



Configuration Guide | PUBLIC

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SAP Cloud for Customer - SAP CPQ Integration for Quote 2.0

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1 SAP Cloud for Customer - SAP CPQ Integration for Quote 2.0

SAP CPQ tenants with Quote 2.0 can be seamlessly integrated with SAP Cloud for Customer.

The same integration scenarios are supported in Quote 1.0 and Quote 2.0. The old quote engine uses customers, while in Quote 2.0, business relationships are recorded via involved parties. Another difference between the integrations in Quote 1.0 and Quote 2.0 is that the latter uses subscription to domain events to send out notifications to the connected third party whenever the selected event occurs in SAP CPQ.

In the integrated environment, SAP CPQ quote acts as the only quote in SAP Cloud for Customer, while the SAP Cloud for Customer sales quote is created in the background. After landing the first time to SAP CPQ, the sales quote created in SAP Cloud for Customer is no longer editable and opening it opens the quote in SAP CPQ. Additionally, the user journey on the SAP Cloud for Customer side starts on the sales quote and not on the opportunity, as in the old integration.

The following pages describe the procedure for configuring the integration between SAP Cloud for Customer and SAP CPQ for Quote 2.0 using SAP Cloud Integration. The instructions are focused on administrators and users who will be managing the integration in a new integration tenant, not in an existing tenant. Clients with an existing tenant will also find the instructions useful, although they may come across errors that are bound to the existing modeling on their tenants.

Network Security team takes the responsibility of preparing the network environment across different systems and its security aspects.

Note

Configurable products synchronized from [SAP Variant Configuration and Pricing](#) to SAP Cloud for Customer can be used in a scenario for the SAP CPQ integration.

2 Scenarios for SAP Cloud for Customer - SAP CPQ Integration for Quote 2.0

This page describes the scenarios covered in the SAP Cloud for Customer - SAP CPQ integration for Quote 2.0.

Typical user Scenario

The user journey starts from a sales quote in SAP Cloud for Customer where users define the involved parties, the document type, header fields, and they add products. After clicking [Save and Open](#), the user is redirected from SAP Cloud for Customer to SAP CPQ where a new quote is created. Clicking [Save](#) in SAP Cloud for Customer creates a sales quote and the next time user edits it, they're redirected to SAP CPQ and a new quote is created. The user creating the quote can make another user or themselves the owner of the created quote, using the specified user email address as the identifier. The quote in SAP CPQ uses SAP Cloud for Customer external ID as quote composite number so users have the experience of working only on one quote. On the SAP Cloud for Customer side, the quote link is replaced with the link to SAP CPQ quote so whenever users try to open the quote after it's created, they're redirected to SAP CPQ.

The landing page to SAP CPQ is defined in SAP Cloud for Customer. Users who land on the landing page can't access the [Load Existing Project/Quotation](#) page, so they'll always land on the quote that they've opened in SAP Cloud for Customer. Other than the quote, the only pages users have access to are [User Page](#) and [Quote Layout](#) under the [Setup](#) icon. Additionally, administrator users also have access to the following pages: [Setup](#), [Log](#), and [Developer Console](#).

Opening the landing page triggers the following actions:

- an empty SAP CPQ quote is created with the provided SAP Cloud for Customer external ID.
- a call is made to SAP Cloud Integration and the quote ID is sent.
- SAP Cloud Integration calls SAP Cloud for Customer and gets quote data.
- SAP Cloud Integration passes quote data to SAP CPQ.
- SAP CPQ quote is updated.

Synchronizing Data from SAP CPQ to SAP Cloud for Customer

In order to have aligned quote data in both SAP CPQ and SAP Cloud for Customer, data synchronization is handled via quote events in SAP CPQ, APIs and IFlows in SAP Cloud Integration. When an action is triggered on the quote, SAP CPQ triggers a quote event that contains the relevant data. SAP Cloud Integration calls the quote APIs, reads the data and sends it to SAP Cloud for Customer.

Make Quote Primary

If there are multiple quotes assigned to an opportunity, one of them can be marked as primary using the [Make Primary](#) action. The [Primary Quote](#) flag is set automatically with [Yes](#) and it's read-only. All other quotes assigned to the same opportunity are automatically marked as [Not primary](#). After triggering this action, the payload for synchronization of the SAP Cloud for Customer quote is sent, including the ID of the opportunity, the total value of the quote ([Expected Amount](#) in the opportunity) and the indicator that the quote is made primary.

Copy Quote from SAP Cloud for Customer

When the [Copy Quote](#) action is initiated in SAP Cloud for Customer, input the quote data (Header Fields, Involved Parties, and Add New Products) and select the document type as SAP CPQ. After setting up the quote, select [Save and Open](#).

The payload that SAP Cloud Integration sends to SAP CPQ at this point, contains the source quote data and two quote IDs. Based on the IDs, SAP CPQ determines what will be the source quote for the new, copied quote, and what will be its ID.

The SAP Cloud for Customer sales quote can be updated using the [Update Sales Quote](#) action only if the quote in SAP CPQ is in active revision. Otherwise, if [Update Sales Quote](#) is triggered in SAP CPQ, an error message is displayed because the sales quote can't be updated from an inactive revision.

Note

Configurable products synchronized from [SAP Variant Configuration and Pricing](#) to SAP Cloud for Customer can be used in a scenario for the SAP CPQ integration.

When synchronized configurable products are added to the SAP Cloud for Customer Sales Quote, and the user lands from SAP Cloud for Customer to SAP CPQ, configurable products are added to the SAP CPQ quote with the [Incomplete Configuration](#) status in the [Quotation](#) tab. The prices of these items are all 0. However, when a configuration is edited, the edited item is updated with the prices from SAP Variant Configuration and Pricing.

3 Integration Overview and Prerequisites

This is a high-level overview of all the prerequisites and steps that need to be performed in order to integrate SAP CPQ Quote 2.0 and SAP Cloud for Customer.

1. The SAP CPQ instance with the [Quote 2.0 engine enabled](#) is in place.
2. SAP CPQ is integrated with SAP S/4HANA. SAP CPQ and SAP Cloud for Customer need to be synchronized in terms of product (material) master, involved parties, markets and pricebooks via the SAP S/4HANA.
3. The SAP Cloud for Customer tenant and initial user details are in place. These details are provided as a provisioning mail by SAP (for example, <https://<YourTenant>crm.ondemand.com>).
4. The SAP Cloud Integration tenant is set up. The runtime URL is included in the provisioning mail coming from SAP Cloud Integration (for example, <https://<YourTenant>-iflmap.hana.ondemand.com>).
5. A [a matching user is created in both SAP CPQ and SAP Cloud for Customer](#).
6. [Configuration in SAP CPQ](#)
7. [Configuration in SAP Cloud for Customer](#).
8. [Configuration in SAP Cloud Integration](#).

To complete these requirements, you need to contact different teams in SAP (for example, the SAP Cloud Integration team must provide the URL and the endpoints that you need to enter in the [Providers](#) page in SAP CPQ).

4 Configure Single Sign-On with Federation Settings

With Single Sign-On enabled for both SAP Cloud for Customer and SAP CPQ using a common identity provider, business user can access SAP CPQ without a need to enter the login credentials.

Prerequisite

To have a license of SAP Cloud Integration Authentication Services.

4.1 Configure Single Sign-On in SAP Cloud Integration

1. Log in to SAP Cloud Integration as administrator.
2. From the left panel, navigate to ► *Application and Resources* ► *Tenant Settings* ►.
3. Select *SAML 2.0 Configuration*.
4. On the new screen, click *Download Metadata File*.

Note

This metadata is needed when you set up the trust in your SAP Cloud for Customer.

4.2 Configure Single Sign-On in SAP CPQ

Detailed instructions on how to set up the federation settings in SAP CPQ are described in [Federation Settings](#).

4.3 Configure Single Sign-On in SAP Cloud for Customer

This section describes how to access the target SAP CPQ system without a need to enter the login credentials.

Purpose

With Single Sign-On enabled for both SAP Cloud for Customer and SAP CPQ system using a common Identity provider, business user can access the target SAP CPQ system without a need to enter the login credentials.

Pre-requisite

You should have a license of SAP Cloud Platform Identity Authentication Services.

Procedure

1. Login to your SAP Cloud Identity Provider account with your admin user.
2. From the left panel, navigate to ► [Application and Resources](#) ► [Tenant Settings](#) ►.
3. Choose [SAML 2.0 Configuration](#).
4. On the new screen, click on [Download Metadata File](#).

Note

This metadata is needed when you setup the trust in your SAP Cloud for Customer.

5. Login to your SAP Cloud for Customer system.
6. Navigate to the following work center view.

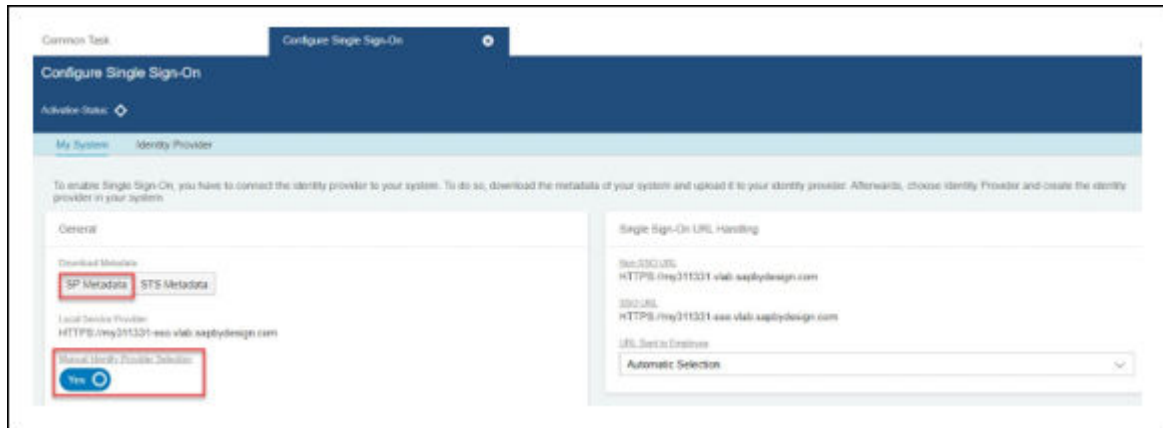
Work Center	ADMINISTRATOR
View	COMMON TASK

7. Choose [Configure Single Sign-On](#).
8. Download [SP Metadata file](#).

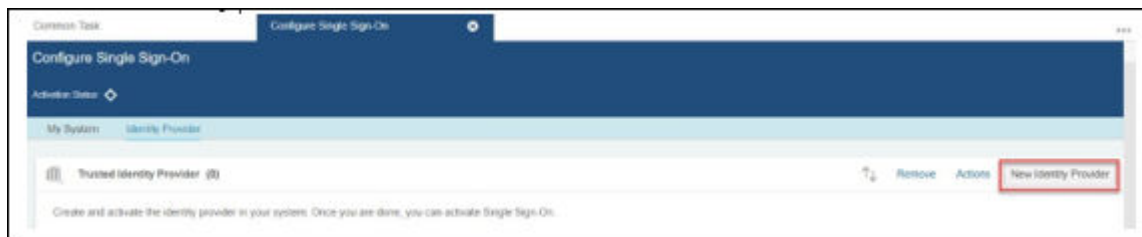
Note

This metadata file is needed when you setup the trust in your SAP Cloud Identity Provider.

