the Service line-of-business were shipped as a **technical add-on component** named “customer management” in 1709 and 1809.

From 1909 onwards, the Service capabilities are shipped as part of the SAP S/4HANA shipment, no longer requiring to install the customer management add-on component.

The license remains unchanged. The core capabilities of the Service line-of-business continue to be included in the SAP S/4HANA for enterprise management license.
Manage repair services in-house for the products and assets returned from customers.

**Improvements in 2021**

- Integration of Warranty Dates in In-House Repair
- Managing Repair Quotations with Multiple Repair Objects
- Integration of Service Contracts with In-House Repair
**SAP S/4HANA: Innovations Highlight 2021**

**Sales**
- Auto creation of sales orders from PDF
- Bonus-Buy with SAP Sales Promotions M.
- Manage Sales Orders app

**Finance**
- Integration with smart equipment
- Collaborative MRP (Ariba integration)
- Time-dependent Stock Levels

**Manufacturing**
- PEO: Production Order Split
- PPDS: Tank Planning
- Capacity Mass Maintenance App

**Supply Chain**
- Mobile Start: Warehouse Clerk
- Enhanced Radio Frequency support

**Enterprise Management**
- Time-dependent addr. in Business Partner
- Import Sales Order MS Excel app
- Mass Change of Sales Docs app

**SAP S/4HANA**
- • Sales performance management
- • Advanced accounting automation
- • Integrated entity and group close
- • Advanced financial operations
- • Treasury & commodity management
- • Real estate management
- • Subscription billing & revenue management
- • Accounting and financial close
- • Financial operations
- • Management accounting and financial analysis
- • Enterprise risk and compliance
- • Service master data and agreement management
- • Service operations and processes
- • Service parts management
- • Maintenance management
- • Enterprise portfolio and project management
- • Product engineering
- • Extended enterprise portfolio and project management
- • Product lifecycle management
- • Product compliance
- • Operational procurement
- • Sourcing and contract management
- • Supplier management
- • Procurement analytics
- • Invoice management
- • Central procurement
- • Services Procurement
- • Supplier management
- • Collaborative Network
- • Guided Buying
- • Augmented Decision Making
- • Core HR and time recording
- • Core human resources and payroll
- • Talent management
- • Time and attendance management
- • Human capital analytics

**Suite LoB Solutions**
- • Governance, risk, and compliance
- • Financial services network
- • SAP Cash Application
- • SAP Analytics Cloud incl. Planning
- • SAP Profitability and Performance Mgmt.
- • Asset operations and maintenance
- • SAP Spatial Asset Management
- • SAP Intelligent Asset Management
- • SAP Geo Enablement Framework
- • SAP Enterprise Product Development (EPD)
- • SAP Supplier Problem Solving (8D)
- • Core HR and time recording
SAP S/4HANA Asset Management: Overview

- SAP Intelligent Asset Management
  - SAP Asset Intelligence Network
  - SAP Predictive Asset Insights
  - SAP Mobile Asset Management
  - SAP Asset Strategy and Performance Management
  - SAP Predictive Engineering Insights
  - SAP Master Data Governance
  - SAP Geographical Enablement Framework for SAP S/4HANA Asset Management

Extend core scheduling functionality with detailed scheduling capabilities and resource planning.

Leverage a holistic approach including planning, execution, improvement, and collaboration. Combine material management and plant maintenance functionalities to plan and achieve a holistic strategy for maintenance management. Track costs and conduct thorough damage analysis.
# SAP S/4HANA Asset Management: Delta Scope Summary

## Maintenance Management

### Enhancement to process
- Phase Model for the Maintenance Process
- Risk Matrix
- Manage Maintenance Backlog and Buckets
- Lean Service Procurement
- Procurement milestones and tracking
- Maintenance Order: Enhanced ATP Check
- EAM Inspection Checklists

### Internal integration
- Lean Service Procurement
- Integration of Maintenance Orders and Extended Warehouse Management Solution

## UX
- Machine learning based entry assistance for damage code
- Task List: Mass Changes
- New Fiori apps for the enhanced process
  - Create Maintenance Request
  - Perform Maintenance Jobs
  - Maintenance Backlog
  - Manage Maintenance Planning Buckets
  - Manage Maintenance Notifications and Orders

### Cost Controlling
- New Cost Analytics App

## Asset Operations and Maintenance*

### UX
- Incremental and continuous UX improvements

## Spatial Asset Management**

- Interface with any map that is OGC (Open Geospatial Consortium) compliant
- Improvements to linear asset management

---

© 2021 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC
Lean Service Procurement in Maintenance Order

- Lean service can be enabled for select work order types
- Users can also use enhanced limit value-based services for each operation or sub operation of the work order
- Identification for service type is enabled using item category
SAP S/4HANA: Innovations Highlight 2021

