

## How to setup service operations across landscape

Growing organizations that control more than one legal business entity are sometimes faced with the challenge of how to share data between partner companies.

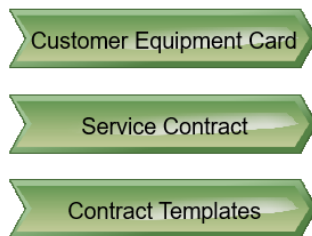
The intercompany solution supports the replication of essential master data across partner companies. With the intercompany integration solution, you can be confident that all your business units are using consistent master data.

The Intercompany integration solution caters to service oriented scenarios by allowing replication of:

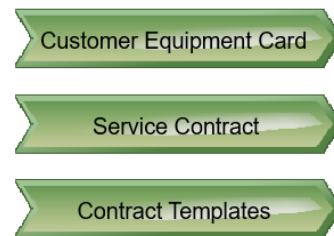
- Customer Equipment Card
- Service Contract
- Contract Template

These are replicated across companies based on company operations.

### Company (ACME New York) - Sales



### Company (ACME Texas) - Service



## Steps to setup operation type in Landscape:

It is important for the user to configure the operation type setup in the intercompany landscape accurately. Each branch company may have different operation type based on business requirement.

In our example above, ACME New York is the Sales organization and ACME Texas is the service organization.

Let's see, how to setup operation type for these two companies:

1. Open the Intercompany Landscape in the administration console from Setup --> Landscape.

Integration solution for SAP Business One - Intercompany Integration Solution for SAP Business One

User: B1admin Host: 127.0.0.1:8080 Duplicate About

SLD **SETUP** PREFERENCES MONITORING

**Setup**

- E-mail Connectivity
- Company Template
- Landscape**
- Key Mapping

**Intercompany Landscape**

Refresh

**Company Registration**

Refresh Companies Select All Deselect All Deploy

Total SAP Business One companies: 7

Last Deployed on: 02/01/2017 - 11:09:09

Total companies last deployed: 7 (HO:1, Branches:4, Consolidation:2)

Multi-localization implementation: Yes (2 localizations) (us, br)

Companies awaiting deployment: 0

Action	System Name	Server	Database	DbType	Localization	Branch Code	Operation	Company Template	Info
<input type="checkbox"/>	ACME-CA	CXS-PANKAJ2	ACME-CA	SQL	United States Of America	ACME-CA	Sales and Service	US	B
<input checked="" type="checkbox"/>	ACME-RIO	CXS-PANKAJ2	ACME-RIO	SQL	Brazil	ACME-RIO	Sales and Service	Brazil	B
<input checked="" type="checkbox"/>	ACME-SAO	CXS-PANKAJ2	ACME-SAO	SQL	Brazil	ACME-SAO	Sales and Service	Brazil	B
<input checked="" type="checkbox"/>	Consolidation	CXS-PANKAJ2	Consolidation	SQL	United States Of America	ORG-CON	-	US	C
<input checked="" type="checkbox"/>	GRP_Consolidation	CXS-PANKAJ2	GRP_Consolidation	SQL	Brazil	GROUP-CON	-	Brazil	C
<input checked="" type="checkbox"/>	ACME-TX	CXS-PANKAJ2	ACME-TX	SQL	United States Of America	ACME-TX	Service	US	B
<input checked="" type="checkbox"/>	ACME-NY	CXS-PANKAJ2	ACME-NY	SQL	United States Of America	ACME-NY	Sales	US	H