9. In the [General Pane](#), check the [Manual Identity Provider](#).
10. Under the section [Single Sign-On URL Handling](#), select the URL sent to employee as [Non-SSO URL and SSO URL](#).



11. Choose *Identity Provider* tab.
12. Click on *New Identity Provider* tab. In the pop-up window, import the metadata file of your SAP Cloud Identity Provider.



13. Enter an alias name for your SAP Cloud Identity Provider.
14. Click *Save*.
15. Choose *Activate Single Sign-On* and choose *OK* on the pop-up dialog box that appears.
16. Login to your SAP Cloud Identity Provider account with your admin user.
17. Click on *Applications* tile to create your SAP Cloud for Customer application.
18. Click on *Add* and enter your SAP Cloud for Customer system name.
For Example: c4c-CPQ
19. Click *Save*.
20. In the new screen, click on *Home URL* and enter your SAP Cloud for Customer SSO URL.
For example, **https:// <yourTenant>.sso.vlab.sapbydesign.com**
21. Click *Save*.
22. In the *Trust*, choose *SAML 2.0 Configuration* and import the SAP Cloud for Customer metadata file you have downloaded earlier.
23. Click *Save*.
24. Configure *Name ID Attribute* as *Subject Name Identifier*.
25. Click *Save*.
26. Configure *Default Name ID Format* as *Unspecified*.
27. Click *Save*.
28. Go back to the home page and navigate to **Users & Authorizations > Import User**.
29. Create a CSV file for all the SAP Cloud for Customer users you want to enable SSO.
30. Choose *Import*.
31. Choose *Send E-mails* and click *Send*.
32. Activation e-mail to all the users will be triggered.

Note

Once the user set their password for the IdP, they can login SAP Cloud for Customer using the SSO URL.

5 Configuration in SAP CPQ

The following sections contain step-by-step instructions to set up SAP CPQ Quote 2.0 for the integration with SAP Cloud for Customer.

Prerequisite

- The application parameter *Allowed origins for the CORS filter* must be configured in the way explained in [Application parameters](#).

5.1 Define Provider Settings

This page describes the procedure for enabling the integration in SAP CPQ.

Turn on the Integration with SAP Cloud Integration

1. Log in to SAP CPQ as administrator.
2. Go to ► [Setup](#) ► [Providers](#) ► [Providers](#) ►.
3. Click [SAP](#).
The [Available SAP Providers](#) page displays.
4. Click [SAP Integration Suite](#).
5. In the [Common Settings](#) tab, turn on the [Enable integration](#) switch.
6. In [Authentication Mode](#), select [BasicAuth](#).
7. Enter the username and the password of the SAP Cloud Integration user in [Integration username](#) and [Integration password](#), respectively.
8. Under [General setting](#), turn on [Send customers along with quote payload](#).
9. In [REST API base URL address](#), enter the Cloud Platform URL and a postfix **/http** to connect to the http adapter.
 - [REST API base URL address](#): the base REST API URL address of the SAP Cloud Integration – SAP CPQ specific package. The value is delivered by the administrator and shouldn't be changed on the fly. In addition, the value identifies a specific SAP Cloud Integration environment, that is, the tenant.
 - [Endpoint that gets SAP object data details](#): a relative endpoint address of the SAP Cloud Integration artifact that gets an object from the SAP system over SAP Cloud Integration. The call acts as a proxy to SAP OData services and can query any publicly visible object from SAP Cloud for Customer. Leave this field empty.
 - [Endpoint that processes posted data in xml format](#): a relative endpoint of the SAP Cloud Integration artifact that processes the posted data in the XML format. Leave this field empty.

- *Endpoint that sends CPQ quote to SAP systems*: a relative endpoint of the SAP Cloud Integration artifact that sends the SAP CPQ quote to SAP systems. Leave this field empty.
10. Click [Save](#).

Turn on the SAP Cloud for Customer Integration

1. Log in to SAP CPQ as administrator.
2. Go to ► [Setup](#) ► [Providers](#) ► [Providers](#) ►.
3. Click [SAP](#).
The *Available SAP Providers* page displays.
4. Click [SAP Integration Suite](#).
5. Go to the *C4C CRM Settings* tab.
6. Turn on the *C4C is Connected* toggle.
Note the landing URL, this is the SAP CPQ SSO URL that is used in identity provider and SAP Cloud for Customer.
7. Maintain the following endpoints:
 - *Endpoint that gets sales quote details in case when landing and creating a new quote - /GetC4CQuote*
This is a relative endpoint address of the SAP Cloud Integration artifact that retrieves sales quote header details and involved parties data in XML format. The artifact is called upon landing from SAP Cloud for Customer and creating a new quote in SAP CPQ. Provided by SAP Cloud Integration.
 - *Endpoint that updates SAP sales quote from CPQ quote data* - leave empty, this is relevant only for the Quote 1.0 integration.
8. *Automatically update sales quote* - when integrating SAP Cloud for Customer with the Quote 2.0 engine, the sales quote can't be automatically updated. Instead of this using this option, you need to update sales quotes manually by using the [Update Sales Quote](#) action, which is available in the workflow. In addition, you need to set up the [UpdateSalesQuote event](#) in the SAP CPQ environment.
9. Click [Save](#).

5.2 Adding Subscription to Events

To enable SAP CPQ to send information to SAP Cloud for Customer over SAP Cloud Integration, you need to create subscriptions to events, which send notifications from SAP CPQ to SAP Cloud Integration whenever certain events are triggered.

Note

You can learn how to create subscriptions to events in [Subscription to Events](#).

The SAP Cloud Integration package provided for this integration contains the following IFlows:

- *Replicate Quote to SAP CPQ* - request quote information from SAP Cloud for Customer.
- *Replicate Quote from SAP CPQ* - update SAP Cloud for Customer quote from SAP CPQ.
- *Replicate Key Mapping to SAP CPQ* - key mapping replication to SAP CPQ.

- [Replicate Quote from SAP CPQ - Quote 2.0](#) - update SAP Cloud for Customer quote from SAP CPQ using Quote 2.0.
- [Replicate Quote to SAP CPQ - Quote 2.0](#) - request quote information from SAP Cloud for Customer using Quote 2.0.

In [Subscription to Events](#), you need to create subscriptions to events for each of the IFlows. Below are the instructions for creating the subscription for updating sales quote. You can use these instructions as guidance for setting up other subscriptions, as needed.

Update Sales Quote

- *Name*: Update Sales Quote
- *Description*: this field is optional.
- *Webhook URL (required)*: enter the URL for the [Replicate Quote from SAP CPQ - Quote 2.0](#) IFlow provided in the SAP Cloud Integration package.
- *Webhook HTTP method (required)*: POST
- *Event name (required)*: QuoteEvent
- *Quote Event (required)*: UpdateSalesQuote
- *Authentication type (required)*: Basic
- *Username (required)*: this should match the information from SAP Cloud Integration.
- *Password (required)*: this should match the information from SAP Cloud Integration.

5.3 Involved Parties in SAP CPQ - SAP Cloud for Customer Integration for Quote 2.0

In the SAP Cloud for Customer integration for Quote 2.0, business relationships of an organization and individual quotes are recorded via business partners and partner functions.

Note

Learn more about business partners and partner functions in SAP CPQ in the [dedicated documentation](#).

Involved Parties Synchronization

To be able to relate sales quote and quote data to a specific involved party in SAP CPQ, you need to make sure that the involved parties data is synchronized from a back-end system, for example SAP S/4HANA, in both SAP CPQ and SAP Cloud for Customer.

Business partner and partner function data can be synchronized either via the [iFlows \[page 36\]](#) or via the following APIs:

- [Quotes](#) ➡
- [Business Partners](#) ➡
- [Partner Functions](#) ➡

Note

To be able to use the partner function *Contact Person* in this integration, you need to set the parameter *Allow adding business partners on quotes without creating them first in Setup* to *TRUE* in SAP CPQ. You can find the parameter in ► *Setup* ►► *General* ► *Application Parameters (Shopping Cart and Quotes)* ►.

Support for Prospects in Quote 2.0

It is also possible to create quotes for prospects in SAP Cloud for Customer.

When a prospect lands to SAP CPQ Quote 2.0, a Sold-To involved party is created on the quote and the prospect's ID is mapped to the external ID of that involved party.

Once a prospect is converted to a customer in SAP Cloud for Customer, a customer is created in SAP ERP and its ID is sent to SAP Cloud for Customer. Consequently, SAP Cloud for Customer sends a payload to SAP CPQ which makes the following changes on all quotes with the respective prospect:

- replaces the prospect ID with the new SAP ERP ID in the *External ID* field
- populates the *Business Partner ID* field with the prospect ID

The endpoint for customers update is `PATCH /api/v1/customers/c4c/update/{ExternalId}`.

5.4 Pricing Configuration in SAP CPQ

For the system to be able to apply correct prices to sales quotes from SAP Cloud for Customer once they are in SAP CPQ, you need to adjust the pricing configuration in SAP CPQ.