**Sales**
- Auto creation of sales orders from PDF
- Bonus-Buy with SAP Sales Promotions M.
- Time-dependent addr. in Business Partner
- Import Sales Order MS Excel app
- Mass Change of Sales Docs app
- Manage Sales Orders app

**Finance**
- Financial services network
- SAP Cash Application
- SAP Analytics Cloud incl. Planning
- SAP Profitability and Performance Mgt.
- Advanced accounting and consolidation
- Integrated entity and group close
- Advanced financial operations
- Treasury & commodity management
- Real estate management
- Subscription billing & revenue management
- Accounting and financial close
- Financial operations
- Management accounting and financial analysis
- Enterprise risk and compliance

**Manufacturing**
- Integration with smart equipment
- Collaborative MRP (Ariba integration)
- PEO: Production Order Split
- PPDS: Tank Planning
- Capacity Mass Maintenance App
- Time dependent Stock Levels

**Supply Chain**
- Mobile Start: Warehouse Clerk
- Advanced radio frequency support
- Enhanced Radio Frequency support
- Adv. Shipping + Receiving (EWM & TM)

**Service**
- Service Rendered Date
- Ad hoc billing plans (service contr.)

**Asset Management**
- Phase Model (New Status Management)
- Risk and Criticality Matrix
- Planning Buckets and Backlog
- Asset operations and maintenance
- SAP Spatial Asset Management

**R&D / Engineering**
- Enterprise portfolio and project management
- Product engineering
- Extended enterprise portfolio and project management
- Product lifecycle management
- Product compliance

**Sourcing & Procurement**
- Operational procurement
- Sourcing and contract management
- Supplier management
- Procurement analytics
- Invoice management
- Core HR and time recording

**Human Resources**
- Core human resources and payroll
- Talent management
- Time and attendance management
- Human capital analytics

**SAP S/4HANA LoB Solutions**
- Additional license
- Additional installation

**SAP S/4HANA Enterprise Management**
- Additional license

**Suite LoB Solutions**
- Additional license
- Additional installation

© 2021 SAP SE
SAP S/4HANA R&D / Engineering Overview

- **SAP Enterprise Product Development (EPD)** Engineering – Visualization – Collaboration – Connected products - Partner applications
- **SAP Responsible Design and Production** Respond to Extended Producer Responsibility (EPR) obligations and other public commitments.

**Extended Enterprise Portfolio and Project Management**

*Increase* efficiency and automation for gaining insights for products and projects into cost, time, scope, resources, and quality performance.

**Product Lifecycle Management**

*Manage* product information holistically and efficiently across the complete lifecycle, ensuring end-to-end visibility from requirements to design to manufacturing to service, in process and discrete industries.

**Product Compliance**

*Ensure* compliance of products and chemicals to secure the right to market, sell, and ship products.  
*Provide* safe and compliant transportation of hazardous materials.

**Product Engineering**

*Provide* a 360 degree view of all relevant aspects in the early stages of a product’s life, from first product idea through design to handover to manufacturing.

**Enterprise Portfolio and Project Management**

*Gain* insight into cost, time, scope, resources, and quality performance of products and projects.
# SAP S/4HANA R&D: Delta Scope Summary

## Product Engineering

**Product Development Foundation:**
New app: Manage Multilevel Bill of Material - display and maintain the hierarchical tree structure of a multilevel BOM

## Product Compliance*

**Product compliance data**
- Management of toxicological, ecological, safety-related, and phys-chem data

**Product compliance checks**
- Integration of product compliance checks into purchasing

**Dangerous Goods**
- Management of technical names for dangerous goods
- Enhancements in DG classification and outbound delivery check
- Integration of dangerous goods checks into Transportation Management for road transports

**Safety Data Sheet**
- Manual SDS shipment from Compliance Information for Products app
- Management of data for: Hazardous Ingredients, Accidental Release Measures, Occupational Exposure Limits, Storage Class, SARA Hazard Classification, Contact Data

**Regulatory content**
- Update service for regulatory phrases
- Catalog with DG graphics
- Managing phrase-enabled fields

## Product Lifecycle Management*

**Change Record**
- Scenario-based change impact analysis
- Flexible change record hierarchies, splits / mergers of change records
- Visualization of change record / digital signature status changes along timeline

## Harmonized Document Management (HDM):
- Single user interface for working with attachments from different document frameworks [Document Management System (DMS), Generic Object Services (GOS), and ArchiveLink]

---

© 2021 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC
Enhanced substance volume tracking and monitoring of substances that are exported to a country/region

- Track volumes for exported substances on the legal entity level based on compliance requirements
- Integrate substance volume tracking into logistic processes (goods issue) in sales/delivery
- Use an updated SAP Fiori app to monitor substance volumes by product; display logged details per processed material document
SAP S/4HANA Sourcing and Procurement: Overview

- Augmented Decision-making for Purchasing
- SAP Intelligent Robotic Process Automation integration with SAP S/4HANA
- Procurement Planning
- SAP Ariba
- SAP Fieldglass

**Integrate** the SAP S/4HANA hub system with multiple SAP ERP and SAP S/4HANA back-end systems. Optionally you can leverage SAP Ariba solutions: e.g. guided buying capability and catalog.

