Solution Order

New Solution Process in SAP S/4HANA®

A quick look at how to achieve

"Sales – Installation – Service – Billing in one clean process"

Presented by SAPIT Corporation

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Solution Order

"Sales – Installation – Service – Billing in one clean process"

This presentation is broken into six sections:

Three sections about the order lifecycle (Sell, Execute, Account). Three sections on certain business aspects (Business Case, Paradigms, Recap/Next Steps).

Solution Order:
Table of Contents

1. Business case, Overview and First Look at the system
2. Sell: Order Management
3. Solution Order Process Summary, Rationale, Paradigms
4. Execute: Order Execution
5. Account: Billing, Controlling
6. Next steps

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Business Case

Scenario: Our core business is providing our customers with custom-built and (more or less) customized machinery; this includes the machinery itself, along with parts and services. We need a shell to capture these deals in our system, because we want to provide our customers a single point of contact, we want to capture information only once (at the source) and we want to have a full overview and record of the entire lifecycle. As a future perspective, we want to go way beyond simply selling the product; instead, we want to bundle products and services into a single solution which can be purchased, leased or even just subscribed to by our customers.

Solution Order is the shell (solution process) to host the "solution business" scenario in S/4 and it is the pivot point of any and all related operations and reporting.

"Make" Processes, e.g. (acronyms): ETO (custom built), MTO (customized), MTS (standard). The final determination of the "Make" process(es) used will be an outcome of the Explore phase, e.g. there may be no ETO, customized could be CTO and standard could be MTO.

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Business Case

Products: Physical products, e.g. machine, device (aggregate), spare part or consumable

Service: One time (installation, repair), Recurring (preventive maintenance).

Repair is also referred to as corrective maintenance.

Preventive maintenance is sometimes called scheduled maintenance.

ECC 6.0 related legacy objects include sales orders with item category to control ETO, MTO, MTS and repair sale; the process works to some extent, but lacks consistency; and there are performance problems with larger, complex orders.

In **S/4HANA**, the process is more consistent with a tighter integration within the process itself and to other applications and platforms; Fiori/UI5 play a role here.

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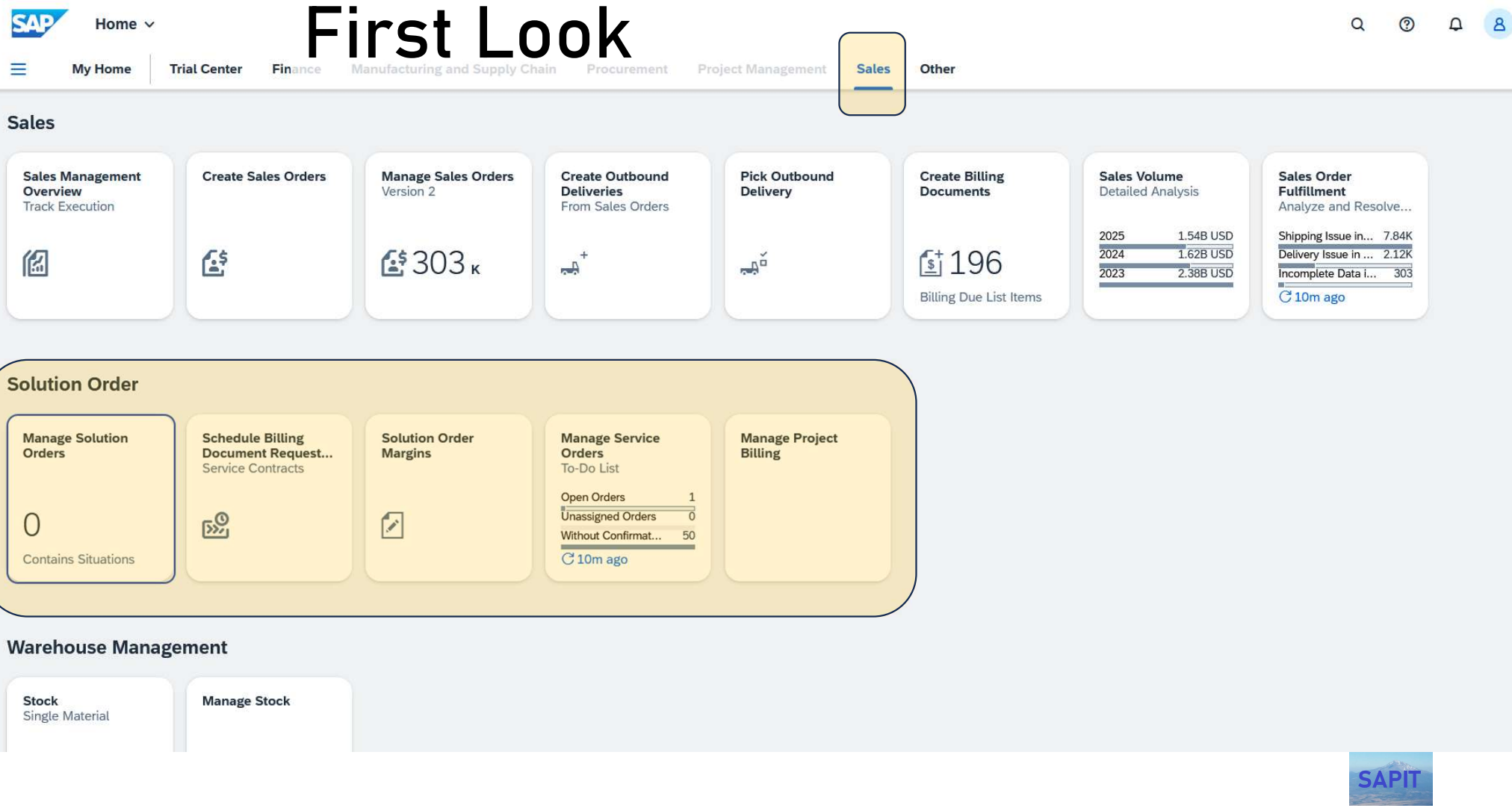
Overview

Sell	Execute	Account
Solution Order – pivot point	Delivery – ship a product	Billing Document Request (BDR)
Item Category (IC) is main process control; Order Type and assign-ment to IC(‘s) govern the process	Ship to Customer site, Technician Ship from Plant, Supplier Shipment tracking (status, POD)	Invoicing Correspondence, E-Mail
Pricing procedure • Condition types, prices, taxes • Account determination	Installation Maintenance (preventive), Repair In-house (“depot”), On-site (“field”)	Accounts receivable Application of cash Credit management
Contract (master agreement)	Return for Replacement, Credit	Revenue accounting
Project sale (e.g. ETO)	Failure analysis	Contract assets/liabilities
Customized product	Dispatch (service technicians)	Project and product cost controlling
Standard product (“cookie cutter”)		Results and profitability analysis
Maintenance contract		Settlement and value flows