First, you need to create markets and pricebooks that correspond to the sales organization in SAP Cloud for Customer. Additionally, you can allow sales representatives who work on quotes originating from SAP Cloud for Customer to apply discounts on quoted items.

Create Market

A market is created in SAP CPQ for every sales organization in SAP Cloud for Customer. This helps in pricing determination in the sales quote in SAP CPQ.

Note

[Learn more about creating and managing markets in SAP CPQ](#)

1. Log in to SAP CPQ as administrator.
2. Go to ► *Setup* ► *Pricing/Calculations* ► *Markets* ►.
3. Click *Add New*.
4. Define the market code so it matches the sales organization in SAP S/4HANA.
5. Enter the market name.
6. Select the currency that exists in SAP Cloud for Customer.

7. Enter the market factor.

Example:

Market Code	Market Name	Currency	Market Factor
1710	Sales Org US	USD	1
1010	Sales Org DE	EUR	1

8. Click [Save](#).
9. Define market visibility.
 1. In the left navigation menu, under *Pricing/Calculations*, select *Market Visibility*.
 2. Click [Add New](#).
 3. In *Step 1*, select the communication user, the user's type and company.
 4. In *Step 2*, select the market name as defined when the market was created.
 5. In *Step 3*, under *Visibility Condition*, enter *1*.
The market is always visible to the selected user.
 6. Click [Save](#).

Create Pricebook

Pricing in sales quotes in SAP CPQ is determined based on market, pricebook, and the product. A pricebook is composed of distribution channel and product entries with their respective prices.

Note

[Learn more about creating and managing pricebooks in SAP CPQ](#)

1. Log in to SAP CPQ as administrator.
2. Go to [Setup](#) > [Pricing/Calculations](#) > [Pricebooks](#).
3. In the *Pricebooks* tab, search and find the previously created market.
A list of all pricebooks tied to that market displays.
4. Click [Add New Pricebook](#).
5. Enter the pricebook name.
6. Enter the distribution channel (the distribution channel of SAP S/4HANA system against the sales organization, for example, 10).
This field is editable only when SAP CPQ is integrated with SAP ERP or S/4 HANA.
7. Select the *Visible to everyone* checkbox.
8. Click [Save](#).

Note

Pricing for the products in the *Entries* tab should be created by pricing replication from your ERP system.

Enable Discounting

One of the major advantages of SAP CPQ is the ability to discount items on the quote based on product types, product categories, users, and user types. You can set up discounting in SAP CPQ by following this procedure.

1. Log in to SAP CPQ as administrator.
2. Go to [Setup](#) > [Pricing/Calculations](#) > [Discounts](#).

3. Click [Add New](#).
4. In [Step 1](#), select the user type [Sales](#).
This allows users with the user type [Sales](#) to give discounts in sales quotes originating from SAP Cloud for Customer. You can create any condition for discounts based on the user, user type, product, product type or product category.
5. In [Step 2](#) define the minimum and maximum discount that users can give to their customers.
All discounts above the maximum defined discount are subject for approval.
6. In [Step 3](#) enter [1](#) in [Condition](#).
This condition allows the selected user type to always be able to edit the discounts on the quote.
7. Click [Save](#).

Note

[Learn more about defining discounting priorities in SAP CPQ.](#)

5.5 Items in SAP CPQ - SAP Cloud for Customer Integration for Quote 2.0

The integrated SAP Cloud for Customer - SAP CPQ environment supports simple products.

Unit of Measure

The [Unit of Measure Code](#) is used only to validate that the products have the same unit of measure. If they differ, a warning message (*Product with material id MaterialId couldn't be added. Unit of measure doesn't match.*) will be displayed on the SAP CPQ quote and the product won't be added. This is a standard field on SAP products, which is mapped to the [Base Unit of Measure](#) in sales quotes.

Item Custom fields

If an item custom field is in the invalid format, an appropriate error message is displayed to users and the SAP CPQ quote isn't created. If an item custom field can't be found, the SAP CPQ quote is created and a warning message is displayed to the user: *Quote item custom field FieldName could be set. Quote item custom field couldn't be found.* All other properties are created properly.

When SAP CPQ attempts to map values received from SAP Cloud for Customer to custom fields or quote item custom fields in the form of autocomplete attributes, the value received from SAP Cloud for Customer is matched with the value of the column defined as [Value Code](#) in the definition of the autocomplete attribute in the related quote table or custom table. The autocomplete attribute is only populated if one matching row is found. If multiple rows are found, or if no matching rows are found, the attribute isn't populated and an error message is displayed.

ExternalCartItem

Maps to Item ID - the sales quote item ID is preserved in SAP CPQ.

ProductSystemId

Maps to *Material ID* in SAP Cloud for Customer. *ProductSystemId* is used when finding product to add in SAP CPQ. If an empty *ProductSystemId* is given, such products are ignored. Products are added to SAP CPQ according to SAP CPQ rules.

If a user doesn't have permission to add items, the SAP CPQ quote won't be created and an error message will be displayed: *User isn't allowed to add items to quote*.

Depending on the reasons why users can't add products to quotes, warning messages display accordingly:

- Product must exist and must be visible to the user: *Product with material id MaterialId couldn't be added. Product isn't found.*
- Product must not be replaced or discontinued: *Product with material id MaterialId couldn't be added. Product is replaced or discontinued.*
- Product must be simple or with a complete configuration: *Product with material id MaterialId couldn't be added. Product configuration isn't complete.*
- Simple product part number must exist in selected pricebook (if that rule is enforced in SAP CPQ Setup): *Product with material id MaterialId couldn't be added. Product doesn't exist in pricebook.*

5.6 Field Mapping in SAP CPQ - SAP Cloud for Customer Integration for Quote 2.0

This topic explains how fields are mapped between a sales quote in SAP Cloud for Customer and a quote in SAP CPQ Quote 2.0 and which adjustments to do you need to make.

Quote ID

The ID of a sales quote is mapped with the quote composite number in SAP CPQ.

Opportunity Id

Contains the ID of the opportunity in SAP Cloud for Customer from which the quote in SAP CPQ was created, if any. This field isn't editable in SAP CPQ. If a quote is copied in SAP CPQ, the application parameter *Copy Opportunity Info on Copy Quote* defines which ID will be displayed in the *Opportunity ID* field on the quote. If the

parameter is set to *TRUE*, SAP CPQ displays the opportunity ID of the original quote, regardless of whether the payload contains the opportunity ID or not. If the parameter is set to *FALSE*, SAP CPQ uses the opportunity ID defined in the payload. If the opportunity ID is not defined in the payload, the field is empty on the quote.

Currency, Market, and Pricebook

A *Distribution Chain Code* consists of the *Sales Organization Code* and the *Distribution Channel Code* separated by an underscore. The *Sales Organization* corresponds to the SAP CPQ *Market Code* and the *Distribution Channel* corresponds to the same name field on the SAP CPQ pricebook.

The currency contains a currency 3-digit ISO code. The *Sales Organization* and *Currency* are used for market determination, and then *Distribution Channel* is used for pricebook determination.

Market and pricebook resolution is done by respecting SAP CPQ visibility rules for markets and pricebooks. If multiple pricebooks match the criteria, they're sorted by the pricebook level and the one with the highest level (*Level 1*) is selected.

Note

It is only possible to land from SAP Cloud for Customer to the SAP CPQ quote if the same currency is used in both systems.

If the Distribution Chain is empty, the SAP CPQ default market and pricebook will be used, and if the Distribution Chain is provided, but not valid, an error appears and the SAP CPQ quote won't be created.

The following error messages can appear in connection to the *Distribution Chain*:

- *Distribution Chain* provided, but currency missing: *Currency code is not provided.*
- *Distribution Chain* in invalid format: *Distribution Chain is not in valid format.*
- Market not found: *Matching market not found for the provided distribution chain and currency.*
- Pricebook not found: *Matching pricebook not found for the provided distribution chain and currency.*
- Pricebook found, but not available to the current user: *Pricebook matching the provided distribution chain and currency is not available.*

Effective Date

ISO formatted date string (YYYY-MM-DD) that is mapped with the *Pricing Date* in SAP Cloud for Customer.

DocumentTypeCode

The quote standard field *DocumentTypeCode* is a four letters value (for example, ZCPQ) and refers to the quote document type in SAP Cloud for Customer. This field isn't displayed on the user interface, but it can be fetched via the CTX, as `<*CTX(Quote.DocumentTypeCode)*>`, and via scripting, as `Quote.DocumentTypeCode`.

Origin

The field *Origin* contains the name of the external system if a quote is related with an external quote. For quotes that contain SAP Cloud for Customer sales quote reference, the value is *C4C-SalesQuote*. The field isn't visible on the user interface, but it's exposed through scripting as `Quote.ExternalQuoteOrigin` (retrieves the value of the field).

Cart Comment

Maps to *External Note* in SAP Cloud for Customer. SAP CPQ quote comment has a limit of 3000 characters, and if the received value is longer, it is truncated.

Custom Fields

1. *PO Number* - contains the ID of the external document corresponding to the sales quote, for example, the *Order ID* from the customer's system. This custom field is editable in SAP CPQ. Maps to *External Reference*.
2. *Requested Date* - contains the requested delivery date connected with the shipping. It's an ISO formatted date string (YYYY-MM-DD). This custom field is editable in SAP CPQ. Maps to *Requested Date* in SAP Cloud for Customer.
3. *Quote Expiration Date* - maps to *Valid To* in SAP Cloud for Customer. A custom field in SAP CPQ that already exists on all tenants. It's an ISO formatted date string (YYYY-MM-DD). This custom field is editable in SAP CPQ.

If a custom field is in an invalid format, an appropriate error message is displayed to the user and the SAP CPQ quote won't be created.

If a custom field can't be found, the SAP CPQ quote is created and a warning message is displayed to the user: *Quote custom field FieldName could not be set. Custom field could not be found*. All the fields following the custom field that isn't created in SAP CPQ (and therefore can't be mapped) are created and populated properly. When the value for a required SAP CPQ custom field isn't sent from SAP Cloud for Customer, the quote is created successfully, and all other properties are populated properly. The following message is displayed to the user: *Values for the following required SAP CPQ custom fields are not sent from SAP Cloud for Customer*: (the missing values are listed).

