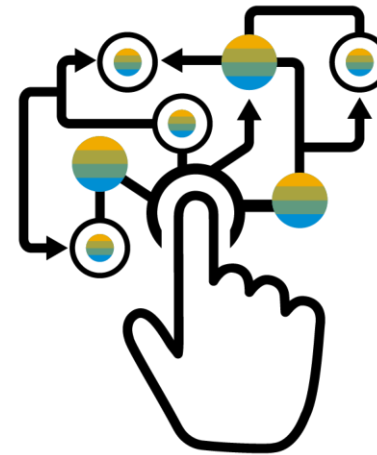


Output Management in SAP S/4HANA Cloud

Hands-On Workshop

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PUBLIC



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Agenda

Introduction to SAP S/4HANA Cloud Output Management

- Motivation
- Questions to get you started
- Demo scenario

Technical Setup for Emails

Define Your Own Email Template

Apply Corporate Branding

Define Your Own Form Template

Key Take-Aways

Appendix

Introduction to SAP S/4HANA Cloud Output Management

Motivation

Questions to get you started



Motivation

Output Management **keeps your business running!**

Although Output Management is mostly triggered at the end of a business process, you have to **set it up as early as possible**.

These questions get you started:

- What are the **communication channels** I have with my customers?
- What should the **documents** I send look like?
- Do the predefined SAP standard documents cover my **business requirements**?

What are the communication channels with my customers?

The answer to this question defines which technical setup you will need to perform.

For example:

- If you want to **print** documents, you might need to set up print queues and define when the system will use which print queue. Also, the installation and setup of the Cloud Print Manager might be necessary.
- If you want to send out **emails**, you need to define the valid sender domains and other email settings.
- If you want to send out **electronic messages** (EDI), you need to set up corresponding communication arrangements.

What should the documents I send look like?

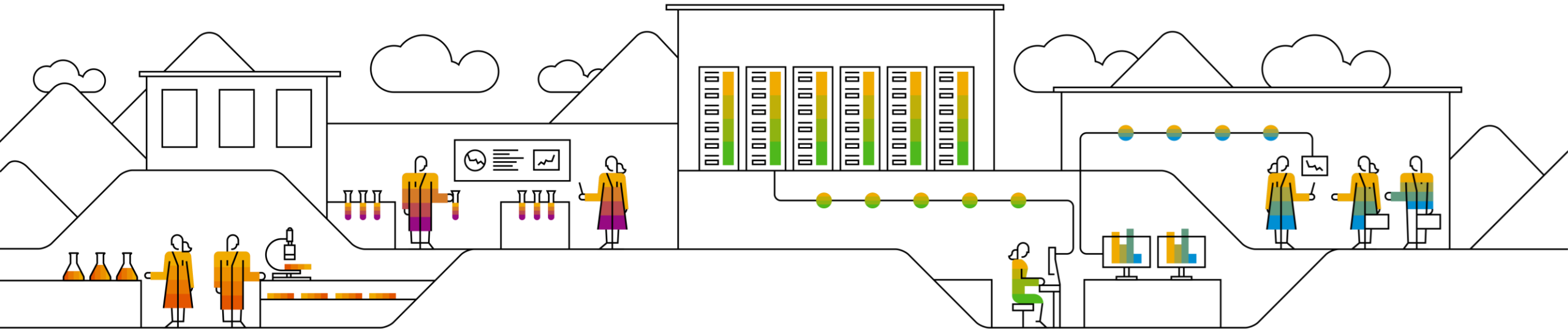
- Documents for output are form templates and/or email templates.
- Despite defining the content of these documents, you might also want to apply corporate branding.
- You should collect the necessary information (like image files for logos, texts for footers, etc.) and define when these logos and texts will be used (e.g. one global branding or one branding per organizational unit).
- Once you know how you will use the templates, you can start defining it in the system.

Do the predefined SAP standard documents cover my business requirements?

- SAP delivers predefined form templates and email templates.
- You should explore whether the content (and layout) is sufficient for your business scenarios.
- In case content (fields) is missing, you can make use of standard extensibility to add additional SAP standard fields and/or custom fields.
- If extensions are required, the corresponding data sources need to be enhanced and a custom form template and/or email template needs to be created.
- Once you have the documents available, you need to define their use in the business applications.

Introduction to SAP S/4HANA Cloud Output Management

Demo scenario

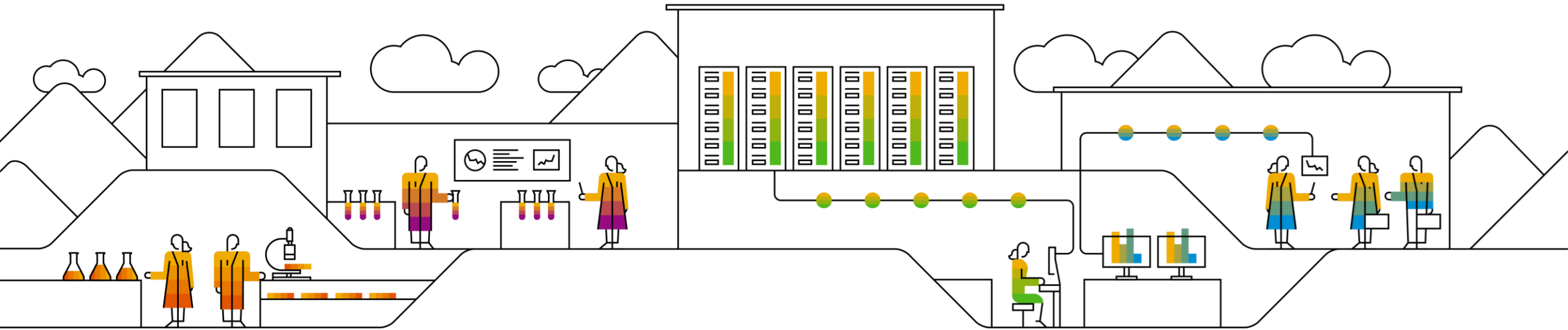


Demo Scenario

For this hands-on workshop we are going to work with the following scenario:

- We are the owner of a web shop (*TheWebShop.com*) and want to perform communication via email only.
- The web shop currently sells in two countries (DE, US). We want to apply different branding for our documents per country.
- When sending out billing documents, we want to use our own email template and a custom version of the billing document form (enhanced by a custom field).

Technical Setup for Emails



Technical Setup for Emails (1/3)

As we decided to communicate via email, some technical setup needs to be done.

In business communication, it's expected that the readable email header contains addresses from a customer's email domain.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Implementation Cockpit*, choose *Manage Your Solution*.
3. Choose *Configure Your Solution*.
4. Enter *Define Email Sender Domain* in the Search Input Text, and choose *Enter*.
5. Select the displayed row for *Output Management – System Administration*.
6. In the *Define Email Sender Domain* row, choose *Configure*.
7. Choose *New Entries* and maintain your Sender Domain Name(s). → thewebshop.com
8. Choose *Save* and exit.

