

Add instructor notes The sole purpose of selling is to create a customer, to keep him & ensure profits follow The Business, therefore, engages itself in developing and maintaining its market, focusing on customer needs, coordinating all the activities that will affect customer end produces and thereby profiting from its satisfied customers The Business therefore needs to adopt special sales processes to meet the customers requirement and thus keeping its competitors at bay Special sales processes depend upon the nature of the goods being sold, circumstances of the sale and the customers being dealt

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Add instructee notes here.



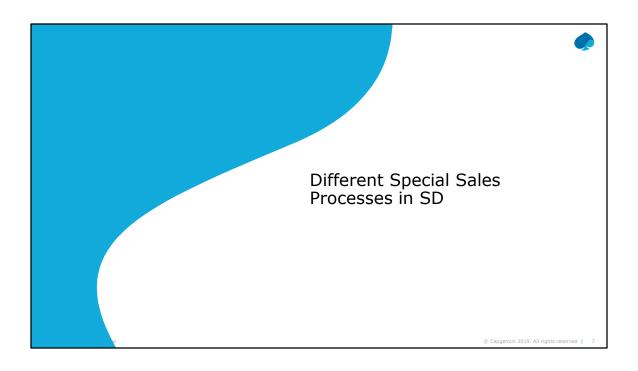
Special Sales Pro	ocesses deals	with specialize	ed sales sce	enarios in add	lition to the re	egular sales	activities
being carried out	t	•				-	

- ☐ Sales that are made for ready money, in distinction from those on which credit and where the stocks are sold and delivered on the day of transaction are represented using Cash Sales and Rush Order processes
- ☐ Scenario where the business places some of its inventory in its customer's possession and allows them to sell or consume directly from its stock is best represented through consignment sales process
- Distribution of free goods or issues related to material shortages, quality can be covered separately using Free of Charge and Subsequent deliveries option
- Scenarios where the customer places an order for a material which is not kept/available in stock but which the business procures from an external vendor or from other plant belonging to the same group are represented by the third party sales and inter company stock transfers
- $\hfill \Box$ Thus the business stands to
 - ☐ Gain greater control of the process
 - Improve customer service
 - Reduce manual effort and associated errors

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Challenges Differentiation of the different sales processes for status updates, control and monitoring Pricing for varied sales activities Confirmation of material availability and deliveries Monitoring and tracking of the inventory, esp. in case of consignments Postings-both units and valuation, to be made to FI for the goods moved Automatic synchronization and updates of trading documents

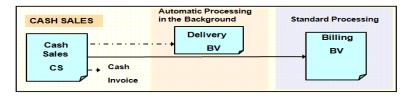
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Cash Sales



- $\hfill \Box$ Cash sales is a sales process wherein the customer orders, picks up and pays for the goods immediately
- $\hfill \Box$ The delivery is processed as soon as the order is placed and the customer picks up the goods from the stores on the same day.
- ☐ Cash payment is taken from the customer and cash invoice is printed.
- $\hfill \Box$ The customer payment is entered into the cash account

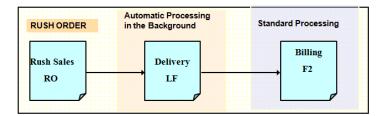


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Rush Order Sales



- $\hfill \square$ Rush order is used when the customer wants to picks up the goods immediately or when the goods have to be delivered the same day
- $\hfill \Box$ The delivery document is created automatically as soon as the order is placed.
- ☐ Billing is processed in the standard way-based on the delivery



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Consignments



- $\hfill \square$ Refers to those goods which are stored at the customer's location but are owned by the business
- $\hfill \Box$ Consignment quantity is monitored and controlled separately from the rest of the stock
- ☐ Customer pay's only for those goods used or consumed from the consignment stock
- ☐ Customer can usually return consignment goods which are not required
- ☐ 4 main transactions for processing consignment stock
 - Consignment Fill Up
- Consignment Returns
- Consignment Issue
- Consignment Pick Up

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Consignment Fill Up



- $\hfill \Box$ When consignment stock is shipped to the customer, the transaction is referred to as consignment fill-up
- $\hfill \square$ In consignment fill-up, goods are delivered to the customer but they remain the property of the business
- $\ensuremath{\square}$ The transaction is not relevant for pricing and billing. Hence no invoice is generated