SAPIT


Home
First Look
My Home
Trial Center
Finance
Manufacturing and Supply Chain
Procurement
Project Management
Sales
Other
Sales
Sales Management Overview
Track Execution
Create Sales Orders
Manage Sales Orders
Version 2
303 K
Create Outbound Deliveries
From Sales Orders
Pick Outbound Delivery
Create Billing Documents
196
Billing Due List Items
Sales Volume
Detailed Analysis
2025 1.54B USD
2024 1.62B USD
2023 2.38B USD
Sales Order Fulfillment
Analyze and Resolve...
Shipping Issue in... 7.84K
Delivery Issue in ... 2.12K
Incomplete Data i... 303
10m ago
Solution Order
Manage Solution Orders
0
Contains Situations
Schedule Billing Document Request...
Service Contracts
Solution Order Margins
Manage Service Orders
To-Do List
Open Orders 1
Unassigned Orders 0
Without Confirmat... 50
10m ago
Manage Project Billing
Warehouse Management
Stock
Single Material
Manage Stock

Sell

"Sales – Installation – Service – Billing in one clean process"

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Sell

Solution Order
"Main Product" plus Supplies and/or Spare Parts, can include agreement on pricing of spares and supplies
Overarching view on profitability
Assembly
In-house (at plant), On-site (customer) or Third-party (at subcontractor)
Installation
On-site (customer), can be a complex performance obligation if sold as bundle; can span multiple periods
Maintenance Processing
Maintenance contract for scheduled and/or corrective maintenance (agreement on pricing of services)
Projects
ETO sale (optional), can be multiple products sold along with services, percentage-of-completion (POC)
Revenue Recognition (IFRS 15, ASC 606)
Bundled products usually require matching contractual performance obligations and tracking fulfillment (time, event); assigning prices to the performance obligations and recognizing revenues accordingly; tracking contract assets and contract liabilities

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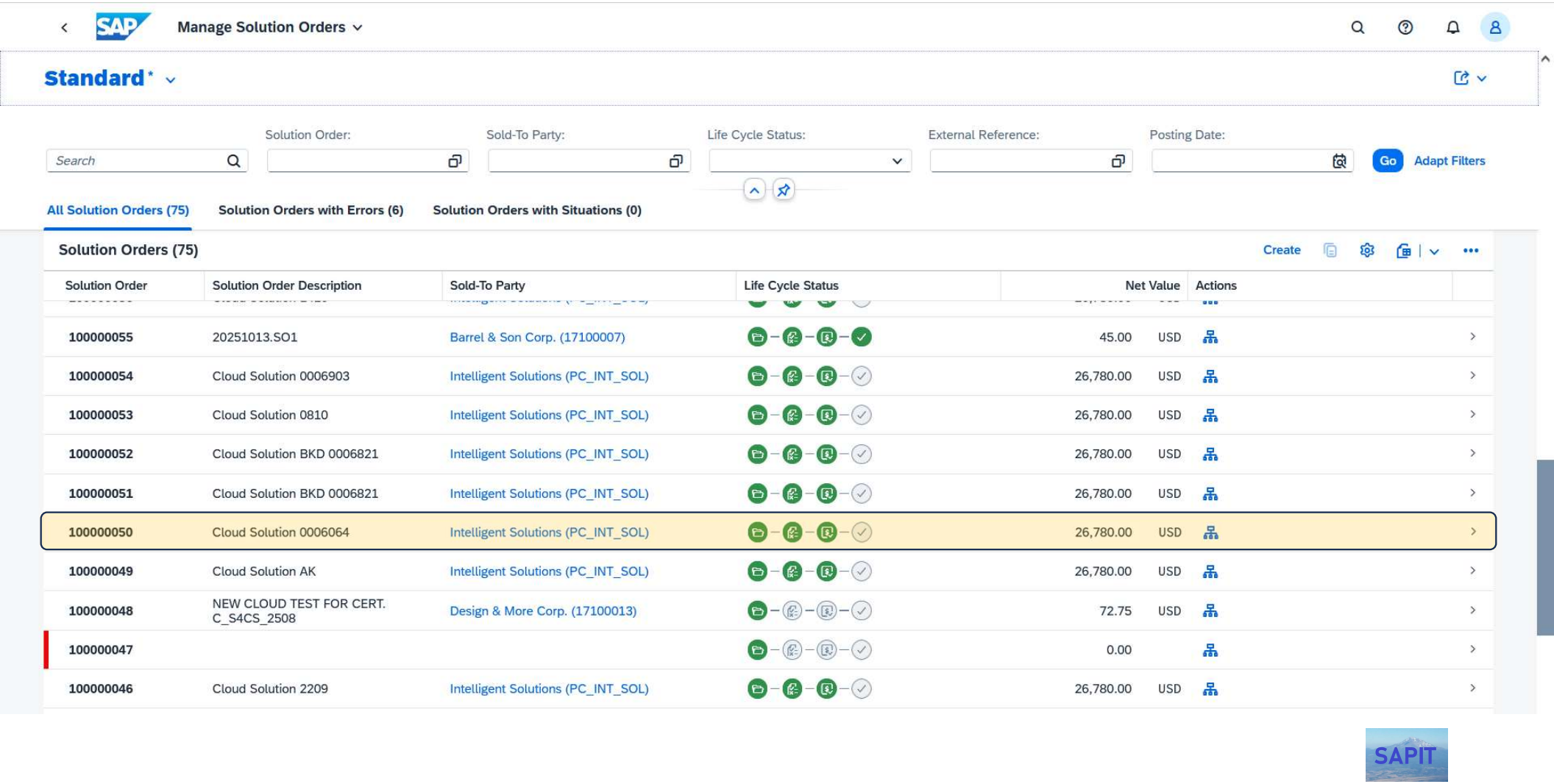
Manage Solution Orders

"Sales – Installation – Service – Billing in one clean process"