Technical Setup for Emails (2/3) – Test Systems only

For testing, we want to restrict the valid email receivers to avoid sending test documents to real customers.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Implementation Cockpit*, choose *Manage Your Solution*.
3. Choose *Configure Your Solution*.
4. Enter *Define Email Receiver Addresses for Test Systems* in the Search Input Text, and choose *Enter*.
5. Select the displayed row for *Output Management – System Administration*.
6. In the *Define Email Receiver Addresses for Test Systems* row, choose *Configure*.
7. Choose *New Entries* and maintain your Receiver Address Pattern → **@sap.com*
8. Choose *Save* and exit.

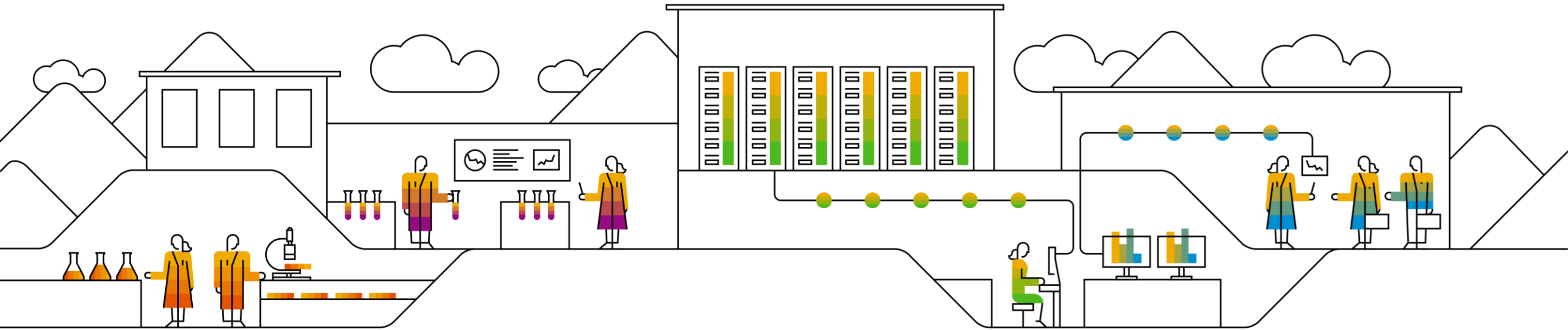
Technical Setup for Emails (3/3)

When sending billing documents via email, we want the sender address to be *billing@thewebshop.com*

This requires to define the channel EMAIL as the only channel for billing documents and to set the sender email address accordingly.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Control*, choose *Output Parameter Determination*.
3. Select *Billing Document* from the *Show Rules for* dropdown menu.
4. Select *Channel* as the *Determination Step*.
5. Switch to edit mode and enter a new business rule with result Channel = EMAIL, Exclusive Indicator = False
6. Activate the changes.
7. Select *Email Settings* as the *Determination Step*.
8. Switch to edit mode and enter a new business rule with result Email Address = *billing@thewebshop.com*, Email Template = SD_BD_DEFAULT_EMAIL_TEMPLATE.
9. Activate the changes and leave the app.

Define Your Own Email Template



Define Your Own Email Template (1/3)

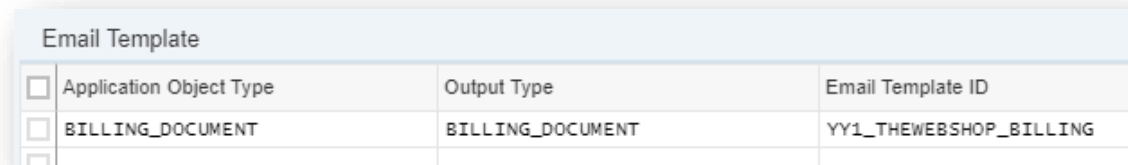
When sending billing documents, we want to use our own email template. This requires the creation of a custom email template.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Maintain Email Templates*.
3. Select the *Predelivered* tab and search for SD_BD_DEFAULT_EMAIL_TEMPLATE.
4. Select the row and choose *Copy*.
5. As name, enter THEWEBSHOP_BILLING (Prefix YY1_ will be added automatically).
6. Select the *Custom* tab and you should see the copied template.
7. Select the template YY1_THEWEBSHOP_BILLING.
8. Select the English variant.
9. Change the subject to “Your Billing Document {{BillingDocument}} from TheWebShop.com” and save.

Define Your Own Email Template (2/3)

Once the custom email template is created, you need to assign it to a business application (billing).

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Implementation Cockpit*, choose *Manage Your Solution*.
3. Choose *Configure Your Solution*.
4. Enter *Assign Email Template* in the Search Input Text, and choose *Enter*.
5. Select the displayed row for *Output Management – Output Control*.
6. In the *Assign Email Template* row, choose *Configure*.
7. Choose *New Entries* and maintain BILLING_DOCUMENT, BILLING_DOCUMENT, YY1_THEWEBSHOP_BILLING.
8. Choose *Save* and exit.

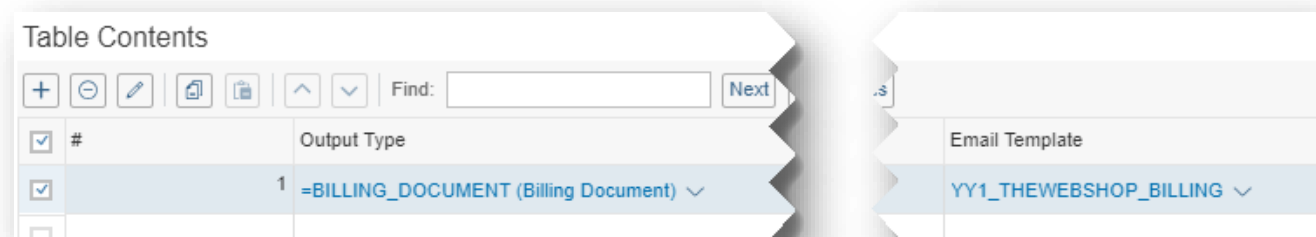


Email Template			
<input type="checkbox"/>	Application Object Type	Output Type	Email Template ID
<input type="checkbox"/>	BILLING_DOCUMENT	BILLING_DOCUMENT	YY1_THEWEBSHOP_BILLING
<input type="checkbox"/>			