When SAP CPQ attempts to map values received from SAP Cloud for Customer to custom fields or quote item custom fields in the form of autocomplete attributes, the value received from SAP Cloud for Customer is matched with the value of the column defined as *Value Code* in the definition of the autocomplete attribute in the related quote table or custom table. The autocomplete attribute is only populated if one matching row is found. If multiple rows are found, or if no matching rows are found, the attribute is not populated and an error message is displayed.

Additional Discount

Additional discount in SAP CPQ is different from the header discount in SAP Cloud for Customer and therefore it is removed from SAP CPQ. The difference is that the additional discount in SAP CPQ is not propagated to items like the discount in SAP Cloud for Customer.

However, the discount feature is still enabled in SAP CPQ. Users can add a discount for product types that is then propagated to items. This value is reflected in the *Overall Discount Percent* field in the *Subtotal* section on quotes.

Primary Quote Action

If there are multiple quotes assigned to an opportunity, one of them can be marked as primary using the *Make Primary* action. The *Primary Quote* field is populated automatically with *Yes* and it's read-only. All other quotes assigned to the same opportunity are automatically marked as *Not primary*.

After triggering the action, the payload for synchronization of the SAP Cloud for Customer quote is sent, including the ID of the opportunity, the total value of the quote and the indicator that the quote is made primary.

Partner Number

Partner number originates in SAP Cloud for Customer and it's sent to SAP CPQ to be displayed on the involved party on the quote. Partner number ID can't be changed in SAP CPQ and it serves only to SAP Cloud for Customer to successfully synchronize involved party data.

5.7 Updates and Status Change

You can map statuses in SAP Cloud Integration. Changes made on the quote in SAP CPQ are sent to SAP Cloud for Customer automatically or by using the dedicated action.

Users cannot go to SAP Cloud for Customer from SAP CPQ (the workflow is one-directional from SAP Cloud for Customer to SAP CPQ only). All changes made on the quote in SAP CPQ are sent to the sales quote in SAP Cloud for Customer by manually executing the *Update Sales Quote* action.

The mapping of statuses is done in SAP Cloud Integration and it depends on the user's business requirements. This table shows a typical mapping of statuses in SAP CPQ with the statuses in SAP Cloud for Customer, although you can map the statuses as needed:

SAP CPQ Status	SAP Cloud for Customer Lifecycle Status	SAP Cloud for Customer Progress
Preparing	Open	Not relevant

SAP CPQ Status	SAP Cloud for Customer Lifecycle Status	SAP Cloud for Customer Progress
Awaiting Internal Approval	Open	Not relevant
Approved	Open	Not relevant
Rejected	Open	Not relevant
Open	Open	Pending
Customer Accepted	Open	Pending
Customer Rejected	Open	Pending
Order Placed	Completed	Pending
Order FAILED	Open	Pending
Expired	Completed	Lost* (need to supply reason for rejection)
Lost	Completed	Lost* (need to supply reason for rejection)

If the status of the quote changes to a status in which the edit and view actions are not available (for example, when users send the quote for approval and the status changes), users are redirected to a blank page displaying a message that they don't have the permission to view the quote.

Additionally, if the quote status is changed to a status in which users only have the permission to view the quote, but not to edit it, the quote will be opened in the view-only mode.

Note

When landing from SAP Cloud for Customer, the action *Retract Approval Process* can only be accessed via the *Request Approval* option in the quote. You will need to leave a comment to perform the action.

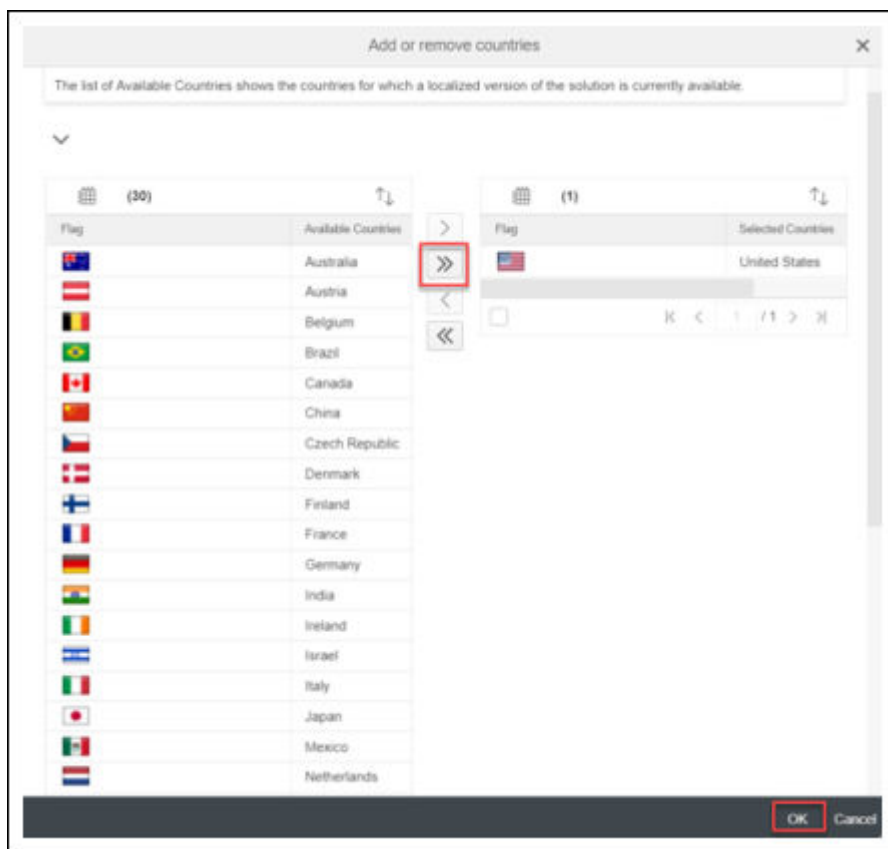
6 Configuration in SAP Cloud for Customer

6.1 Scoping

1. Choose work center view:

Work Center	BUSINESS CONFIGURATION
View	IMPLEMENTATION PROJECTS

2. Select *First Implementation project*.
3. Choose *Edit Project Scope* button.
4. In the *Country/Region and Type of Business* step, choose *Edit Countries*.



5. Add *US* to the *Selected Countries* and choose *OK*.
6. Choose *Next*.
7. In the *Implementation Focus* step, SAP Cloud for Customer is selected. Choose *Next*.

Implementation Focus	Selected
SAP Cloud for Customer	Checked

8. In the *Scoping* step, maintain the following values and choose *Next*:

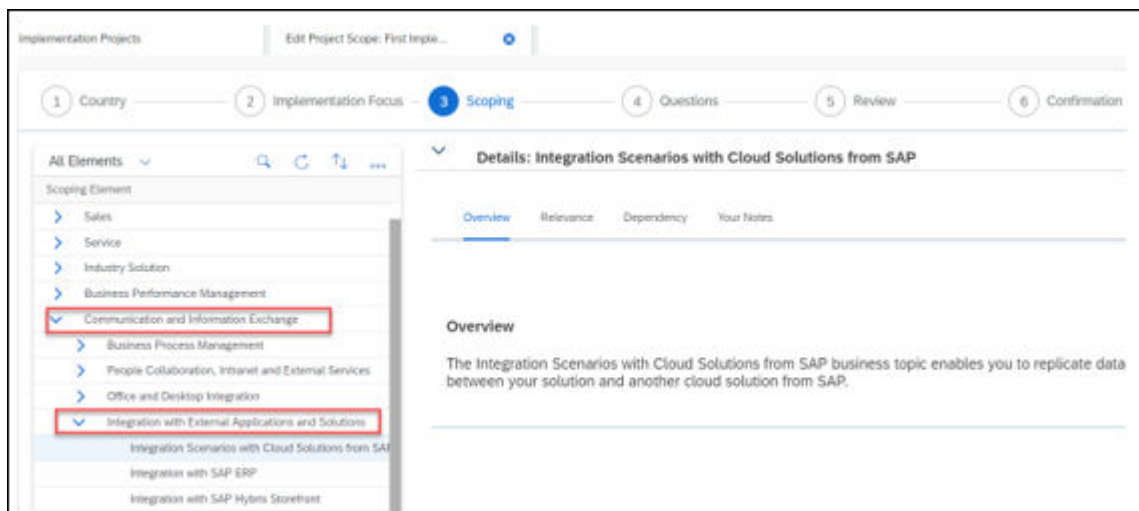
Scoping Element L1	Scoping Element L2	Scoping Element L3
Sales	Account and Activity Management	<i>Account Management</i>
Sales	Product and Service Portfolio for Sales	<i>Sell Standard Products.</i>
Sales	New Business	<i>Sales Quotes</i>
Communication and Information Exchange	Integration with External Applications and Solutions	<i>Integration Scenarios with Cloud Solutions from SAP</i> <i>Integration into Sales, Service, and Marketing Processes</i> <i>Integration of Master Data</i>
General Business Data	Business Partners	<i><all></i>
General Business Data	Products	<i>Materials</i>

Note

Scoping depends on the business needs. Some of the elements are selected automatically due to business logic. This is needed for Communication and Information Exchange.

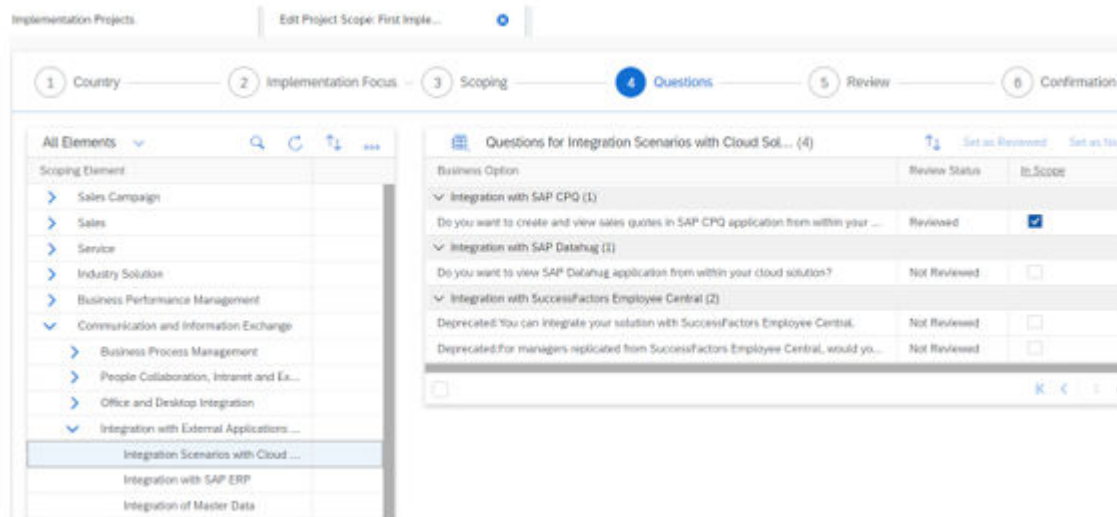
9. Choose *Next*.