Manage Solution Orders
Standard *
Search
Solution Order:
Sold-To Party:
Life Cycle Status:
External Reference:
Posting Date:
Go
Adapt Filters
All Solution Orders (75)
Solution Orders with Errors (6)
Solution Orders with Situations (0)
Solution Orders (75)
Create
Solution Order
Solution Order Description
Sold-To Party
Life Cycle Status
Net Value
Actions
100000055 20251013.SO1 Barrel & Son Corp. (17100007) 45.00 USD
100000054 Cloud Solution 0006903 Intelligent Solutions (PC_INT_SOL) 26,780.00 USD
100000053 Cloud Solution 0810 Intelligent Solutions (PC_INT_SOL) 26,780.00 USD
100000052 Cloud Solution BKD 0006821 Intelligent Solutions (PC_INT_SOL) 26,780.00 USD
100000051 Cloud Solution BKD 0006821 Intelligent Solutions (PC_INT_SOL) 26,780.00 USD
100000050 Cloud Solution 0006064 Intelligent Solutions (PC_INT_SOL) 26,780.00 USD
100000049 Cloud Solution AK Intelligent Solutions (PC_INT_SOL) 26,780.00 USD
100000048 NEW CLOUD TEST FOR CERT. C_S4CS_2508 Design & More Corp. (17100013) 72.75 USD
100000047 0.00
100000046 Cloud Solution 2209 Intelligent Solutions (PC_INT_SOL) 26,780.00 USD

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Solution Order

Solution Order: 100000050, Cloud Solution 0006064

New | Edit | Copy | Refresh | View Progress | Redistribute | Reject All Items | Reset Item Rejection

Sold-To Party: Intelligent Solutions
Contact Person: –
Employee Responsible: SAP User13
External Reference: AK
Created on: 09/30/2025

Life Cycle Status: Released
Error Status: No Errors
Situation Status: No Situations

Gross Value: 26,780.00 USD
Net Value: 26,780.00 USD

Solution Order Details | Items | Organizational Data | Billing | Transaction History | Additional External References | Attachments | Output Items | Item Relationships

Solution Order Details

Edit

General Data

Transaction ID:
100000050

Description:
Cloud Solution 0006064

Sold-To Party:
Intelligent Solutions

Contact:
–

Processing Data

External Reference:
AK

Status:
Released

Net Value:
26,780.00 USD

Gross Value:
26,780.00 USD

Note

No data

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Solution Order: 100000050, Cloud Solution 0006064

New | Edit | Copy | Refresh | View Progress | Redistribute | Reject All Items | Reset Item Rejection

Solution Order Details | Items | Organizational Data | Billing | Transaction History | Additional External References | Attachments | Output Items | Item Relationships

Items

Show: All Items

Search | Edit List | Expand All | Collapse All

Action	Item No.	Situati...	Product ID	Product	Quantity	Unit	Item Category	Net Value	Currency	Status
	10		PC_PROD_1	Private Cloud Server	1	PC	Sales Item	7,500.00	USD	Completed
	20		PC_SRV_1	Installation Service	16.0	HR	SrvItm (FxPrc)	480.00	USD	Released
	30		PC_SUPP_1	Private Cloud Support & Mainte...	1	AU	Service Contract Itm	1,200.00	USD	Released
	40		PROJECT	Project Item	1	AU	Project Item	17,600.00	USD	Released

Organizational Data

Edit

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Solution Order

Solution Order: 100000050, Cloud Solution 0006064

New | Edit | Copy | Refresh | View Progress | Redistribute | Reject All Items | Reset Item Rejection

Solution Order Details | Items | Organizational Data | Billing | Transaction History | Additional External References | Attachments | Output Items | Item Relationships

Organizational Data

Edit

Sales

Sales Organization:
1710 Dom. Sales Org US

Sales Office:
–

Distribution Channel:
10 Direct Sales

Sales Group:
–

Division:
00 Product Division 00

Billing

Edit | Block All Items | Reset Billing Block

Payer:
Intelligent Solutions

Bill-To Party:
Intelligent Solutions

Contract Account:
–

Billing Block Status:
Nothing Blocked

Payment Terms:
As of End of Month

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Solution Order

Solution Order: 100000050, Cloud Solution 0006064

New | Edit | Copy | Refresh | View Progress | Redistribute | Reject All Items | Reset Item Rejection

Solution Order Details | Items | Organizational Data | Billing | Transaction History | Additional External References | Attachments | Output Items | Item Relationships

Transaction History

Search

Transaction	Transaction Type	Date	Document Type	Relationship Type
Cloud Solution 0006064	Service Contract	09/30/2025	Service Contract	Next document
293912	Sales Order	09/30/2025	Sales Order	Next document
Cloud Solution 0006064	Service Order	09/30/2025	Service Order/Quotation	Next document
Project Item	Customer Project	09/30/2025	Customer Project	Next document

Additional External References

Search

No result found

Attachments

Edit

Attachments (0) Select Doc. Type to upload:* GOS Attachments

Add a Link Upload

Solution Order

Solution Order: 100000050, Cloud Solution 0006064

New | Edit | Copy | Refresh | View Progress | Redistribute | Reject All Items | Reset Item Rejection

Solution Order Details | Items | Organizational Data | Billing | Transaction History | Additional External References | Attachments | Output Items | Item Relationships

Output Items

Output Items (2)

Send Output | Duplicate | Retry | Set to Completed

Item ID	Log	Status	Dispatch Time	Output Type	Role	Recipient	Channel	Form Language	Form Template	Changed On	Form Country/ Region
1		In Preparation (1)	Immediately (1)	Business Solution Order (BUSINESS_SOLUTION_ORDER)	CP	Intelligent Solutions (PC_INT_SOL)	Email (EMAIL)	English (EN)	Business Solution Order print form (CRMS4_BUS_SOLN_ORD_PRINT_FORM)	Sep 30, 2025, 2:40:01 PM	USA (US)
2		In Preparation (1)	Immediately (1)	Business Solution Order (BUSINESS_SOLUTION_ORDER)	CP	Intelligent Solutions (PC_INT_SOL)	Print (PRINT)	English (EN)	Business Solution Order print form (CRMS4_BUS_SOLN_ORD_PRINT_FORM)	Sep 30, 2025, 2:40:01 PM	USA (US)