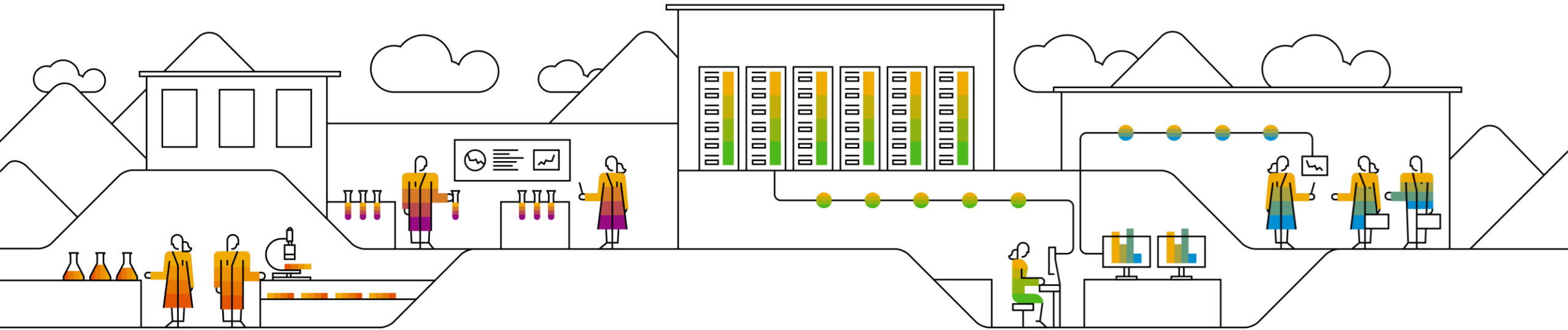
Define Your Own Email Template (3/3)

After the email template is assigned to billing, we can define when it's used.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Control*, choose *Output Parameter Determination*.
3. Select *Billing Document* from the *Show Rules for* dropdown menu.
4. Select *Email Settings* as the *Determination Step*.
5. Switch to edit mode and modify the existing business rule with result Email Template = YY1_THEWEBSHOP_BILLING
6. Activate the changes.



Apply Corporate Branding: Logos & Texts



Branding - Logos

We want to define separate logos per country where we operate in. After storing the images locally, we want to bring them into the system.

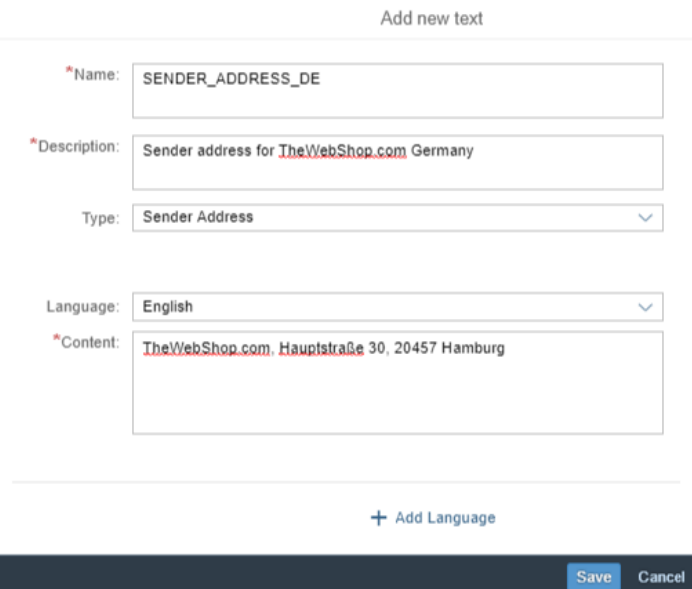
1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Manage Logos*.
3. Choose *Add*.
4. In the popup, drag and drop an image or select the image from your file directory.
5. Define a *Name* (LOGO_DE) and *Description* (*TheWebShop Logo Germany*), then save.
6. You will find the uploaded image in the list.
7. Repeat the same steps to upload the second logo (*name = LOGO_US, description = TheWebShop Logo United States*).



Branding – Texts (1/2)

We want to define separate texts (sender address) per country where we operate in.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Manage Texts*.
3. Choose *Add*.
4. In the popup, define a *Name* and *Description*.
5. As *Type*, select *Sender Address*.
6. As *Language*, select *English*.
7. As *Content*, fill in the sender address for Germany and save.
8. Repeat the same steps to create a sender address for the US.



The screenshot shows a 'Add new text' dialog box with the following fields and values:

- *Name:** SENDER_ADDRESS_DE
- *Description:** Sender address for TheWebShop.com Germany
- Type:** Sender Address
- Language:** English
- *Content:** TheWebShop.com, Hauptstraße 30, 20457 Hamburg

At the bottom of the dialog, there is a '+ Add Language' button and 'Save' and 'Cancel' buttons.

Branding – Texts (2/2)

We want to define separate texts (footer texts) per country where we operate in.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Manage Texts*.
3. Choose *Add*.
4. In the popup, define a *Name* and *Description*.
5. As *Type*, select *Footer Texts* and as *Language*, select *English*.
6. As *Content*, fill in the footer text for Germany and save.
7. Repeat the same steps to create a second footer text for Germany.
8. Create two footer texts for the US. In total you will have four texts of type *Footer Block* now.

The screenshot shows a 'Add new text' dialog box with the following fields and values:

- *Name:** FOOTER_BLOCK_1_DE
- *Description:** Footer Block 1 for TheWebShop.com Germany
- Type:** Footer
- Language:** English
- *Content:** TheWebShop.com
Hauptstraße 30
20457 Hamburg
Germany

At the bottom of the dialog, there is a '+ Add Language' button and 'Save' and 'Cancel' buttons.

Branding – Define Use of Logos and Texts (1/2)

As the logos and texts are now available in the system, we need to define when they should be used.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Implementation Cockpit*, choose *Manage Your Solution*.
3. Choose *Configure Your Solution*.
4. Enter *Master Form Template* in the Search Input Text, and choose *Enter*.
5. Select the displayed row for *Output Management – Output Control*.
6. In the *Define Rules for Determination of Master Form Template* row, choose *Configure*.
7. Choose *New Entries*.
8. As *Rule ID*, set *THEWEBSHOP_DE* (note: this is free text).

Branding – Define Use of Logos and Texts (2/2)

9. As *Number*, set 1 (note: the number sets the priority of the rule, low number = high priority).
10. As *Sender Country*, set *DE*.
11. As *Master Form Template*, set *SOMU_FORM_MASTER_A4*.
12. In section *Content for Master Form Template*
 - As *Sender Address*, set *SENDER_ADDRESS_DE*
 - As *Footer Block 1*, set *FOOTER_BLOCK_1_DE*
 - As *Footer Block 2*, set *FOOTER_BLOCK_2_DE*
 - As *Logo 1*, set *LOGO_DE*
13. Save your settings.
14. Repeat steps 6 – 12 and create a rule *THEWEBSHOP_US* (*Number* = 1, *Sender Country* = *US*, *Master Form Template* = *SOMU_FORM_MASTER_LETTER* and the corresponding texts and logo).