10. Select the *Scoping element*, on the right pane maintain the following values.



11. Mark *In Scope* for below elements.

Scoping Element	Business Option
Integration Scenarios with Cloud Solutions from SAP	Integration with SAP CPQ: Do you want to create and view sales quotes in SAP CPQ application from with your cloud solution?



12. In the *Questions* step, navigate using the following path.

► *Communication and Information Exchange* ► *Integration with External Applications and Solutions* ►

13. Mark *In Scope* for below elements:

Scoping Element	Business Option
Integration into Sales, Service, and Marketing Processes	Do you want to replicate sales quotes from an external application to your cloud solution?
Integration of Master Data	Do you want to replicate ID mapping from your cloud solution to an external application?

14. Choose *Next*.

15. Choose *Yes* on the pop-up to confirm the values selected in the Questions step.

16. Review the *Scoping Setting* and choose *Finish* to complete the Scoping.

17. On the *Confirmation* step choose *Close*.

6.2 Fine Tuning

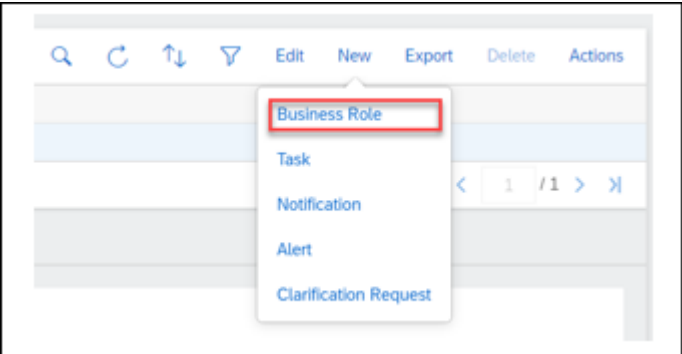
Perform the following fine-tuning to adjust the system settings to support specific business requirements.

6.2.1 Define Business Roles

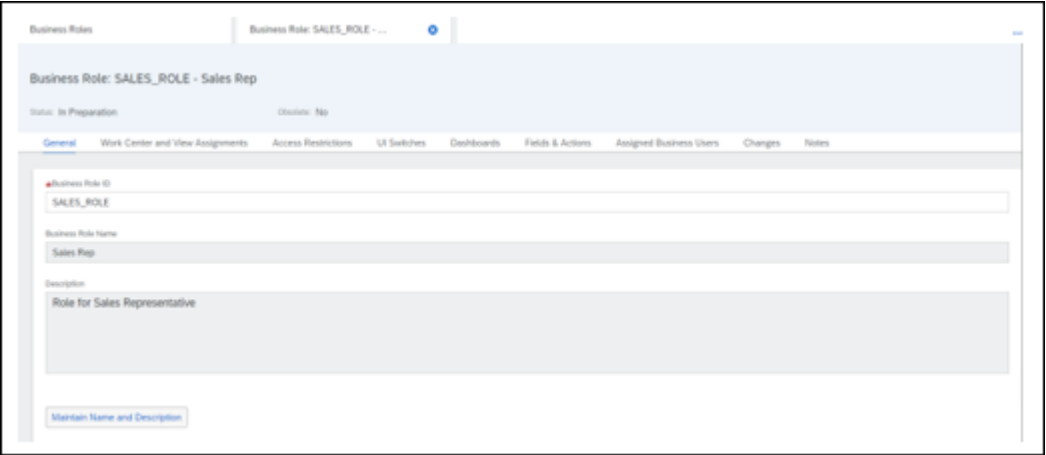
1. Navigate to below work center.

Work Center	ADMINISTRATOR
View	GENERAL SETTINGS

2. Select *Business Roles* under the section *Users*.
3. Choose **New** *Business Role*.



4. Maintain *Business Role ID* and Click on *Maintain Name and Description* button.



Tab	Field	Example Value
GENERAL	Business Role ID	SALES_ROLE
GENERAL	Business Role Name	Sales Rep
GENERAL	Description	Role for Sales Representative

5. Choose the *WORK CENTER AND VIEW ASSIGNMENTS* tab.
6. Select below assignment.

Tab	Work Center/View ID	Work Center/View Name
<i>WORK CENTER AND VIEW ASSIGNMENTS</i>	CODACCOUNTWCV	▶ Customers ▶ Accounts ▶
	COD_CONTACT_WCV	▶ Customers ▶ Contacts ▶
<i>WORK CENTER AND VIEW ASSIGNMENTS</i>	COD_PRODUCTDATA COD_MATE- RIAL	Products ▶ Products ▶ Products ▶
	COD_SALES_WCF	Sales
<i>WORK CENTER AND VIEW ASSIGNMENTS</i>	COD_QUOTE_WCVIEW	▶ Sales ▶ Sales Quotes ▶

7. Select ▶ Action ▶ Activate ▶.
8. Save and Close the business roles page.

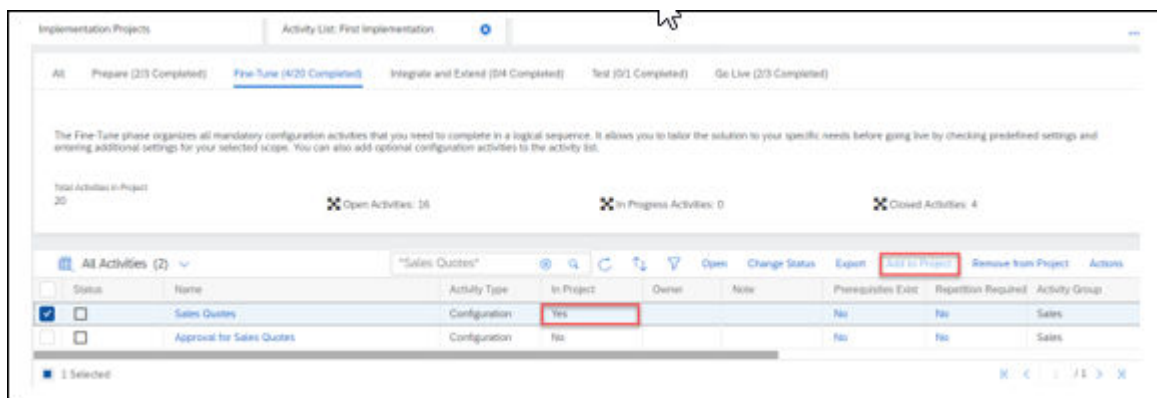
6.2.2 Business Configuration Settings

Add Activities into Project for Integration

1. Navigate to the following work center view.

Work Center	BUSINESS CONFIGURATION
View	IMPLEMENTATION PROJECTS

2. Choose *Open Activity List*.
3. Choose *Fine-Tune* tab.
4. Select *All Activities* in the *Show* dropdown field.
5. Add below activities to the project scope by selecting them and choose *Add to Project*.



Activities	Activity Group
Sales Quotes	Sales
Communication Language for Data Replication	Communication and Information Exchange

- Choose *Close*.

Communication Language for Data Replication

- Navigate to the following work center view.

Work Center	BUSINESS CONFIGURATION
View	IMPLEMENTATION PROJECTS

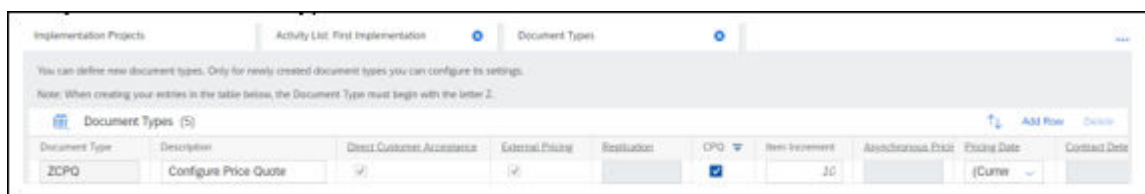
- Choose *Open Activity List*.
- Choose *Fine-Tune*.
- Choose *Communication Language for Data Replication* in the table.
- Choose *Add Row*. And add your default language for text replication. Example: EN
- Click *Save* and *Close*.

Configure Sales Quote

- Navigate to the following work center view.

Work Center	BUSINESS CONFIGURATION
View	IMPLEMENTATION PROJECTS

- Choose *Open Activity List*.
- Choose *Fine-Tune*.
- Choose *Sales Quotes*.
- Choose *Maintain Document Types*.
- Choose *Add Row*.
- Enter ZCPQ in the *Document Type Field* and enter *Description* as Configure Price Quote.
- Choose *Direct Customer Acceptance* check box for this newly added document type.



- Click *Save* and *Close*.
- Choose *Close*

6.2.3 Configure SAP CPQ URL

Prerequisite: to have the federation set up in SAP CPQ.

1. Navigate to the following work center view.

Work Center	ADMINISTRATOR
View	SALES AND CAMPAIGN SETTINGS

2. Choose *Open Configure Price Quote Administrator* under Configure Price Quote Settings.
3. Under URL, maintain the CPQ SSO URL (for example, <http://<YourTenant>.webcomcpq.com/fed/sapcpq/sapcrm/saplogin.aspx>).

The URL in SAP CPQ is automatically generated after you set up the federation. Copy the link from the following page in SAP CPQ: [Providers](#) > [Providers](#) > [SAP tile](#) > [SAP Integration Suite](#) > [Common Settings](#) >.