Item Relationships

Search

No result found

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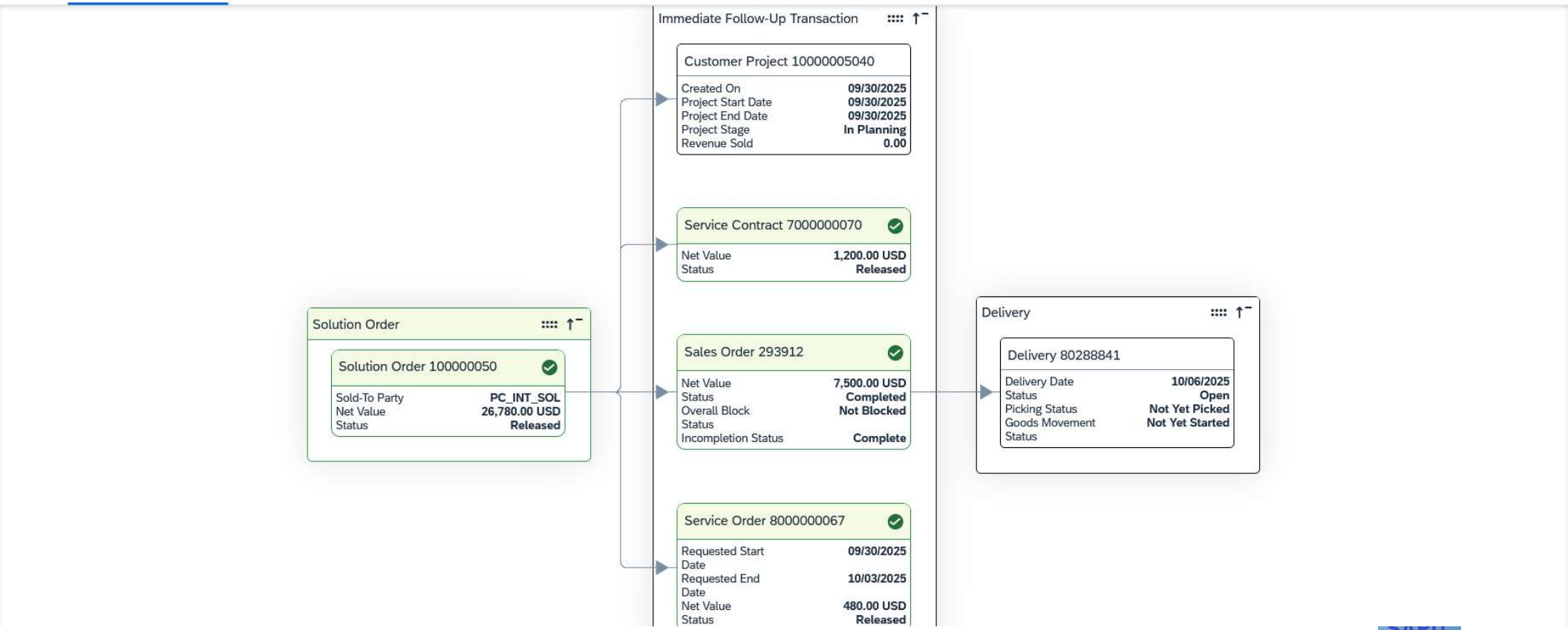
Solution Order Progress

Cloud Solution 0006064

100000050

Refresh

Items | Solution Order Progress



Solution Order: Process Summary

Paradigms:

Capture information at the source (once)

No paper, unless required by law
(customs docs etc.)

Communications arrangement
- Centrally maintained
- Electronic transmission via BTP (Business Technology Platform)
- Built-in proof of message delivery

Best Practices

Continuous improvement
and know-how capture

Outcomes:

Consistency
- Pricing
- Account determination
- Revenue recognition
- Branding (customer-facing)

Synergies
- Internally
- With Business Partners

Improvements
- Cost savings
- New business models, revenues
- Service and Quality

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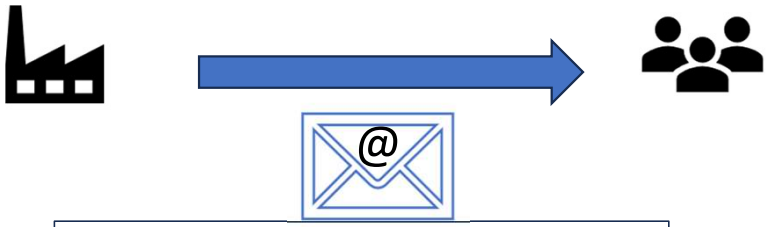
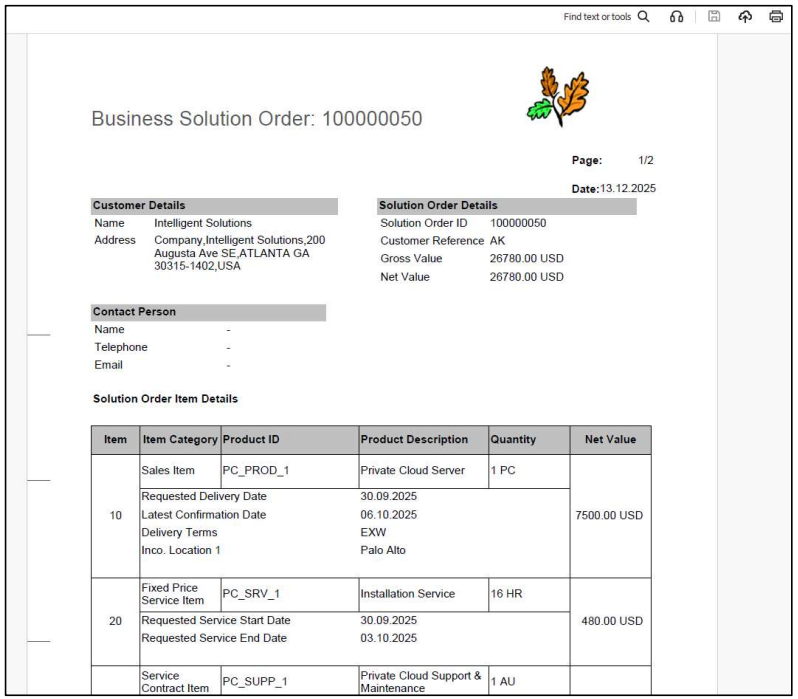
Communications



1	1	BUSINESS_SOLUTION_ORDER
CP	PC_INT_SOL	EMAIL EN
CRMS4_BUS_SOLN_ORD_PRINT_FORM		
Sep 30, 2025, 2:40:01 PM		US

Quote	*PackingSlip*	*Invoice*
Order Confirm.	*ExportPapers*	*Receipt*
PickingList	*ShippingAvisory*	*Dunning*
Compliance(SDS)	*UserManuals*	*Surveys*
Spares "Tickler"	*Appointm.Remind.*	*AcceptanceProtocol*
TimeSheets	*PartsLists*	*Maint.Alerrts*