**Streamline** the buying process by integrating automated or manual function.

**Support** human decision making by analytical visualization embedded within transactional applications.

**Determine** the actual cost of product-based purchasing rebate agreements with suppliers.

**Ensure** delivery of committed quantities and values.

**Find**, negotiate, and contract the most qualified, reliable sources and suppliers efficiently.

**Get** accurate invoices to accounts payable faster with electronic invoicing and automated verification.

**Improve** the invoice processing lifecycle with higher transparency and at faster rate/pace.

**Gain** visibility to determine the right mix of suppliers, best serve to business objectives, and reduce overall supply risk.

**Reveal** near-real-time insights into organizational spend, suppliers, and market information.
SAP S/4HANA Sourcing & Procurement: Delta Scope Summary

**Operational Procurement**

**Purchase Order Collaboration:**
Enhanced automation of native source-to-pay integration with Ariba Network (42K) for enablement of the following features:
- Discount management
- Order collaboration enhancements
- Confirmation enh. limits for services and materials
- Purchase order plant and storage location
- Material document notification | Inbound delivery
- Payment advice and payment advice cancellation

**Self-service requisitioning:** approval details, limit items, and material reservations from central requisitions

**Requirements processing:** inquiries, editing rejected requisitions, and reviewer workflow: Purchase Req. workflows providing a channel of communication betw. approver and requestor of a purchase requisition during the approval processing through the 'My Inbox' app

**Service Purchasing and Recording: ERS procedure for service entry sheets:** If the Evaluated Receipt Settlement (ERS) is active in the referenced purchase order item, it is now allowed to revoke a service entry sheet although an invoice exits

**Smart workflow** to automatically assign tasks and exceptions: Automated assignment or approval of procurement documents such as purchase req., purchase orders, and supplier invoices according to configured rules

**Operational Procurement**

**Product Compliance in Purchase Orders** helps enforce compliance at each step of the product lifecycle. With the integration of compliance information in purchasing processes such as stock transfers, companies can ensure that safety information is available and compliant transports leave the company premises

**Proactive delivery insights** for ordered items enabled by SAP IoT and Situation Handling. The situation template for the Manage Purchase Orders app informs purchasers if goods are damaged during delivery. The handling units of ordered items are equipped with sensors in order to monitor product’s condition using SAP IoT

**Sourcing & Contract Mgmt.**

**Preferred Supplier List**
- Availability of approved supplier lists in sourcing applications, for either optional or mandatory supplier selection
- Ability to define supplier lists, such as by material group or purchasing categories

**Central Procurement**

**Price-trend analysis** for central purchase contracts providing a KPI analytics app

**Update cycle in commodity facet of a central contract:** maintain the update cycle of a given commodity in a particular central contract based on the individual negotiation with the respective supplier

**Central purchase contracts: output control, attachments, and third-party integration:** output control for SAP S/4HANA to send out central contracts to the corresponding suppliers through the output channels print, mail, and electronic data interchange (EDI)

**Enablement of attachments at the item level of the central purchase orders:** support the integration of attachments linked to the line-item level of a purchaser order in the connected system into central purchasing processes

**Central sourcing with a commodity pricing engine (CPE):** enable purchasers to consider commodity prices already in the sourcing process and later take over the commodity price information to the central contract using the CPE

**Price History for Central Purchase Contract Items:** monitoring the changes in price and conditions for Central Purchase Contract Items
Where to learn more

SAP S/4HANA Feature Scope Description
Provides an overview of all available features in SAP S/4HANA 2021.

SAP S/4HANA What's New Viewer
Get a complete overview of the new features and functions in SAP S/4HANA 2021.

SAP Fiori Apps Library
Explore, plan and implement SAP Fiori, including all relevant content for the SAP Fiori launchpad.

SAP Road Map Explorer
Supports the journey to SAP's future product portfolio and the Intelligent Enterprise.

SAP S/4HANA 2021 Highlights in Seconds
Watch the teaser video to gain a first impression of the latest release and its highlights
Your questions:

Any update on LE-Shipping, ECC Customer Service module? Last update was these are available till 2030 as compatibility scope.

We are using the GTS for our foreign trade control today. Would that be replaced by the GRC solution?

Are companies using WM today need to do anything for moving to Stockroom Management solution in S4HANA?