2. Select the button next to ACME-NY system name, Company details window appear.

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**Company Details**

Save Cancel Refresh Company

Branch Code: ACME-NY

Company Template: US

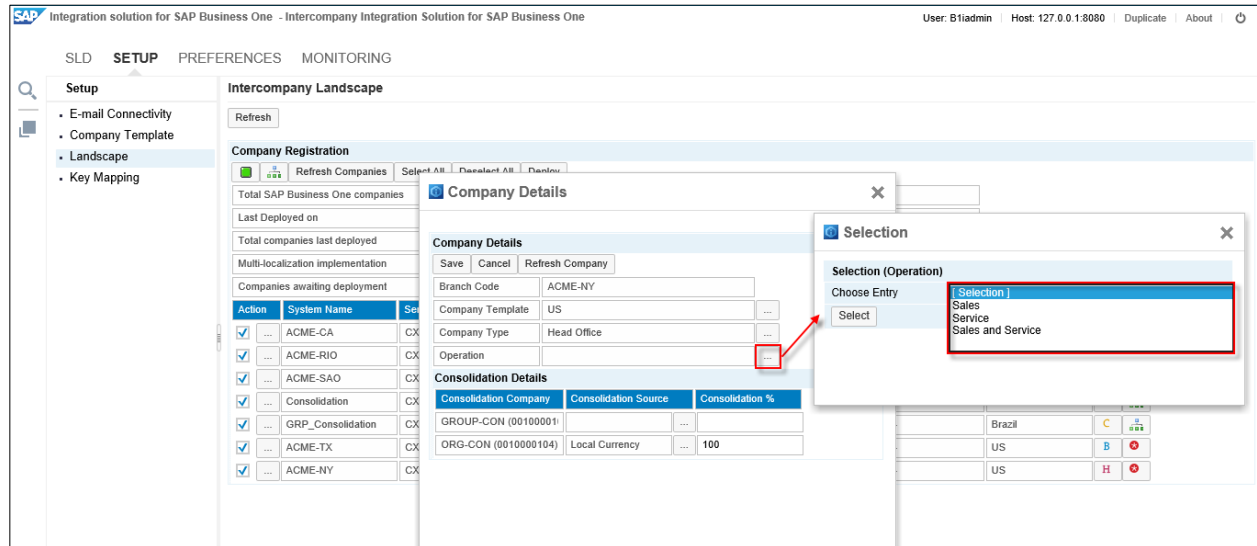
Company Type: Head Office

Operation:

**Consolidation Details**

Consolidation Company	Consolidation Source	Consolidation %
GROUP-CON (00100001)		
ORG-CON (0010000104)	Local Currency	100

3. Now, choose the button next to operation type and select the required operation as shown below.



User can select the operation type for the company from the following options:

- Sales
- Service
- Sales and Service

Based on this setup, the service masters (Contract Templates, Equipment Card, and Service Contract) are replicated to branch companies.

**Note:**

- Contract templates, customer equipment card, and service contracts are replicated from sales organization to service organization. If you want to replicate these masters in all companies, then you must select “Sales and Service” in operation field for all the companies.
- Though the field is optional it is advised not to keep this field blank.
- Consolidation type of companies do not require the Operation definition.

As in our scenario, ACME New York is the sales type company hence select operation type as “Sales” and choose Save. The operation type information for each branch company is visible on company registration page of intercompany landscape as shown below.

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Companies awaiting deployment 2

Action	System Name	Server	Database	DbType	Localization	Branch Code	Operation	Company Template	Info
<input checked="" type="checkbox"/>	ACME-CA	CXS-PANKAJ2	ACME-CA	SQL	United States Of America	ACME-CA	Sales and Service	US	B
<input checked="" type="checkbox"/>	ACME-RIO	CXS-PANKAJ2	ACME-RIO	SQL	Brazil	ACME-RIO	Sales and Service	Brazil	B
<input checked="" type="checkbox"/>	ACME-SAO	CXS-PANKAJ2	ACME-SAO	SQL	Brazil	ACME-SAO	Sales and Service	Brazil	B
<input checked="" type="checkbox"/>	Consolidation	CXS-PANKAJ2	Consolidation	SQL	United States Of America	ORG-CON	-	US	C
<input checked="" type="checkbox"/>	GRP_Consolidation	CXS-PANKAJ2	GRP_Consolidation	SQL	Brazil	GROUP-CON	-	Brazil	C
<input checked="" type="checkbox"/>	ACME-TX	CXS-PANKAJ2	ACME-TX	SQL	United States Of America	ACME-TX	Sales	US	B
<input checked="" type="checkbox"/>	ACME-NY	CXS-PANKAJ2	ACME-NY	SQL	United States Of America	ACME-NY	Sales	US	H

4. Similarly select Operation type as “Service” for ACME Texas Company and choose save in company details.

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<input checked="" type="checkbox"/>	ACME-NY	CXS-PANKAJ2	ACME-NY	SQL	United States Of America	ACME-NY	Sales	US	H

Now deploy the solution and perform the replication of contract template, customer equipment card and service contracts from ACME New York sales company to ACME Texas Service Company.