6.2.4 Define Communication System

1. Navigate to the following work center view.

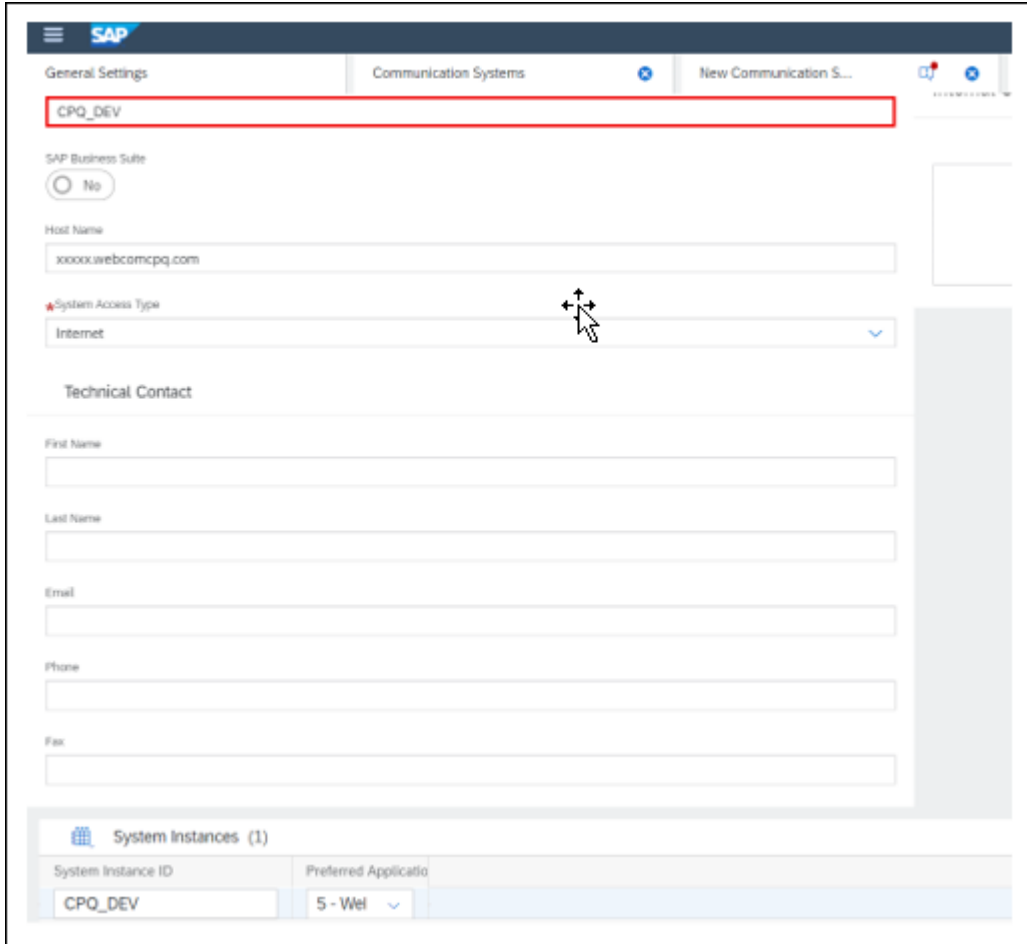
Work Center	ADMINISTRATOR
View	GENERAL SETTINGS

2. Choose *Communication Systems* in the *Integration* division.
3. Choose *New* to define *Communication System*, maintain as following.



Field	Value	Comment
<i>ID</i>	<CPQ_DEV>	
<i>SAP Business Suite</i>	Uncheck	
<i>Host Name</i>	Maintain SAP Cloud Integration host URL. example: *.cfapps.sap.hana.ondemand.com	Host Name is the value SAP Cloud Integration URL without prefix Ht tps : / /
<i>System Access Type</i>	Internet	
<i>INTERNAL COMMENT</i>		Optional
<i>Preferred Application Protocol</i>	5-Web Service	

4. Maintain the person responsible for system maintenance in the *TECHNICAL CONTACT*.



5. Click Save and then choose **Actions > Set to Active**.
6. Choose Close.

6.2.5 Configure Communication Arrangement

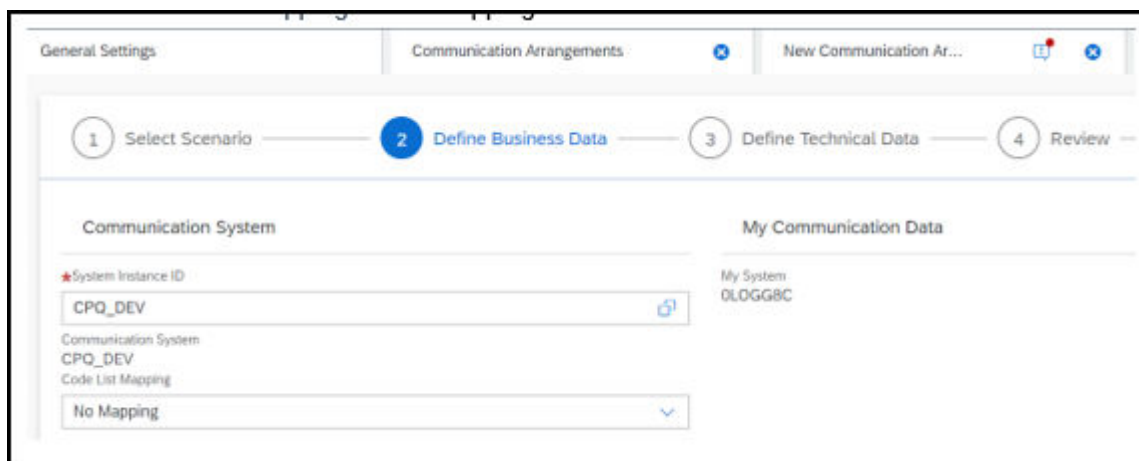
Communication scenarios mentioned in the table below are relevant for your project scope, create them one after the other:

Communication Scenarios	Communication Services Inbound	Communication Services Outbound
Sales Quote Replication from SAP Business Suite	• Replicate Sales Quote from SAP Business Suite- Select	
ID Mapping Replication to SAP Business Suite		Replicate Business Partner ID Mapping to SAP Business Suite

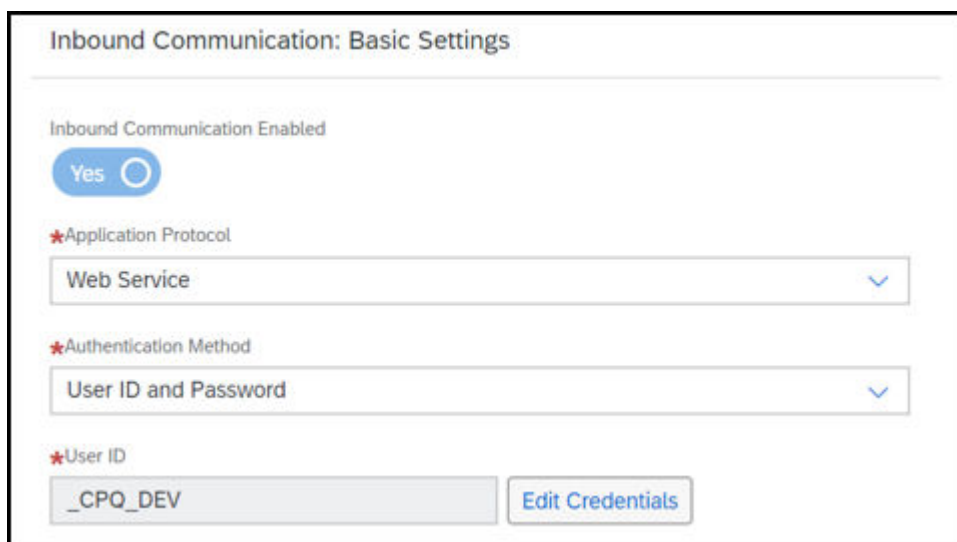
Note

In case you do not see any of the configuration scenarios, re-check the project scoping to add the necessary scoping elements.

1. Navigate to ► *Administrator* ► *General Settings* ► *Integration* ► *Communication Arrangements*. ►
2. Choose *New* to create a new communication arrangement.
3. In *Communication Scenarios* table, select the *Communication Scenario Sales Quote Replication from SAP Business Suite*.
4. Choose *Next*.
5. Choose *System Instance ID* from the value help. You have created this communication system ID of the SAP CPQ system in the *Define Communication System* chapter.
6. Choose *Code List Mapping* as *No Mapping*.



7. Choose *Next*.
8. Inbound Settings:
For *INBOUND COMMUNICATION BASIC SETTINGS*, Choose the *Application Protocol* as *Web Service* and *Authentication method* as *User ID and Password*.



9. Click *Edit Credentials*.
10. On the *Change Password* tab, enter the password for above mentioned user, the same password is to be used in SAP Cloud Integration.

Depending on the chosen authentication method, you need to upload a certificate or define a password for the communication user. The user ID of the communication user is created automatically.

User ID

User Account

[Change Password](#) [Certificate](#)

Password

11. Choose *Edit Advanced Settings*.
12. Under the *Inbound* tab, only select *Replicate Sales Quote from SAP Business Suite*.
13. Outbound Settings
 For *OUTBOUND COMMUNICATION CREDENTIALS* under *Technical Data* tab, disable *Outbound communication*.

Note

The communication scenario *ID Mapping Replication to SAP Business Suite* has to be set up only if you wish to create quotes for prospects. It consists of the following business scenario steps:

1. A prospect is created in SAP Cloud for Customer and is not sent to SAP ERP (Prospect Blocking).
2. A SAP CPQ quote is created from SAP Cloud for Customer using this prospect.
3. Custom logic is implemented in SAP CPQ so that the SAP CPQ quote is not transferred to SAP ERP.
4. If the end-customer accepts the quote, the prospect is changed to a customer in SAP Cloud for Customer.
5. The customer is replicated then from SAP Cloud for Customer to SAP ERP and a confirmation is send back to SAP Cloud for Customer including the SAP ERP customer ID.
6. An ID mapping message is sent from SAP Cloud for Customer to SAP CPQ which updates the SAP ERP customer ID in SAP CPQ.
7. The SAP CPQ quote can now be send to SAP ERP.