("the possibilities are endless")



Find text or tools

Business Solution Order: 100000050

Page: 1/2

Date: 13.12.2025

Customer Details

Name	Intelligent Solutions
Address	Company,Intelligent Solutions,200 Augusta Ave SE,ATLANTA GA 30315-1402,USA

Solution Order Details

Solution Order ID	100000050
Customer Reference	AK
Gross Value	26780.00 USD
Net Value	26780.00 USD

Contact Person

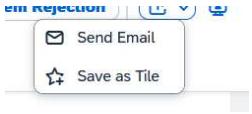
Name	-
Telephone	-
Email	-

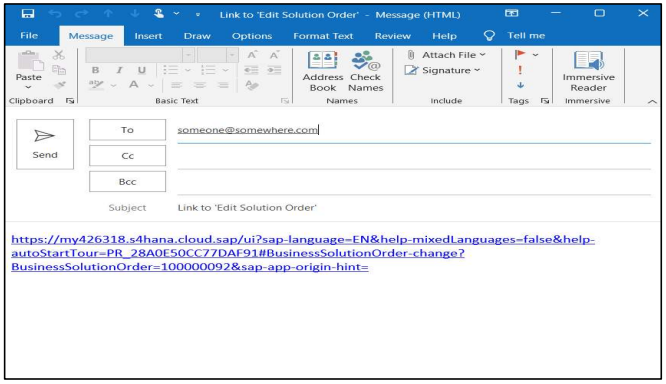
Solution Order Item Details

Item	Item Category	Product ID	Product Description	Quantity	Net Value
10	Sales Item	PC_PROD_1	Private Cloud Server	1 PC	7500.00 USD
	Requested Delivery Date		30.09.2025		
	Latest Confirmation Date		06.10.2025		
	Delivery Terms		EXW		
	Inco. Location 1		Palo Alto		
20	Fixed Price Service Item	PC_SRV_1	Installation Service	16 HR	480.00 USD
	Requested Service Start Date		30.09.2025		
	Requested Service End Date		03.10.2025		
	Service Contract Item	PC_SUPP_1	Private Cloud Support & Maintenance	1 AU	

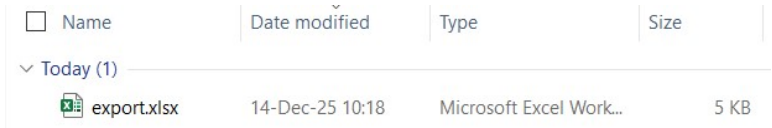
“Yes, two popular performance drains are still supported“ ☺

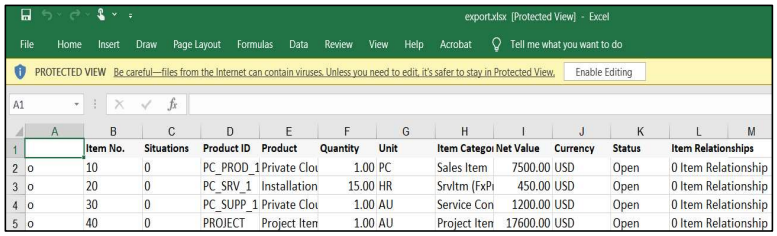
Emailing a link to Solution Order content (recipient sees the information “live”, in real time)





Downloading (snapshot in time)





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Execute

“Sales – Installation – Service – Billing in one clean process”

Execute

Delivery

Delivery Due List processing

Create/manage Delivery

Pick/Pack/Ship – confirm picking, goods issue

Service Order Execution

Planned service, unplanned service, dispatch, confirmation, billing request

Returns Processing

Replacement (advance or after inspection), credit memo, warranty, repair

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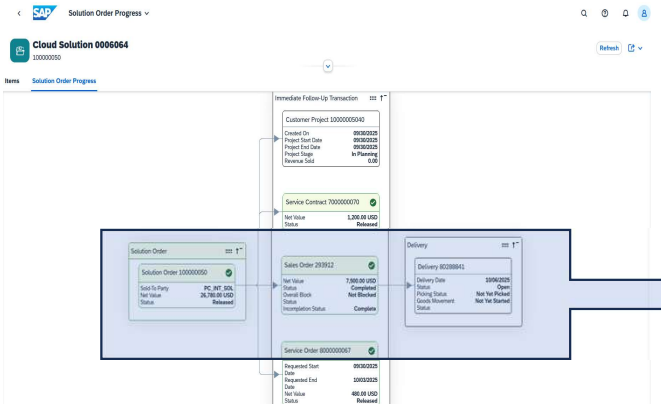
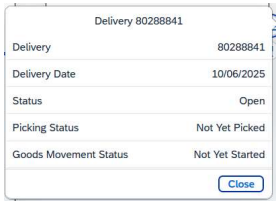
Delivery Processing

"Sales – Installation – Service – Billing in one clean process"

Create/manage Delivery



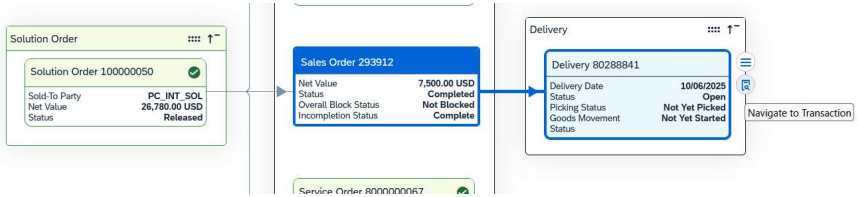


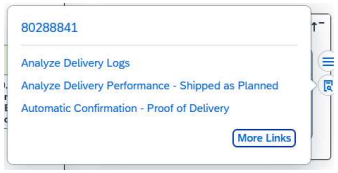
Status: delivery already created

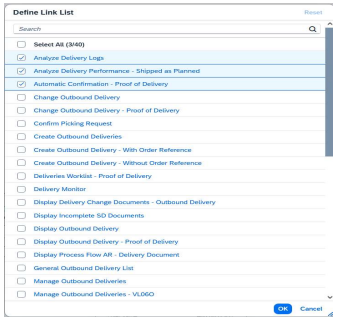
Next steps (per status display): Pick – Pack – Ship