Login to ACME New York Company and add new Contract Template, Equipment Card and Service Contract in the system.

**Contract Templates - Setup**

Name: VIP Warranty    ☐ Expired    Duration: 1 Month(s)

Contract Type: Serial Number    ☐ Renewal

Response Time: 1 Hour(s)

Resolution Time: 1 Day(s)    Reminder: Day(s)

Description: VIP Warranty Contract Template

Coverage	Start Time	End Time
<input checked="" type="checkbox"/> Monday	08:00	17:00
<input checked="" type="checkbox"/> Tuesday	08:00	17:00
<input checked="" type="checkbox"/> Wednesday	08:00	17:00
<input checked="" type="checkbox"/> Thursday	08:00	17:00
<input checked="" type="checkbox"/> Friday	08:00	17:00
<input checked="" type="checkbox"/> Saturday	00:00	23:59
<input checked="" type="checkbox"/> Sunday	00:00	23:59

**Include**

☒ Parts  
☒ Labor  
☒ Travel  
☒ Including Holidays

OK Cancel

Figure: Contract Template - ACME NY

**Equipment Card**

Equipment Type: ☒ Sales    ☐ Purchasing    Status: Active

Mfr Serial No.:    Previous SN:    New SN:    Technician:    Territory:   

Serial Number: DX001   

Item No.: DX101   

Item Description: Apple iPhone   

Business Partner Code: CXS101   

Business Partner Name: ACME Inc.   

Contact Person:    Telephone No.:   

**Address**    **Service Calls**    **Service Contracts**    **Sales Data**    **Transactions**    **Attachments**

Street: 24, 1st Floor    Location:   

Street No.:   

Building/Floor/Room:   

Zip Code: 110085   

Block: Rohini   

City:   

State:   