The screenshot shows the SAP configuration interface for defining a rule for the determination of a master form template. The interface is titled "Define Rules for Determination of Master Form Template" and includes the following fields and sections:

- Rule ID:** THEWEBSHOP_DE
- Number:** 1
- Sender Country:** DE
- Master Form Template:** SOMU_FORM_MASTER_A4
- Content for Master Form Template:**
 - Sender Address: SENDER_ADDRESS_DE
 - Footer Block 1: FOOTER_BLOCK_1_DE
 - Footer Block 2: FOOTER_BLOCK_2_DE
 - Footer Block 3: (empty)
 - Footer Block 4: (empty)
 - Logo 1: LOGO_DE
 - Logo 2: (empty)
 - Logo 3: (empty)

Branding – Testing the SAP Layout

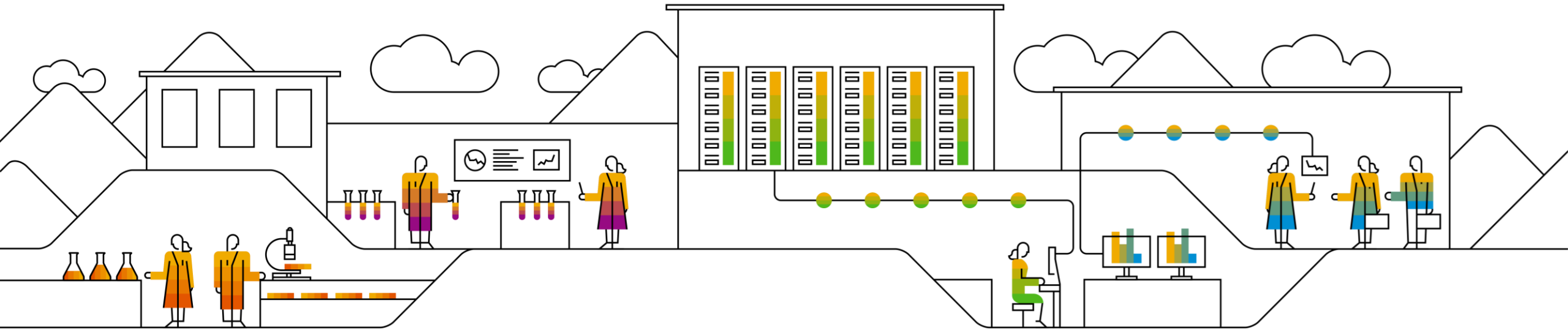
We have now defined our content (logos and texts) and we want to test how the form layout looks like.

For this, we take an existing billing document and trigger the preview.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Billing Documents*, choose *Manage Billing Documents*.
3. Use the filter bar and filter for Status *To Be Posted*.
4. Select the first entry/line.
5. In the overview page of the billing document, navigate to the *Output Items* section.
6. Choose the PDF icon for one of the output items.

The PDF opens and should show the billing document with the defined logo and texts.

Define Your Own Form Template



Branding – Creating A Custom Layout (1/3)

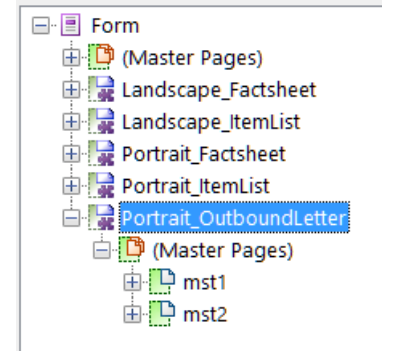
After checking the SAP layout, we decide that we want to have our logo on the left side and title on the right. Also, we can remove the additional footer blocks, as we just have two.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Maintain Form Templates*.
3. Switch to the *Predelivered Templates* tab.
4. Filter for *Form Template Name = SOMU**.
5. Select the row of `SOMU_FORM_MASTER_A4`.
6. On the next screen, download the English variant.
7. Store the zip file in a local folder.

Branding – Creating A Custom Layout (2/3)

Note: For the next steps we assume you installed Adobe LiveCycle Designer and know the basics of how to use it. These things cannot be covered here.

8. Extract the zip file.
9. Open the file SOMU_FORM_MASTER_A4_E.xdp with the Adobe LiveCycle Designer.
10. If there is any popup about changed data connection, please confirm it.
11. As billing document forms are using layout *Portrait_OutboundLetter*, select the corresponding element in the element hierarchy.
12. This element holds the master pages mst1 (first page) and mst2 (subsequent pages).
13. Select mst1. The page should be displayed now and you can see all elements defined on it.
14. On the top of the page you find elements for the form title and the logo.
15. Drag and drop the elements or use the layout options to set their position.
16. Now the logo should be on the left side and the title on the right side.
17. On the bottom of the form are three footer blocks. You can delete the third one (frmFooterBlock_3).
18. Select mst2 and perform the same steps. Otherwise, subsequent pages would still have the SAP default layout.
19. Save your changes.



Branding – Creating A Custom Layout (3/3)

After modifying the form, the new version needs to be uploaded to the system.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Maintain Form Templates*.
3. Stay on the *Custom Templates* tab.
4. Choose *New*.
5. As *Form Template Name*, set *THEWEBSHOP_GLOBAL*.
6. Keep *Language* as *English*.
7. Browse for the xdp file of the modified form template.
8. As *Data Source*, set *FDP_OM_FORM_MASTER_SRV*.
9. As *Form Type*, set *Master*.
10. Choose *OK*. The template will be created.

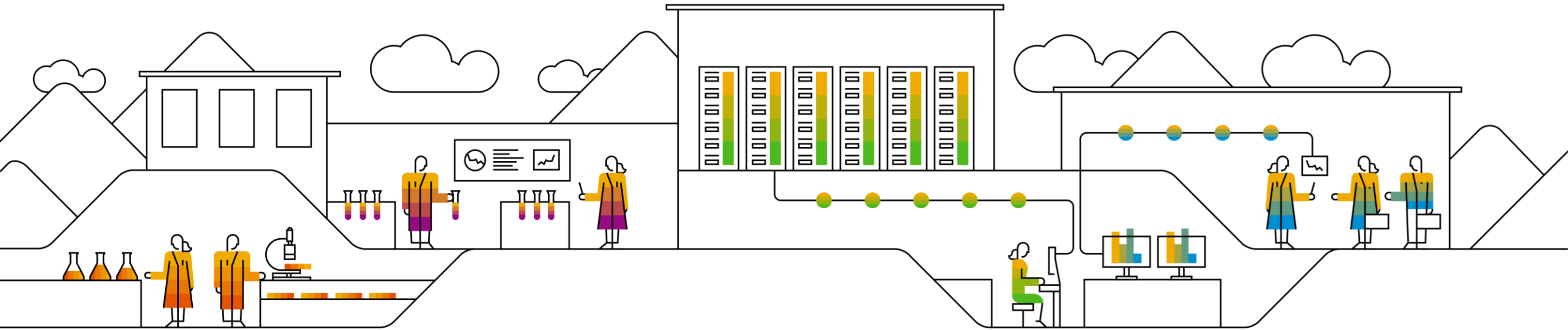
Branding – Define Use of Custom Layout

Now that the custom layout (master form template) is available, we need to define its use.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Implementation Cockpit*, choose *Manage Your Solution*.
3. Choose *Configure Your Solution*.
4. Enter *Master Form Template* in the Search Input Text, and choose *Enter*.
5. Select the displayed row for *Output Management – Output Control*.
6. In the *Define Rules for Determination of Master Form Template* row, choose *Configure*.
7. Edit the existing rules created in the previous steps.
8. As *Master Form Template*, set *YY1_THEWEBSHOP_GLOBAL*.
9. Save your changes.