14. Choose *New* to create a new communication arrangement.
15. In the *Communication Scenarios* table, select the *Communication Scenario* ID Mapping Replication to SAP Business Suite.
16. Choose *Next*.
17. Choose *System Instance ID* from the value help. You have created this communication system ID of the SAP CPQ system in the *Define Communication System* chapter.
18. Choose *Code List Mapping* as *No Mapping*.
19. Set the *Outbound Settings*:
 For *OUTBOUND COMMUNICATION BASIC SETTINGS*, choose the *Application Protocol* as *Format Conversion* and *Authentication method* as *User ID and Password* or *SSL Client Certificate*.
20. Maintain *Credentials* or upload *Certificate* from the connected cloud integration tenant.
21. Choose *Edit Advanced Settings*.
22. Under the *Outbound* tab, de-select *Replicate ID Mapping to SAP Business Suite*.
23. Choose *Next*.

24. Choose *Finish*.

7 Configuration in SAP Cloud Integration

This section describes the steps for configuring the integration of SAP CPQ with SAP Cloud for Customer using SAP Cloud Integration.

Note

SAP provides prepackaged, generic integration content called integration flows (iFlows) for the integration of SAP CPQ with SAP Cloud for Customer using SAP Cloud Integration.

Prerequisites

To be able to import and deploy iFlows, you need the AuthGroup.IntegrationDeveloper role assigned in your tenant. Upload SAP CPQ SSL Certificates in SAP Cloud Integration.

Refer to this [documentation](#) for setting up client certificate authentication between SAP Cloud Integration and CPQ.

How to get the SAP Cloud Integration Client Certificate

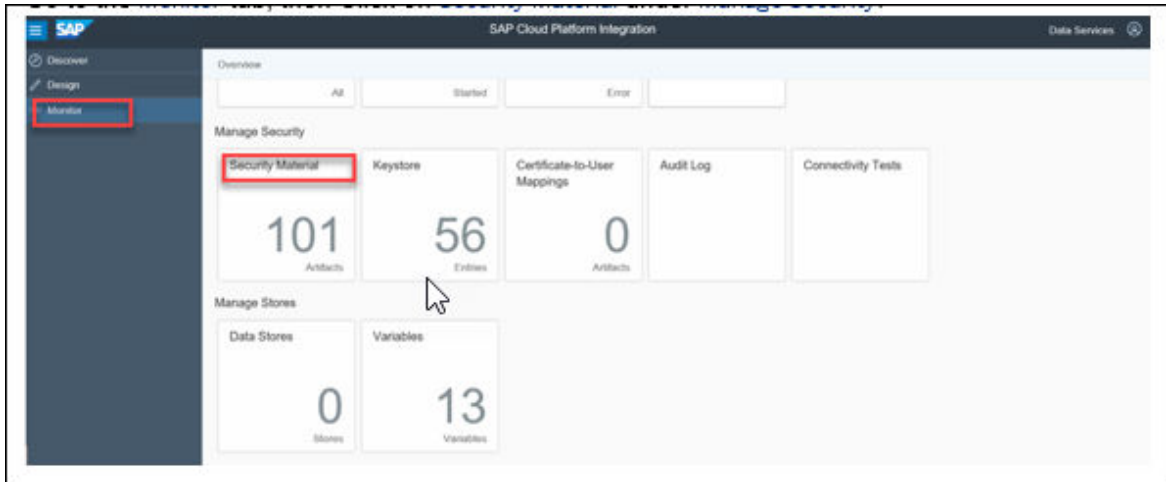
In the SAP Cloud Integration provisioning e-mail follow the link under *Certificate Information*. In the resulting screen choose *X509 Certificate* with option *Binary CER*. Download it to your local machine.

7.1 View prepackaged iFlows using SAP Cloud Integration

1. Access the web UI URL from the provisioning e-mail. It should be in the format:
`https://<hctenant>.hana.ondemand.com/itspaces.`
2. View all pre-packaged integration flows delivered by SAP in the *Discover* tab.
3. Click on the package SAP Cloud for Customer Integration with SAP CPQ .
You can see all the artifacts for this integration package.

7.2 Creating User Credentials in SAP Cloud Integration System

1. Connect to the tenant management node of the SAP Cloud Integration system with the URL `http://<tenant management node URL>/itspaces`
2. Go to the *Monitor* tab, then Click on *Security Material* under *Manage Security*.



3. Click *Add* and select *User Credentials*.



4. Enter the user detail for SAP Cloud for Customer.

Field	Value
Name	COM_USER_C4C
User	_CPQ_DEV
Password	Enter the password maintained in Communication Arrangement in SAP Cloud for Customer

5. Click *Deploy*.
6. In a similar way, create another user credential in SAP Cloud Integration for ADMIN user of SAP Cloud for Customer.

Field	Value
Name	COM_USER_ADMIN
User	PROJECTADMIN
Password	Enter the password maintained for admin user in SAP Cloud for Customer

7. Additionally, create a SAP CPQ user following these instructions:

Field	Value
<i>Name</i>	Name of the user to be used in SAP Cloud Integration configuration.
<i>Description</i>	A long name to describe the purpose of the user.
<i>Type</i>	<i>User Credentials</i>
<i>User</i>	Username of the user from SAP CPQ followed with the # symbol and the tenant name.
<i>Password</i>	Password of the user, needs to be the same as in SAP CPQ.
<i>Repeat Password</i>	Password of the user, needs to be the same as in SAP CPQ.

Below is an example of how you can populate user credentials:

Create User Credentials

Name: *

Description:

Type: *

User: *

Password:

Repeat Password:

[Deploy](#) [Cancel](#)

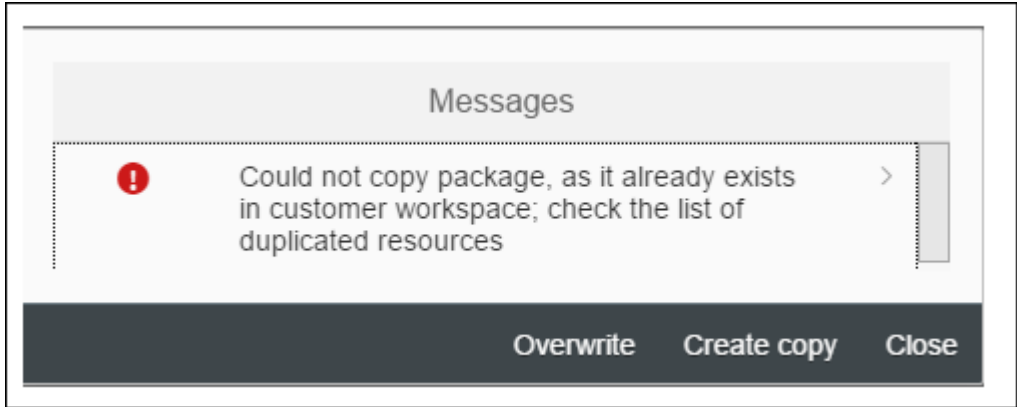
7.3 Configure and Deploy the iFlows

Note

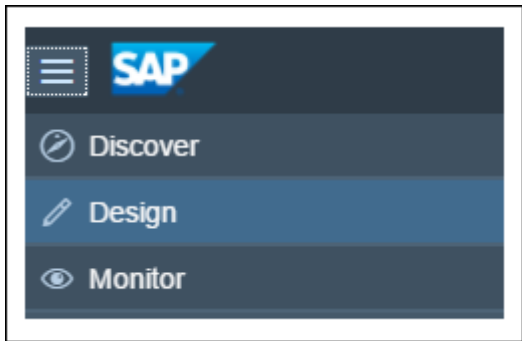
If you have re-deployed key store (system.jks) in your SAP Cloud Integration tenant, you need to re-deploy all the iFlows to avoid the caching issues or re-start them to avoid caching related issues.

Procedure

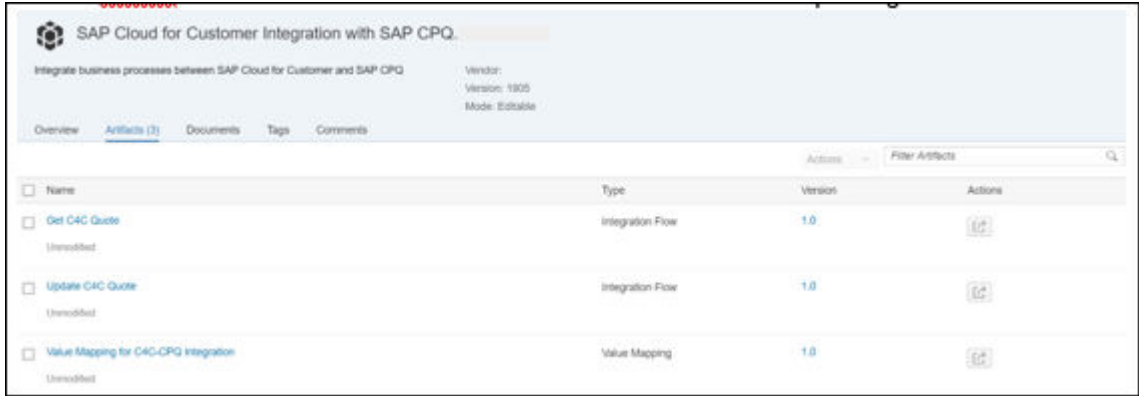
1. Connect to the tenant management node of the SAP Cloud Integration system with the URL.
`http://<tenant management node URL>/itspaces`
2. Under the *Discover* tab, click on the package SAP Cloud for Customer *Integration with SAP CPQ*.
3. Choose *Copy* on the top-right corner of the package overview page.
4. If the integration package is being created for the first time, then you would see the message `'Integration Package Created'`. If not, you will see the below dialog box asking to either create a new copy of the package or to overwrite the existing integration package content. Choose *Overwrite*.



- 5. Select the *Design* mode to configure the iFlows.



- 6. Select the integration package copied.
- 7. All the iFlows will be listed under the *ARTIFACTS* tab of the package.