Country: USA   

OK Cancel

Figure: Equipment Card - ACME NY

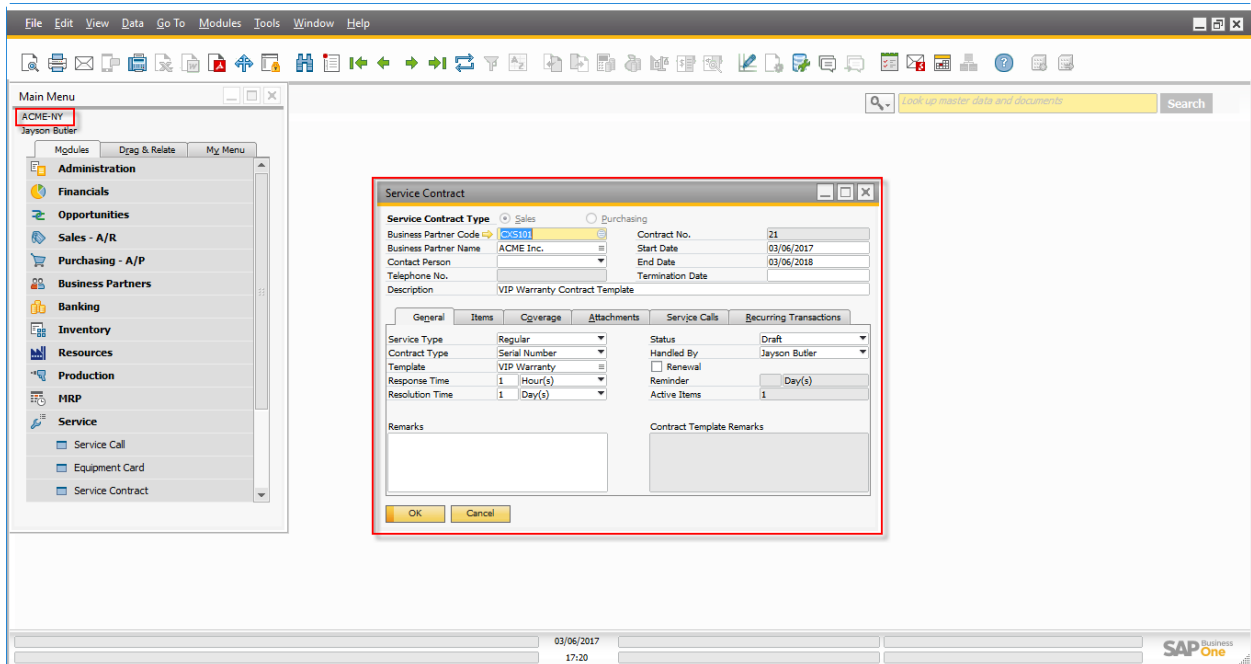


Figure: Service Contract - ACME NY

In the below figure 'Contract Template – ACME TX', the Contract Template, Equipment Card and Service Contract have successfully replicated to the ACME Texas company.