You can now preview the billing document again and the PDF should show your custom layout.

Create A Custom Form Template



Define Your Own Form Template for Billing Document (1/8)

All billing documents must contain the web shop transaction ID (a custom field) for internal processing. So first, we need to create the custom field.

1. In the SAP S/4HANA Cloud system, on the SAP Fiori launchpad, under *Extensibility*, choose *Custom Fields and Logic*.
2. On the *Custom Fields and Logic* screen, choose *Create*.
3. In the *New Field* dialog box, enter the following:

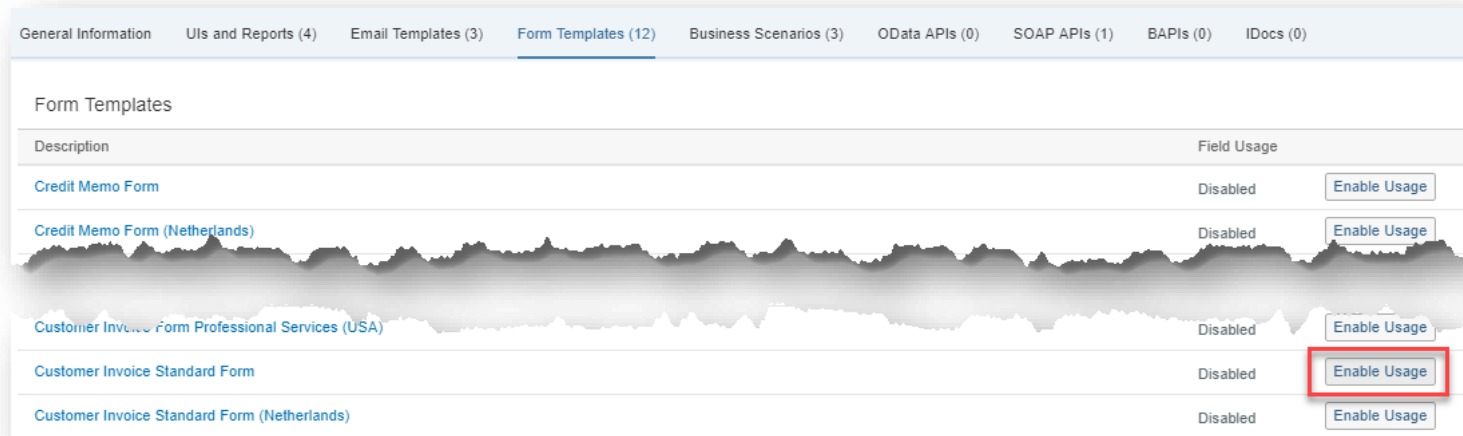
The screenshot shows the 'New Field' dialog box with the following field properties:

- *Business Context: Billing Document
- *Label: Web Shop Transaction ID
- *Identifier: YY1_ WebShopTransaction
- *Tooltip: Web Shop Transaction ID
- *Type: Number
- *Length: 10
- *Decimal Places: 0
- Business Context Capacity: 6%

Buttons at the bottom: Create, Create and Edit, Cancel

Define Your Own Form Template for Billing Document (2/8)

4. Choose *Create* and *Edit*.
5. Switch to the *Form Templates* tab.
6. Choose *Enable Usage* for the line with description *Customer Invoice Standard Form*.
7. Save your changes.
8. Choose *Publish*.

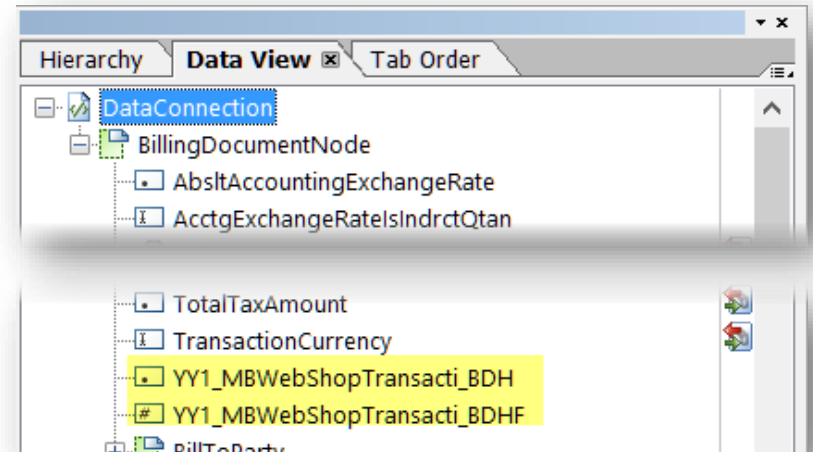
A screenshot of the SAP Form Templates configuration page. The page has a navigation bar at the top with tabs: General Information, UIs and Reports (4), Email Templates (3), Form Templates (12), Business Scenarios (3), OData APIs (0), SOAP APIs (1), BAPIs (0), and IDocs (0). The main content area is titled "Form Templates" and contains a table with columns "Description" and "Field Usage". The table lists several form templates, each with a "Field Usage" status of "Disabled" and an "Enable Usage" button. The "Enable Usage" button for the "Customer Invoice Standard Form" is highlighted with a red rectangle.

Description	Field Usage
Credit Memo Form	Disabled <input type="button" value="Enable Usage"/>
Credit Memo Form (Netherlands)	Disabled <input type="button" value="Enable Usage"/>
Customer Invoice Form Professional Services (USA)	Disabled <input type="button" value="Enable Usage"/>
Customer Invoice Standard Form	Disabled <input type="button" value="Enable Usage"/>
Customer Invoice Standard Form (Netherlands)	Disabled <input type="button" value="Enable Usage"/>

Define Your Own Form Template for Billing Document (3/8)

To add the custom field to the form template, we need to open the form template in Adobe LiveCycle Designer.

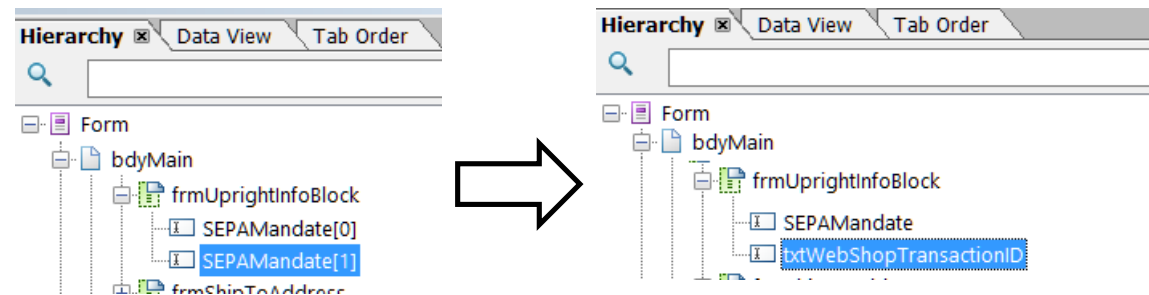
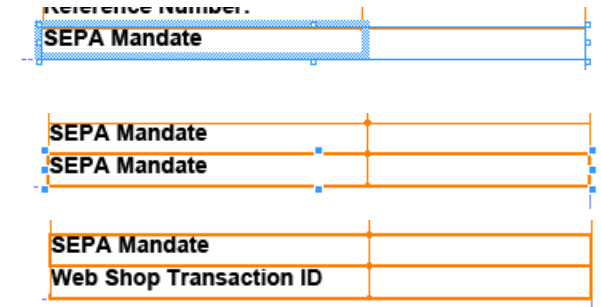
1. Download the form template *SDBIL_CI_STANDARD_DE* in *English* via the Fiori app *Maintain Form Templates*. Refer to the steps for downloading the master form templates shown before.
2. Extract the downloaded *entity.zip* file and save it locally.
3. Open the file *SDBIL_CI_STANDARD_DE_E.xdp* with Adobe LiveCycle Designer.
4. Confirm the popup about updating the data connection.
5. To find the various fields that are available, switch to the *Data View* tab on the left side of the screen.
6. Among them, you see the custom field that you previously created.