Is it possible to integrate SAP S4 Dec EWM with S4 emd TM?
**Letter of Credit (advanced function)**

**Accounting of Letter of Credit**
- SWIFT Integration
- Presentations (including master data for presentations)
- Payments

- Conditions (Interests and Fees)
- Integration to Credit and Market Risk Analyzers
- Integration to Credit Lines / Facilities

**Credit (basic function): functional parity to ERP SD-FT**

**Basic master data for Letter of Credit**
- Letter of credit master data doc. mgmt.
- Nominal amount
- Integrated with sales processing
- Assign a letter of credit as payment guarantee to sales documents
- Block sales & delivery documents, if not compliant w/ terms in letter of credit
- Risk check decisions

**Classification and reclassification for**
- Commodity Codes, Customer Tariff Numbers & Intrastat Service Codes
- Legal Control Attributes
- Load data from external data provider for commodity codes
- Consistency of classification data between SAP S/4HANA and SAP ECC Systems
- Intrastat reporting for 26 countries

**Embargo**
- Export (based on sales order, sales contracts & outbound delivery)

**Optimized Letter of Credit**

**SAP S/4HANA LoB Apps**

**Financial Risk Mgmt.**

**Letter of Credit**

**International Trade Mgmt.**

**SAP S/4HANA Enterprise Management**

**Complex International Trade**

**Enterprise Risk and Compliance**

**Treasury Management**

**SAP GTS for broader international trade functions & managing preference**

**SAP Watchlist Screening**

**SAP S/4HANA Finance: Managing International Trade**

Supporting all levels of complexity
Prebuilt integration with SAP Global Trade Services

Leverage market-leading capabilities of SAP Global Trade Services when cross-border requirements exceed scope of SAP S/4HANA for international trade

- Management of full import and export processes
- Localized for multiple countries with certified customs interfaces
- Leverage free trade agreements with preference processing
- Enable special customs processes such as bonded warehouses, inward processing, and foreign trade zones
- Support operations in China processing trade
- Protect any existing SAP GTS investment when moving to SAP S/4HANA
- Minimize costs with standard integration delivered by SAP
SAP S/4HANA Compatibility Packs: Selective Extension of Compatibility Pack Usage Rights

SAP grants a timely restricted usage right for specific classic solution functionalities in the context of SAP S/4HANA. These term licenses are limited to the end of 2025, and are defined by the compatibility scope. SAP intends to provide new go-to functionalities for all compatibility scope items by 2023. Many compatibility scope items can already be phased out today. This transition from compatibility scope to the new go-to solutions is in most cases primarily a technical adoption and can be conducted with moderate effort.

For three compatibility scope components (Customer Service, Transport, and Production Planning for Process Industries) the new go-to solutions provide enhanced capabilities and will require a more extensive transformation project, especially for global organizations and customers who leverage individual extensions today.

In order to help customers get the highest business value from their SAP S/4HANA systems, SAP has decided to align the usage rights for those three components with the SAP Business Suite maintenance timeline. **SAP is extending the usage rights exclusively for Customer Service, Transport, and Production Planning for Process Industries until the end of 2030.**

This extension will be **available to all SAP S/4HANA customers** in SAP S/4HANA Cloud, private edition as well as those with an SAP S/4HANA on-premise deployment and is limited to the three components listed above. The extension comes at no additional cost and does not require any contractual changes or amendments for existing customers as the change is being implemented centrally.
SAP S/4HANA Compatibility Packs in Supply Chain

Compatibility Packs:

- Grant a *timely restricted use right* for specific classic SAP solution functionality until **Dec 31, 2025**\(^1\), which the customer has *licensed* for SAP ERP and which the customer would like to use in his SAP S/4HANA implementation

- Come at no additional cost for SAP S/4HANA customers

- Are documented in detail in note [2269324](https://support.sap.com/content/en/2269324) and in the Software Use Rights (SUR)

- Only apply to solutions which are installed on the SAP S/4HANA instance - not for side-by-side installations

- Planned to be replaced by a genuine, simplified SAP S/4HANA solution by the end of 2023

---

\(^1\) As of 9 March 2021, the duration of the compatibility scope for LE-TRA along with two other components (CS and PP-PI) has been extended through to 2030. Refer to [SAP Note 2269324](https://support.sap.com/content/en/2269324) for detail. The duration for the other components remains unchanged.

---

SAP S/4HANA target architecture consists of the new *embedded versions of SAP S/4HANA EWM respectively SAP S/4HANA TM*, which is the default go to for all new implementations.

Customers converting to SAP S/4HANA may also choose a two-step conversion process and initially conduct warehousing and transportation management processes via the “Compatibility Scope” modules LE-WM and LE-TRA\(^1\).
Thank you.

Contact information:

**Ulrike Raidl**
Vice President Solution Management SAP S/4HANA, SAP SE
ulrike.raidl@sap.com
+49 171 308 54 53
@UlrikeR
ulrikeraidl