Standard Solution Process

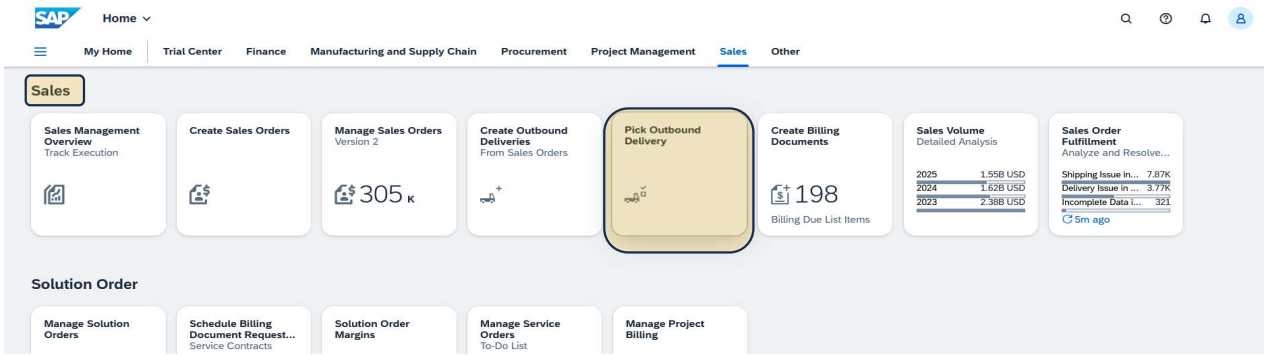
Pick Outbound Delivery
Application area (tile): Sales

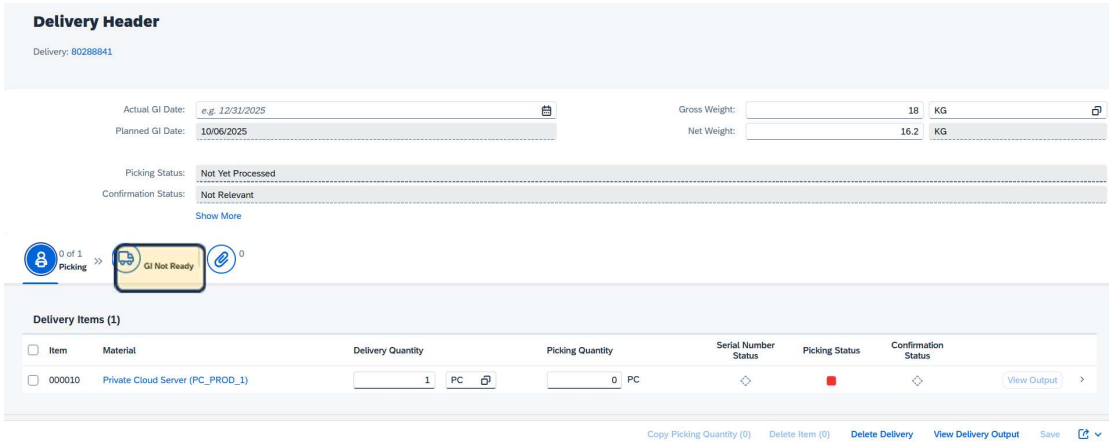






Pick/Pack/Ship





Current status:

Delivery has not been picked, therefore not ready for goods issue

Next slide:

Picking confirmed and goods issue posting

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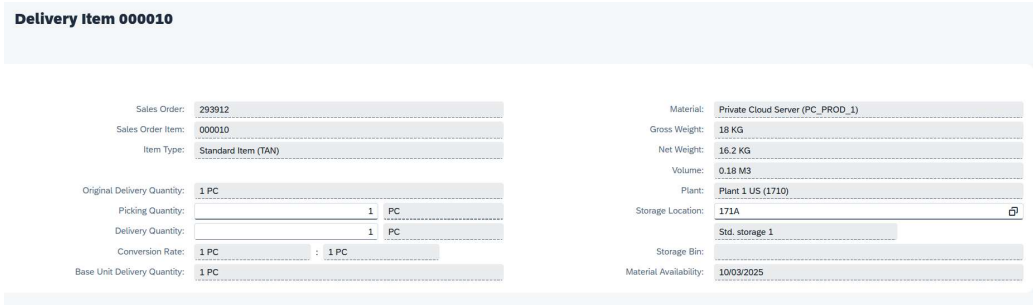
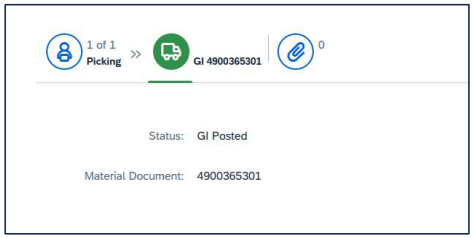
Pick/Pack/Ship