Define Your Own Form Template for Billing Document (4/8)

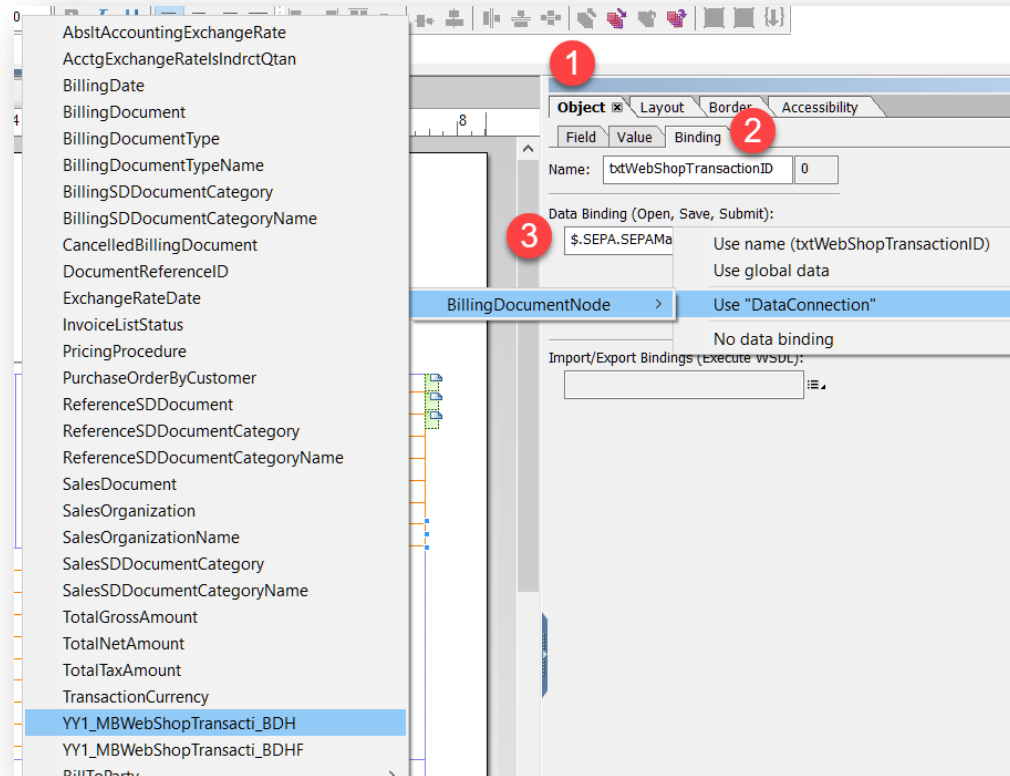
To place the new field in the upright info block, we duplicate an existing field and change the data binding.

7. Select the field *SEPA Mandate*.
8. In the context menu, choose *Edit* → *Duplicate* (or press *Ctrl + D*).
9. Change the label of the new field to *Web Shop Transaction ID*.
10. Rename the element name in the hierarchy to *txtWebShopTransactionID*.



Define Your Own Form Template for Billing Document (5/8)

11. Change the data binding to `$.YY1_MBWebShopTransacti_BDH`.
12. When asked to update the related bindings, choose *Don't update any related properties*.
13. Save your changes.



Define Your Own Form Template for Billing Document (6/8)

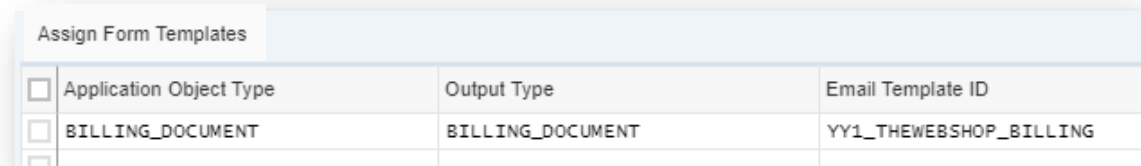
Now we need to upload our custom form template into the system.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Management*, choose *Maintain Form Templates*.
3. Stay on the *Custom Templates* tab.
4. Choose *New*.
5. As *Form Template Name*, set *THEWEBSHOP_BILLING*.
6. Keep *English* as *Language*.
7. Browse for the xdp file of the modified form template.
8. As *Data Source*, set *FDP_V3_BD_STANDARD_SRV*.
9. As *Form Type*, set *Content*.
10. Choose *OK*. The template will be created.

Define Your Own Form Template for Billing Document (7/8)

Once the custom form template is created, you need to assign it to a business application (billing).

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Implementation Cockpit*, choose *Manage Your Solution*.
3. Choose *Configure Your Solution*.
4. Enter *Assign Form Template* in the Search Input Text, and choose *Enter*.
5. Select the displayed row for *Output Management – Output Control*.
6. In the *Assign Form Template* row, choose *Configure*.
7. Choose *New Entries* and maintain BILLING_DOCUMENT, BILLING_DOCUMENT, YY1_THEWEBSHOP_BILLING.
8. Choose *Save* and exit.



Assign Form Templates			
<input type="checkbox"/>	Application Object Type	Output Type	Email Template ID
<input type="checkbox"/>	BILLING_DOCUMENT	BILLING_DOCUMENT	YY1_THEWEBSHOP_BILLING
<input type="checkbox"/>			

Define Your Own Form Template for Billing Document (8/8)

After the form template is assigned to billing, we can define when it's used.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Output Control*, choose *Output Parameter Determination*.
3. In the *Show Rules for* dropdown menu, select *Billing Document*.
4. Select *Form Template as Determination Step*.
5. Switch to edit mode and modify the existing business rule with result Form Template = YY1_THEWEBSHOP_BILLING.
6. Activate the changes.