- 8. Choose the iFlows mentioned in the table below (one after the other) by choosing **Actions > Configure** option.
- 9. Configure the *sender system* (in this example CPQ) and *receiver system* (in this example SAP Cloud for Customer) details as explained below:
 1. Choose *Sender* Tab: Choose *Authorization as User Role*.
 2. Choose *Receiver* Tab: Enter the *host* name as SAP Cloud for Customer tenant's URL (without https ://) and *port* as 443.
 3. Choose the *Proxy Type* as *Internet*.
 4. Choose the *Authentication* as *Basic*.
 5. Maintain the *Credential Name* as per the below table.
 6. Choose *Save* and Choose *Deploy*.

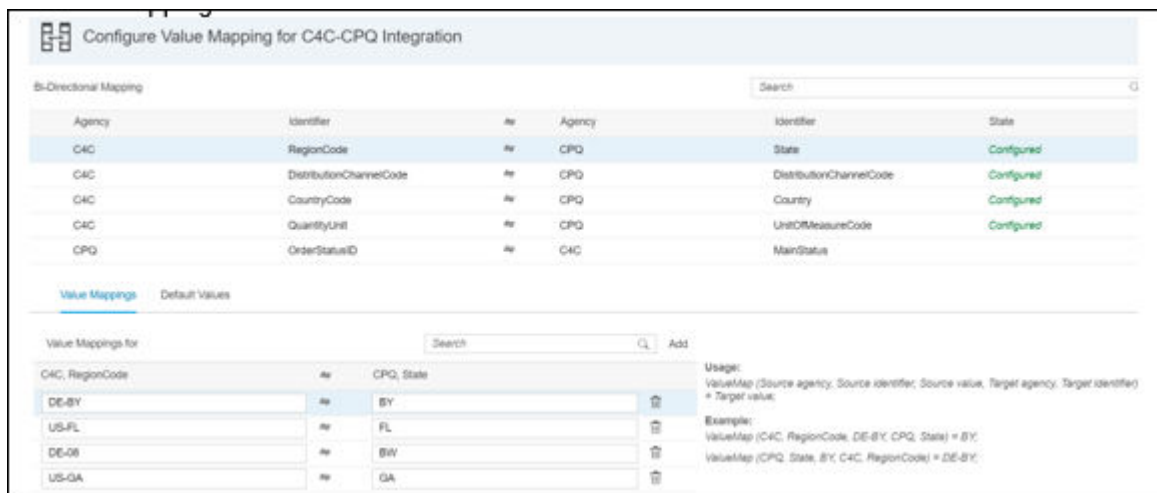
- Repeat the same procedure for all the iFlows that have the same sender system as SAP CPQ and receiver system as SAP Cloud for Customer.

iFlows to be configured

Name of the iFlow	Description of the iFlow	Comments	Receiver User Credential
Replicate Quote from SAP CPQ - Quote 2.0	Update SAP Cloud for Customer Quote from SAP CPQ using Quote 2.0.		COM_USER_C4C
Replicate Quote to SAP CPQ - Quote 2.0	Request Quote information from SAP Cloud for Customer using Quote 2.0.		COM_USER_ADMIN

7.4 Value Mapping for SAP CPQ-SAP Cloud for Customer Integration for Quote 2.0

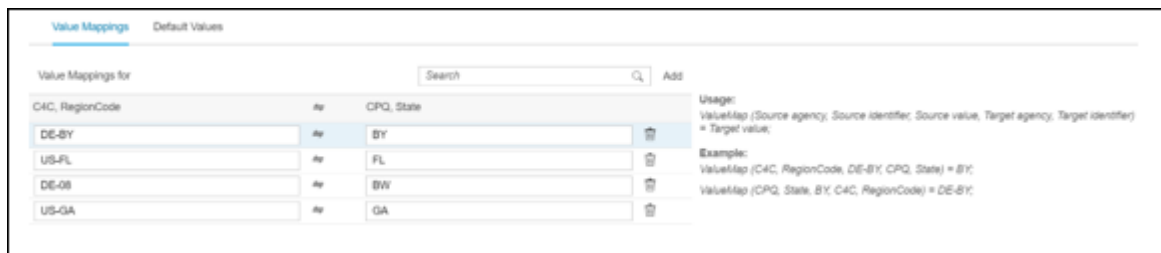
- Connect to the tenant management node of the SAP Cloud Integration system with the url: `http://<tenant management node>/itspaces`
- Go to *Design* view.
- Select the *Integration Package* in your workspace.
- All the iFlows will be listed under the *Artifacts* section of the page.
- Select the iFlows with name Value Mapping for SAP Cloud for Customer integration with SAP CPQ and choose *Actions* button on the right and select *Configure*.
All the mapping values will be shown/ listed.



- Map all the value mapping fields as per below sections.
- Choose *Save* and then *Deploy*.

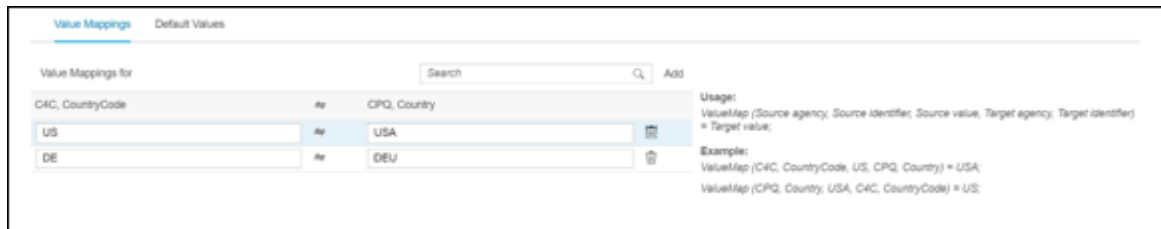
Region Code

1. Mention the *Country-Region Code* in SAP Cloud for Customer system on left side. You can check *Region Code* in SAP Cloud for Customer in *Regions Activity* under *Business Configuration*.
2. Enter the respective *Region Code* in SAP CPQ in the right side. Maintain the *States Abrev2* available in SAP CPQ under *General* as *States*.



Country/Region Code

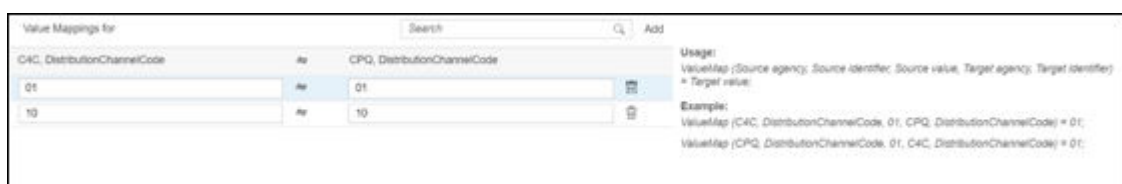
1. Mention the *Country/Region Code* in SAP Cloud for Customer system on left side. You can check *Country/Region Code* in SAP Cloud for Customer in *Countries Activity* under *Business Configuration*.
2. Enter the respective *Country/Region Code* in SAP CPQ in right side. Maintain the *Countries Abrev3* available in SAP CPQ system under *General* as *Countries*.



Distribution Channel

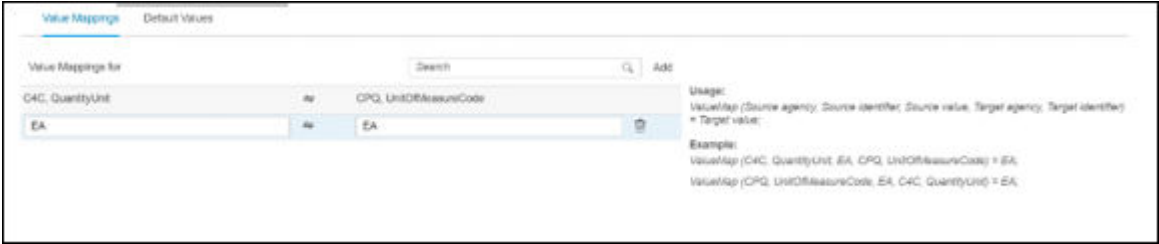
This is applicable only when SAP CPQ is integrated with Variant Configuration.

1. Mention the *Distribution Channel Code* in SAP Cloud for Customer system on left side. You can check *Distribution Channel* in SAP Cloud for Customer in *Distribution Channel Activity* under *Business Configuration*.
2. Enter the respective *Distribution Channel* in SAP CPQ in right side. Maintain the *Distribution Channel* maintained in SAP CPQ system in *Pricebooks* under *Pricing/Calculations*.



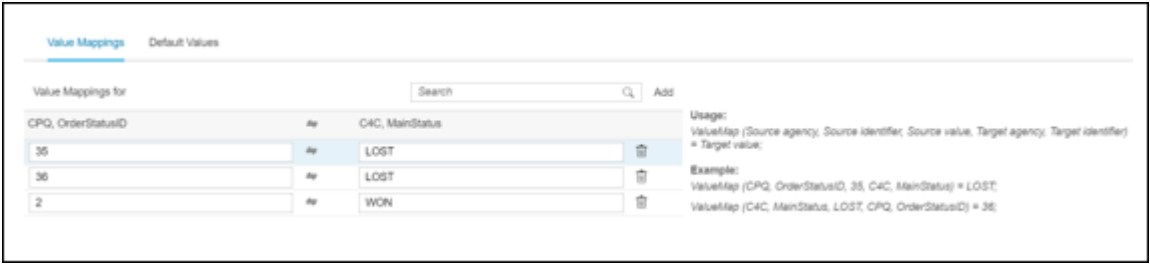
Unit of Measurement

1. Mention the *Quantity Unit* in SAP Cloud for Customer system on left side. You can check *Quantity Unit* in SAP Cloud for Customer in *Quantities and Units of Measurement Activity* under *Business Configuration*.
2. Enter the respective *Unit of Measurement* in SAP CPQ in right side. Maintain the *Unit of Measurement* available in SAP CPQ under *Product Catalog* as *Unit of Measurement*.



Order Status

1. Mention the *Lifecycle Sales Quote Status* in SAP Cloud for Customer system on right side.
2. Enter the respective *Status Code* in SAP CPQ in left side. Maintain the *Status Code* available in SAP CPQ system under *Workflow/Approval* as *Statuses*.



8 Ticket Components



Component	Comment
LOD-CRM-INT-CPQ	For SAP Cloud for Customer related tickets.
CEC-SAL-CPQ	For SAP CPQ related tickets.

Important Disclaimers and Legal Information

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