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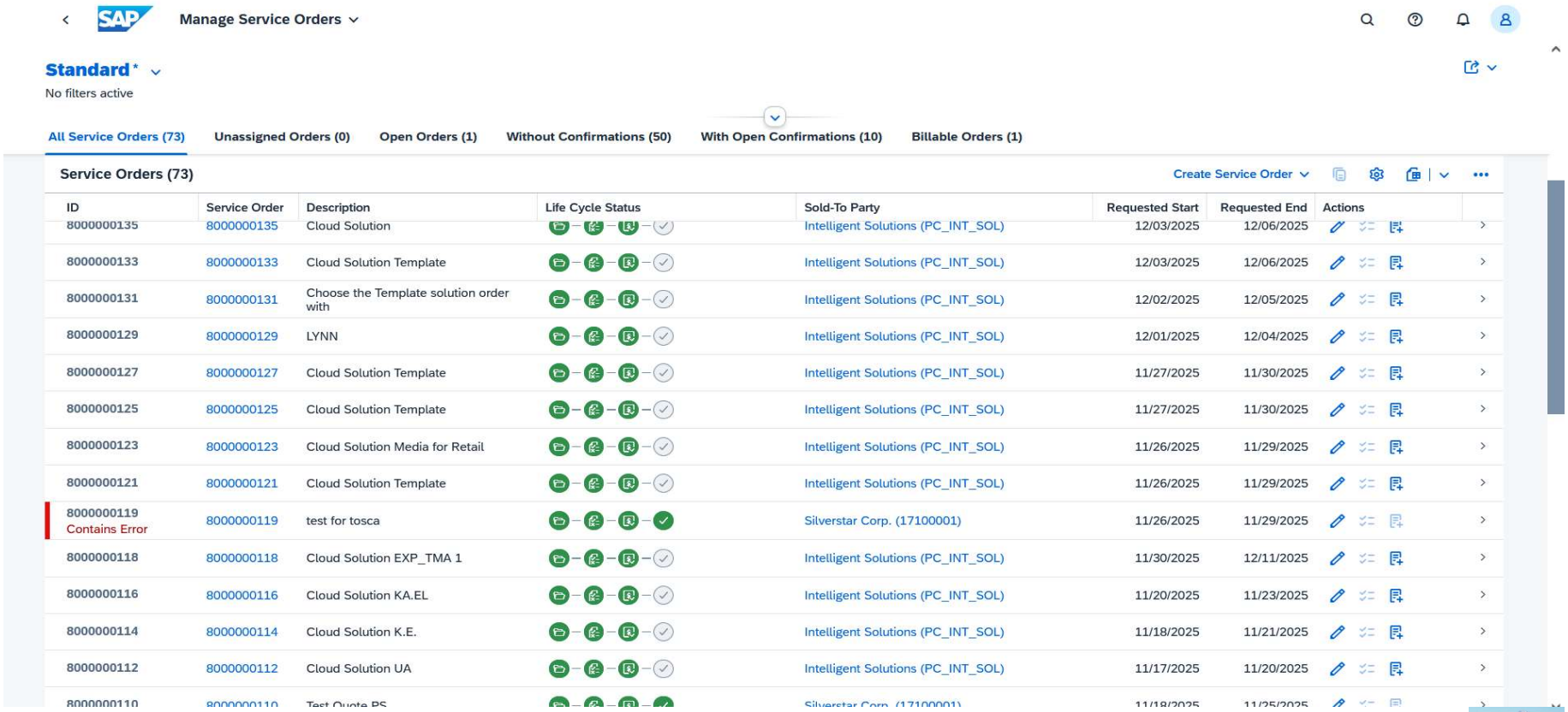
Service Order Execution

"Sales – Installation – Service – Billing in one clean process"

Service Orders



Account

"Sales – Installation – Service – Billing in one clean process"

Account

Invoicing

Billing Document Request (BDR) via Billing Due List or Individual

Process blocked billing documents

Receivables

Application of cash, late payments reporting and forecast, write-off

Revenue Recognition

Controlling

Margin Analysis, Profitability Analysis, Product Costing, Project Costing

SAPIT

Account: Overview

Billing

- Billing Document Request (BDR) via Billing Due List or Individual
- Process blocked billing documents
- Invoicing

Receivables

- Application of cash, late payments reporting and forecast, write-off

Revenue Recognition

Controlling

- Margin Analysis, Profitability Analysis, Product Costing, Project Costing

Billing Document Request

"Sales – Installation – Service – Billing in one clean process"

Schedule Billing Document Request Creation

Standard*

Search | Status: | Date From-To:* Today -1 / +1 Days | Job Template Name: | Go | Adapt Filters (1)

Jobs (13) Standard

Create | Copy | Details | Cancel | Restart

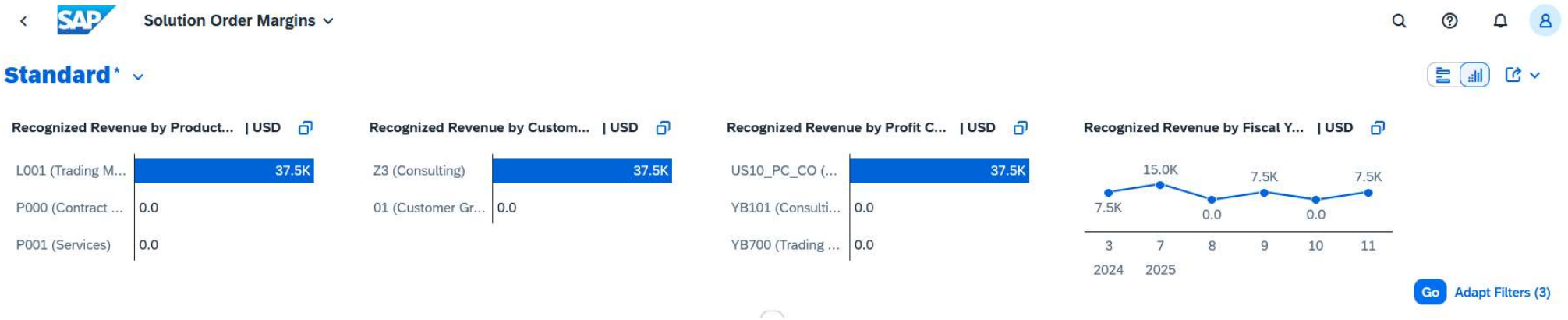
Status	Log	Results	Steps	Job Name	Planned Start	Created By
Scheduled			1	New Job: Schedule BDR Creation	12/15/2025, 10:00...	Trial 0012969 User
Scheduled			1	bdr	12/15/2025, 09:59...	Trial 0012969 User
Scheduled			1	New Job: Schedule BDR Creation	12/15/2025, 09:34...	Trial 0007485 User
Scheduled			1	New Job: Schedule BDR Creation	12/15/2025, 08:39...	Trial 0012884 User
Scheduled			1	New Job: Schedule BDR Creation	12/15/2025, 02:02...	Trial 0012969 User
Scheduled			1	New Job: Schedule BDR Creation	12/14/2025, 10:00...	Trial 0012969 User
Scheduled			1	bdr	12/14/2025, 09:59...	Trial 0012969 User
Scheduled			1	New Job: Schedule BDR Creation	12/14/2025, 08:39...	Trial 0012884 User
User Error	⊗		1	New Job: Schedule BDR Creation	12/14/2025, 02:02...	Trial 0012969 User
User Error	⊗		1	New Job: Schedule BDR Creation	12/13/2025, 10:00...	Trial 0012969 User
User Error	⊗		1	bdr	12/13/2025, 09:59...	Trial 0012969 User
User Error	⊗		1	New Job: Schedule BDR Creation	12/13/2025, 08:39...	Trial 0012884 User
User Error	⊗		1	New Job: Schedule BDR Creation	12/13/2025, 02:02...	Trial 0012969 User