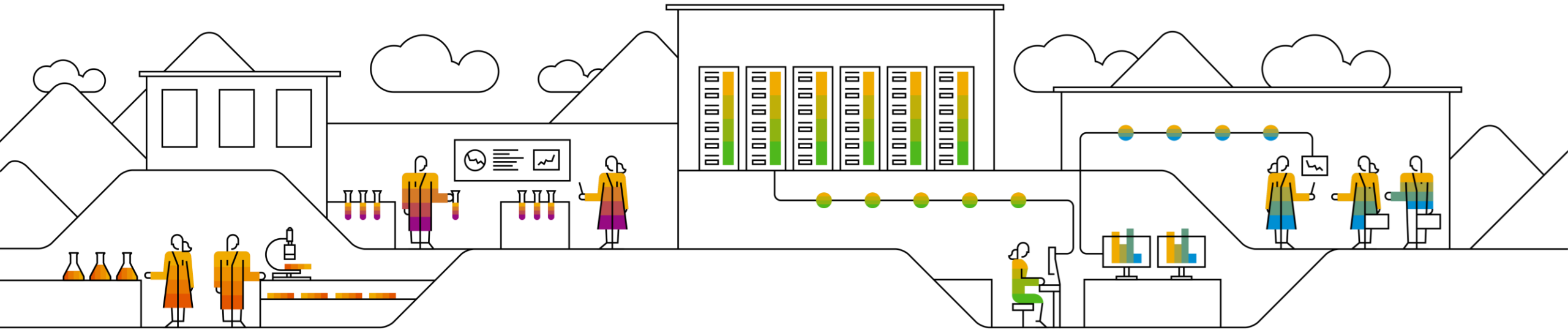
Sending A Billing Document per Email

Now all setup is completed and we can send the first billing document per email.

1. In the SAP S/4HANA Cloud system, log on to the SAP Fiori launchpad.
2. Under *Billing Documents*, choose *Create Billing Documents*.
3. Select an entry from the item list and choose *Create*.
4. In section *Output Items*, choose *Output Details* and enter your email address as recipient.
5. Save the newly created billing document.
6. Choose *Post Billing Document* (this will trigger the output).
7. The status of the output item will change to *Completed* (use browser refresh).

You should receive the billing document per email.

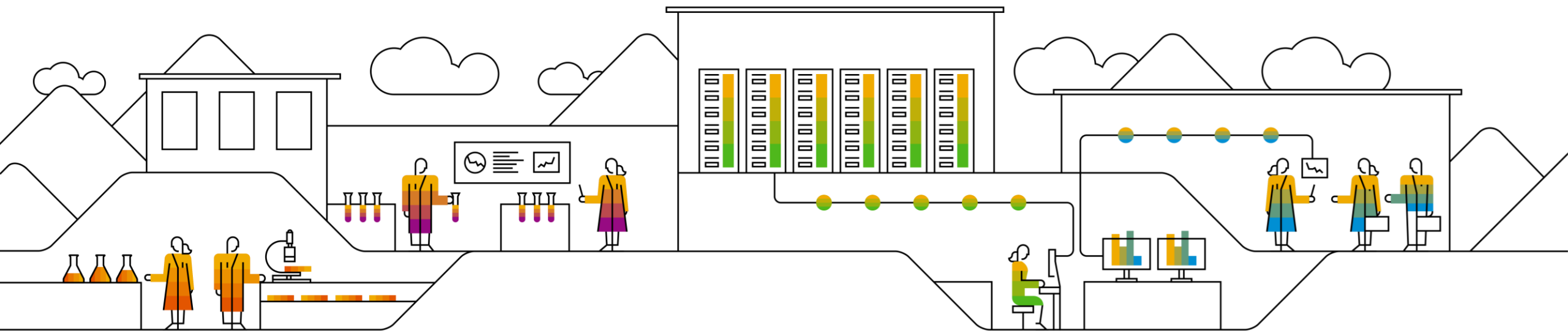
Key Take-Aways



Key Take-Aways

- Output Management needs to be setup as early as possible!
- Remember the three questions to get you started (channels, documents and extensibility).
- The Output Management setup guide (available in the roadmap viewer / SAP activate) helps you with the detailed steps.
- Sophisticated changes to form templates are still a task for form developers or consultants.

Appendix



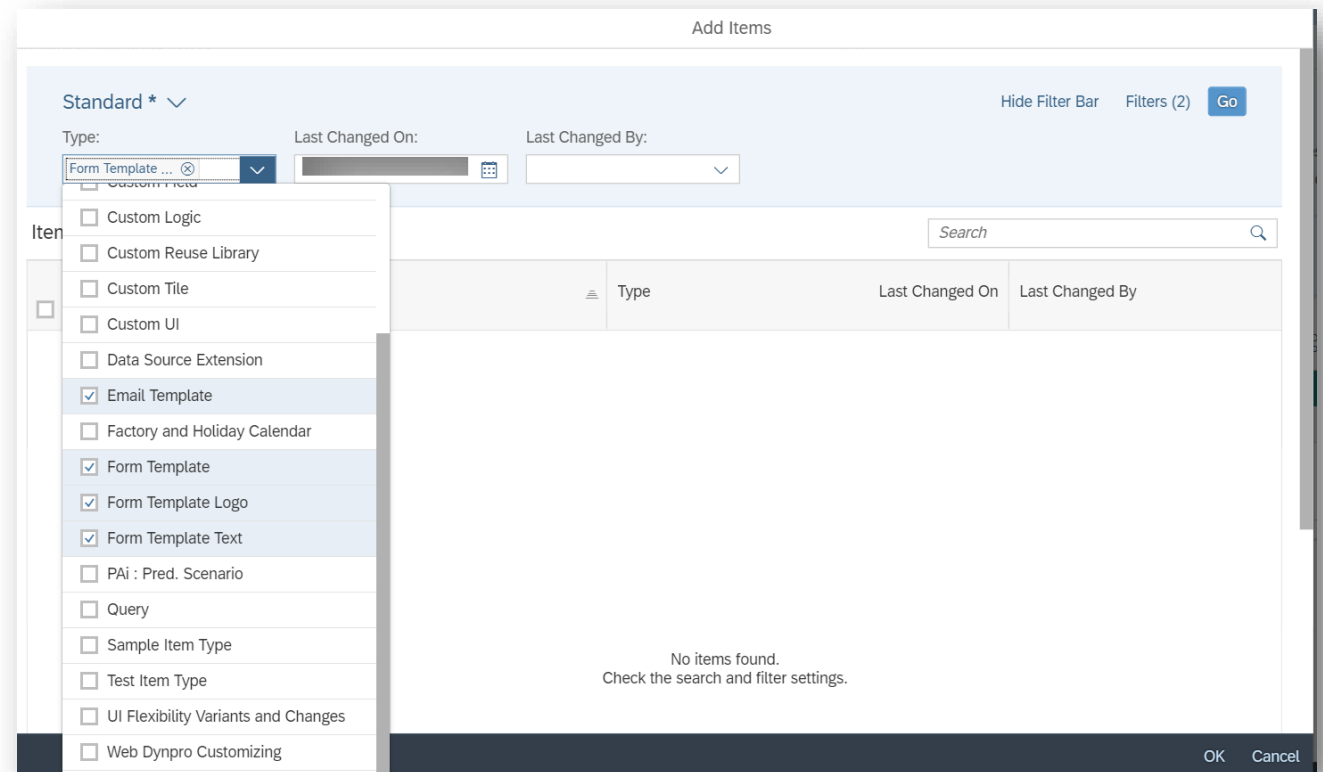
Appendix – Transport from Q-system to P-system (1/3)

Once all objects are created in the quality system, they need to be transported to the productive system.