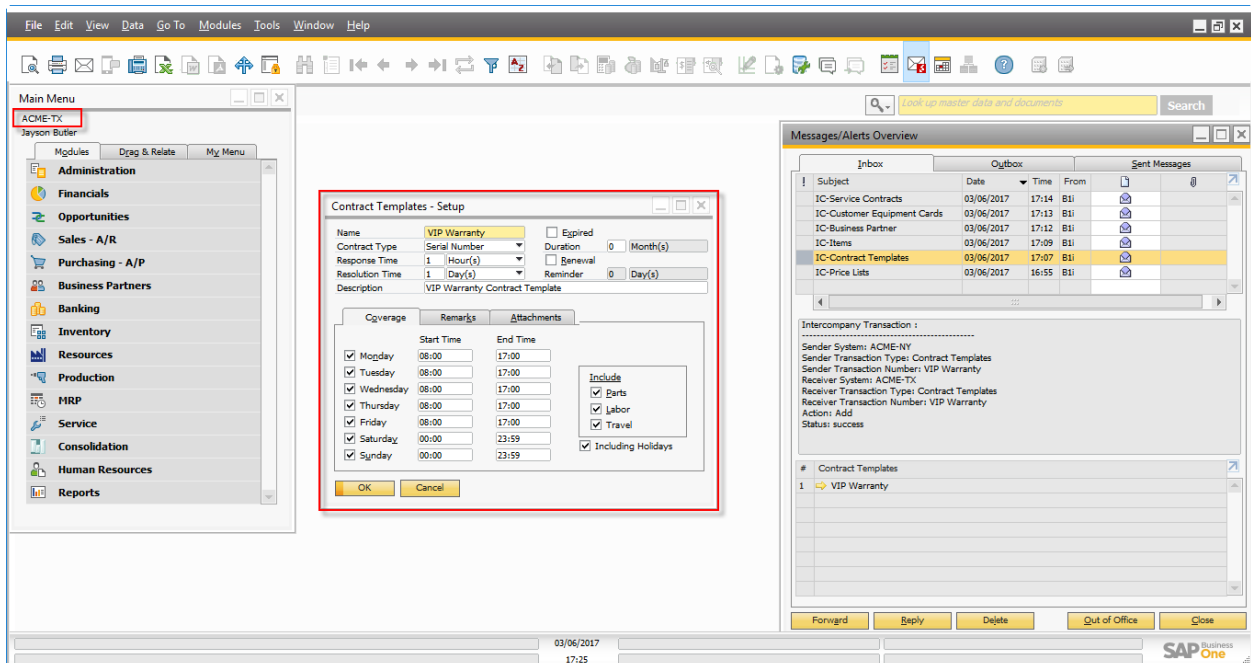
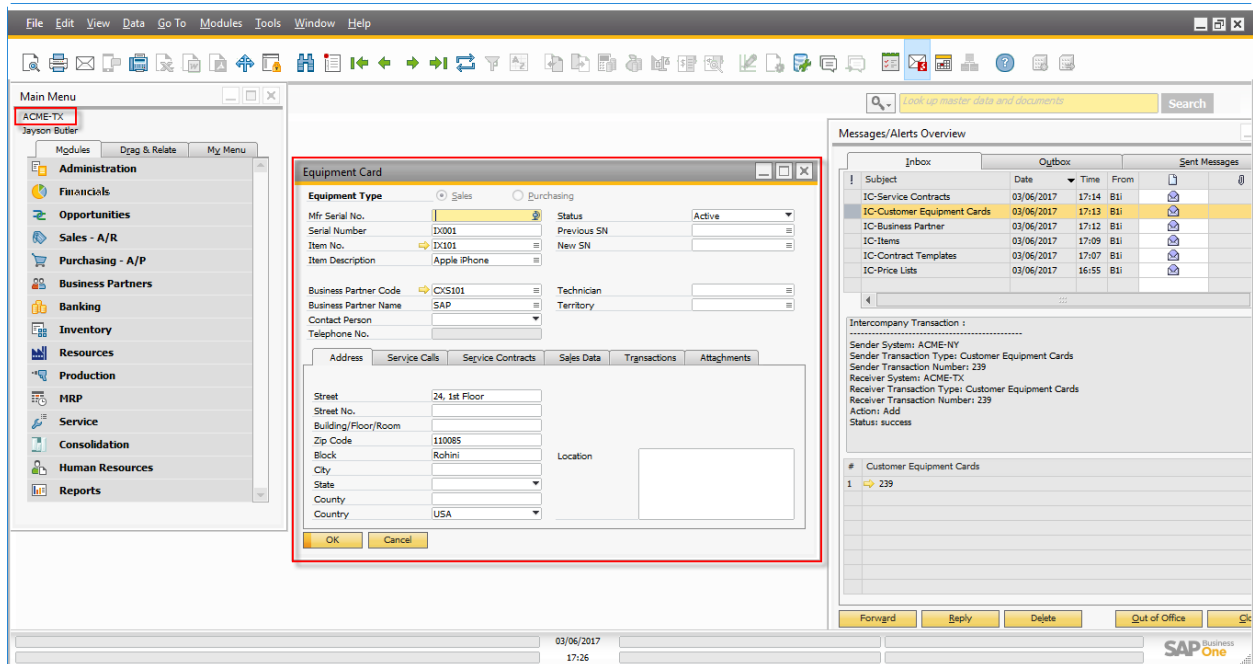
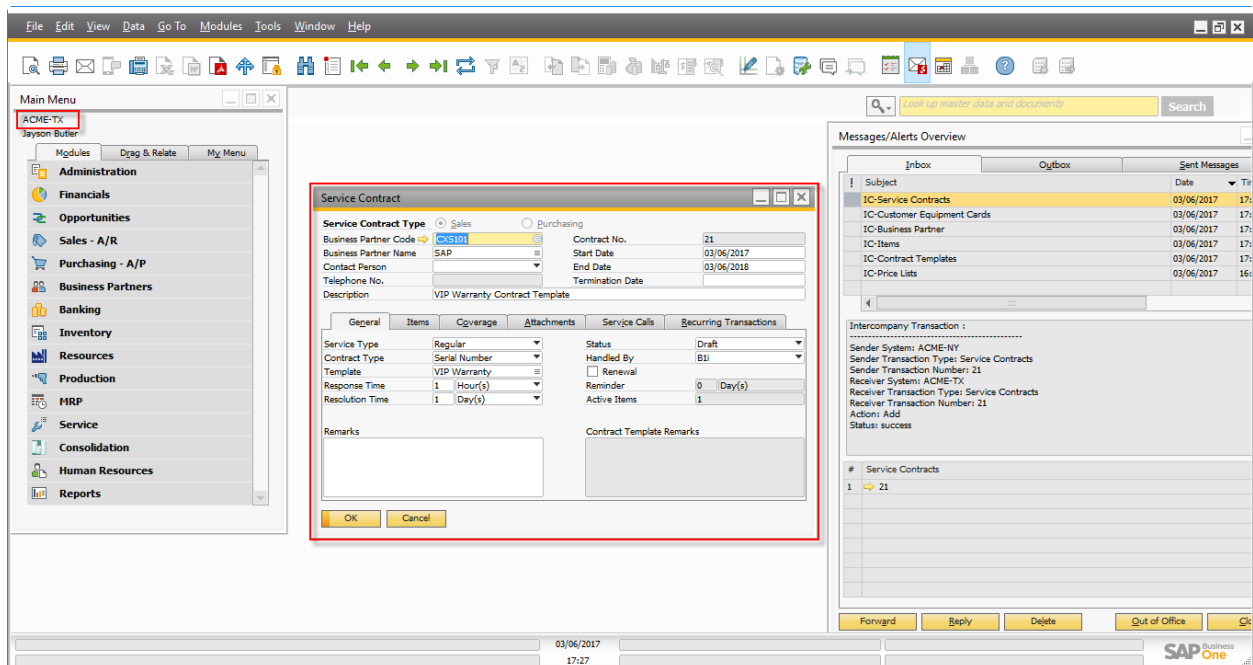