SAPIT

Controlling and Revenue Recognition

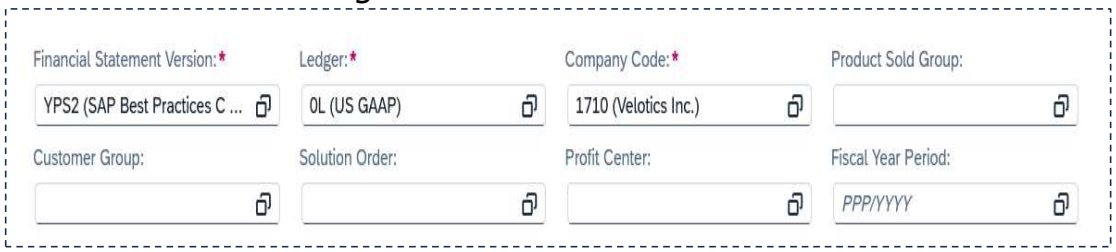
"Sales – Installation – Service – Billing in one clean process"

Margin analysis (COS, margin, revenue)



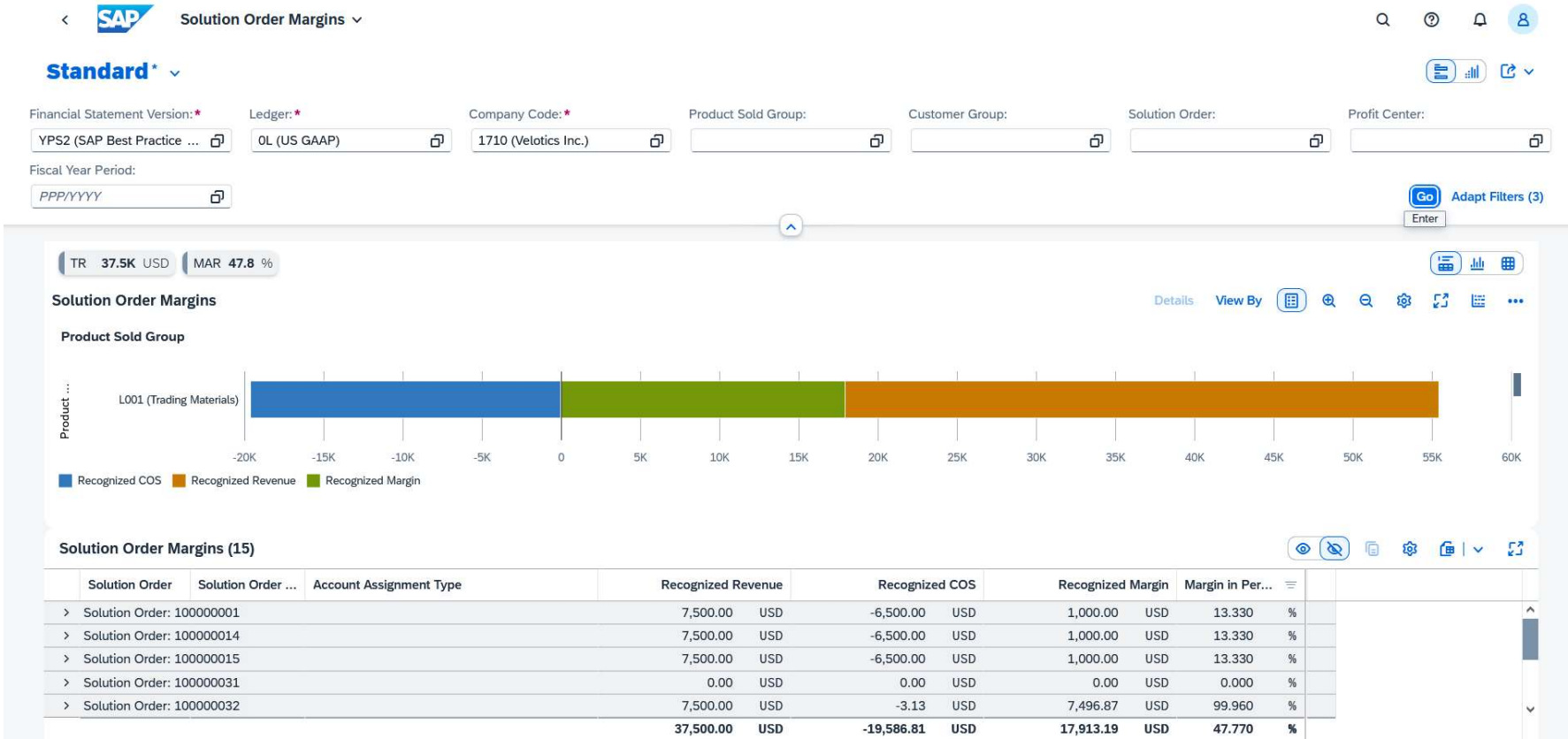
Graphics settings

Data selection settings



SAPIT

Solution Order Margins – list



Solution Order Margins – details

Solution Order Margins (15)

Solution Order	Solution Order ...	Account Assignment Type	Recognized Revenue		Recognized COS		Recognized Margin		Margin in Per...	
Solution Order: 100000015										
100000015	10	EO (Profitability Segment)	7,500.00	USD	-6,500.00	USD	1,000.00	USD	13.330	%
100000015	40	PR (WBS element)	0.00	USD	0.00	USD	0.00	USD	0.000	%
100000015	30	SC (Service Contract Item)	0.00	USD	0.00	USD	0.00	USD	0.000	%
100000015	20	SV (Service Order Item)	0.00	USD	0.00	USD	0.00	USD	0.000	%
100000015			**7,500.00**	**USD**	**-6,500.00**	**USD**	**1,000.00**	**USD**	**13.330**	**%**
Solution Order: 100000031			0.00	USD	0.00	USD	0.00	USD	0.000	%
			37,500.00	**USD**	**-19,586.81**	**USD**	**17,913.19**	**USD**	**47.770**	**%**

Next Steps

"Sales – Installation – Service – Billing in one clean process"

Quick recap

How to implement

Closing note

Contact information

Recap and Next Steps

The new solution order process hosts the **“solution business“ scenario in S/4 as the pivot point**. Properly leveraged (implemented), the solution order process will

- Enable taking solution sales to the next level, including entirely new business models
- Streamline operations, increase efficiencies, create synergies, promote customer buy-in

Next steps: Contact us for more information, including a demo and workshop to assess what potential this solution process brings to your business. We’ll also be happy to show you **how to implement** the solution order process.

SAPIT

Closing note

Thank you !

Thanks for letting us introduce the new solution order process. From all of us here at SAPIT Corporation, we do appreciate your interest! There is more information (incl. downloads) available on our website.

Please use the Contact form on our website or send us a WhatsApp message (see Contact form).

SAPIT is paperless - no paper mail, please.

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