1. Log on to your SAP Fiori launchpad of your SAP S/4HANA Cloud quality system.
2. Open the *Export Software Collection* app in the *Extensibility – Transport Management* group.
3. Choose the Plus icon (*Create Software Collection*) on the left bottom side, to create a software collection. You can also add items to the default collection.
4. Provide a name, e.g. ExtensionCollection.
5. Select the ExtensionCollection collection on the left and choose the Add Items button to add the needed extension items.
6. In the Add Items popup, select the checkboxes for the following items and choose *OK* to add them to the software collection:
 - Email Template
 - Form Template
 - Form Template Logo
 - Form Template Text

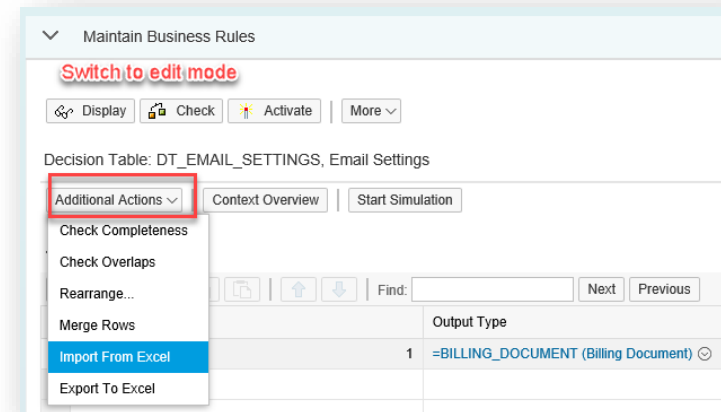
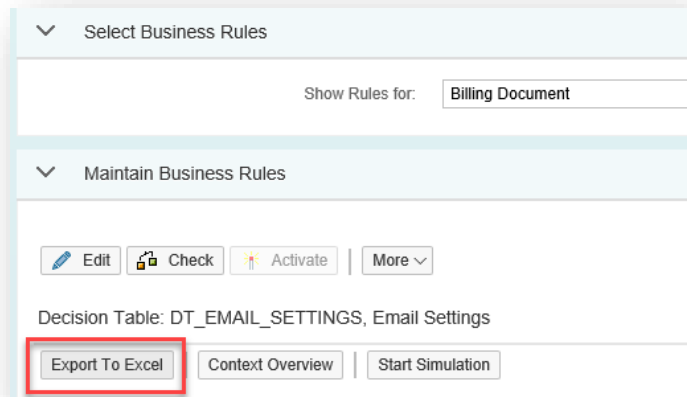
Appendix – Transport from Q-system to P-system (2/3)

7. From the list of items included in the software collection, choose *Check* to check for any existing inconsistencies and dependencies.
8. Choose *Export* to export the software collection and transport the extension items added to the software collection.



Appendix – Transport from Q-system to P-system (3/3)

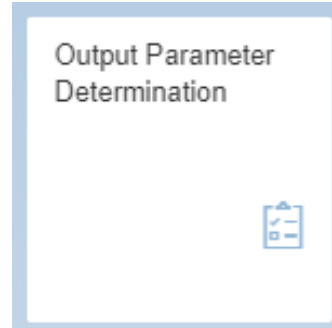
- It is very important to transport the custom objects before transporting customizing referencing these objects.
- For example: First, transport the custom form template to the productive system, then transport the settings of the activities *Assign Form Templates* and *Output Parameter Determination*.
- Settings of the app *Output Parameter Determination* cannot be transported right now.
- In Q-system: Use the function *Export to Excel* for each decision table of an application
- In P-System: Use the function *Import From Excel* for each decision table of an application.



Appendix – Setup for Printing



Create Print Queues

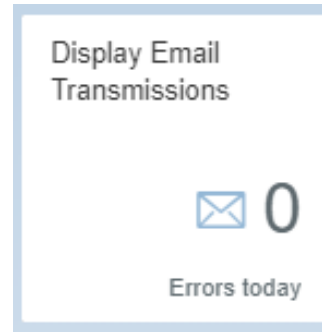
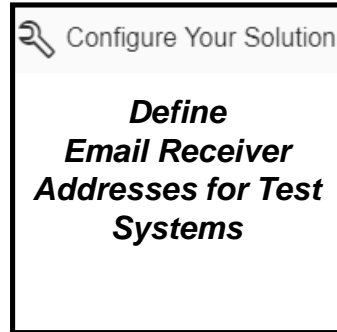


Define Business Rules for the use of Print Queues



Download and install Cloud Print Manager

Appendix – Setup for Email



Monitor status of emails



Define Business Rules

- for use of email templates
- for setting sender address
- for recipient address(es)

Appendix – Setup for EDI

**Create
Communication
System
& Communication
User**

Refer to the customer documentation of the corresponding communication scenario

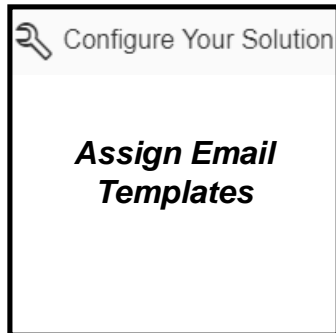
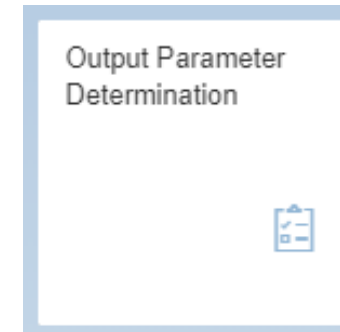
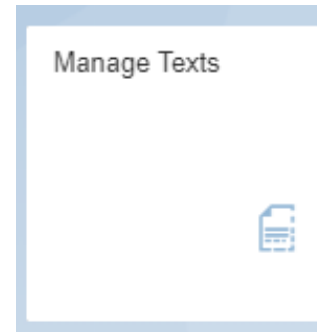
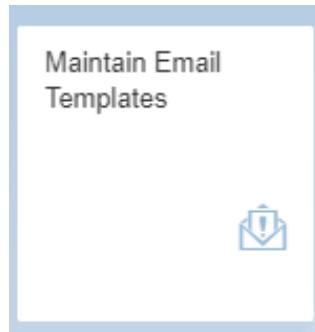
Output Parameter
Determination



Define Business Rules
for use of channel EDI

**Create
Communication
Arrangement**

Appendix – Define Documents for Output



Define Documents

Define Branding

Define Business Rules

- for use of form templates
- for use of email templates

Appendix – Central Activities



Monitor and manage output across applications



See which channels are supported per application

(Read-Only activity)

Thank you.

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