Figure: Contract Template - ACME TX



The screenshot shows the SAP Business One interface with the 'Equipment Card' form open for 'ACME-TX'. The form is divided into several sections: 'Equipment Type' (Sales/Purchasing), 'General' (Mfr Serial No., Status, Previous SN, New SN, Item No., Item Description), 'Business Partner' (Business Partner Code, Business Partner Name, Contact Person, Telephone No.), 'Address' (Street, Street No., Building/Floor/Room, Zip Code, Block, City, State, Country), and 'Attachments'. The 'Status' is set to 'Active'. The 'Business Partner Code' is 'CX5101'. The 'Address' section shows '24, 1st Floor' and 'Rohini'. The 'Attachments' section is empty. The 'Messages/Alerts Overview' pane on the right shows a list of messages, including 'IC-Service Contracts', 'IC-Customer Equipment Cards', 'IC-Business Partner', 'IC-Items', 'IC-Contract Templates', and 'IC-Price Lists'. The 'Intercompany Transaction' section shows details for 'Sender System: ACME-NY' and 'Receiver System: ACME-TX'.

Figure: Equipment Card - ACME TX



The screenshot shows the SAP Business One interface with the 'Service Contract' form open for 'ACME-TX'. The form is divided into several sections: 'Service Contract Type' (Sales/Purchasing), 'General' (Business Partner Code, Contract No., Start Date, End Date, Termination Date, Description), 'Items' (Service Type, Contract Type, Template, Response Time, Resolution Time), 'Attachments', 'Service Calls' (Status, Handled By, Renewal, Reminder, Active Items), and 'Becoming Transactions'. The 'Status' is set to 'Draft'. The 'Contract No.' is '21'. The 'Start Date' is '03/06/2017' and the 'End Date' is '03/06/2018'. The 'Description' is 'VIP Warranty Contract Template'. The 'Items' section shows 'Regular' service type and '1 Hour(s)' response time. The 'Attachments' section is empty. The 'Service Calls' section shows 'Handled By' as 'B11'. The 'Becoming Transactions' section shows 'Active Items' as '1'. The 'Remarks' section is empty. The 'Messages/Alerts Overview' pane on the right shows a list of messages, including 'IC-Service Contracts', 'IC-Customer Equipment Cards', 'IC-Business Partner', 'IC-Items', 'IC-Contract Templates', and 'IC-Price Lists'. The 'Intercompany Transaction' section shows details for 'Sender System: ACME-NY' and 'Receiver System: ACME-TX'.

Figure: Service Contract - ACME TX

Please note if you add any of the service master (Contract Templates, Equipment Card, and Service Contract) in ACME Texas Service Company, then these masters will not be replicated to any company configured in the solution.