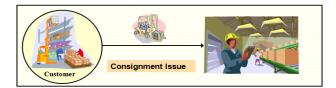


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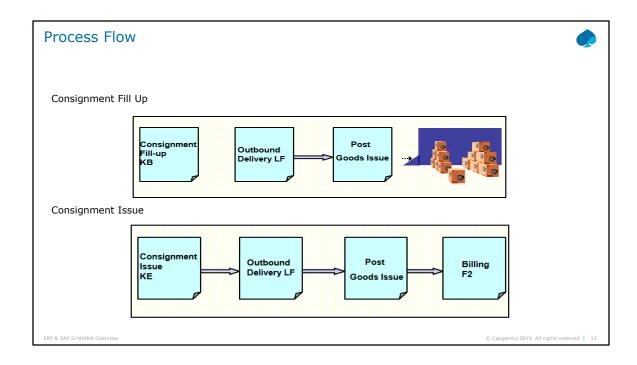
Consignment Issue



- $\hfill \Box$ Consignment issue enables the customer to take consignment goods from the special stock for their use
- $\hfill \Box$ Customer or the consignee may use the stock at his site and indicates the business of the same
- ☐ Consignment stock that is used now becomes the property of the customer
- $\hfill \Box$ Customer pays only for those quantity of goods consumed by him



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Consignment Returns



- Consignment Return involves the return of already issued consignment goods, by the customer, back to the consignment stock because either they are damaged or they don't need it
- $\hfill \Box$ The transaction is relevant for billing as the stock changes ownership and is again regarded as part of business inventory
- ☐ The customer may then request for a credit note for returns



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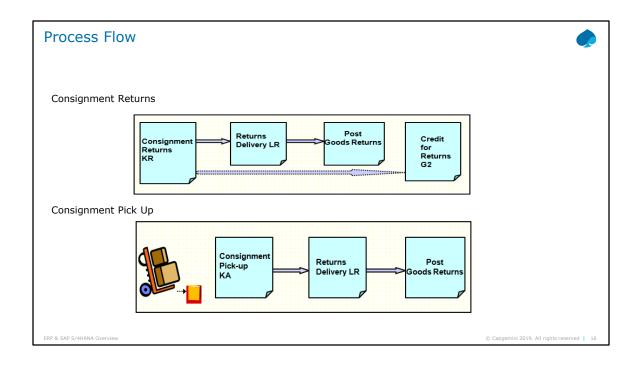
Consignment Pick Up

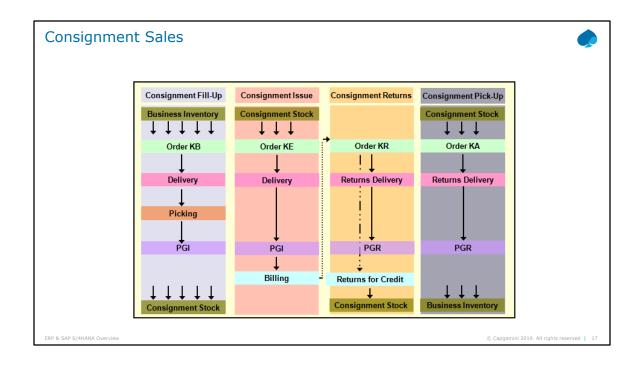


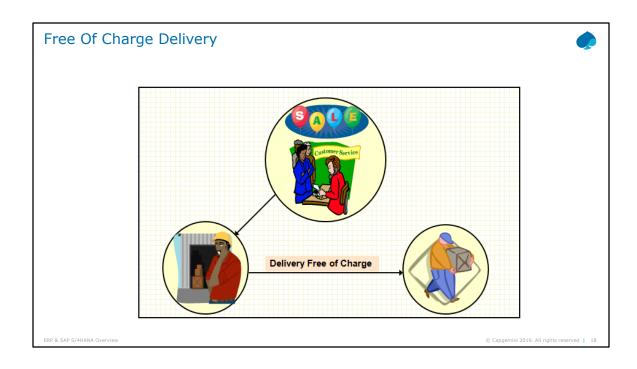
- Consignment Pick-up involves the return or reposting of any unused consignment goods stored at the customer's place, back to the business warehouse.
- $\hfill \Box$ The transaction is not relevant for billing as the returned stock is regarded as part of business inventory



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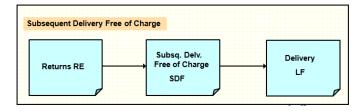


Free Of Charge Deliveries A Free of Charge Delivery is used to send samples or free products to the customer free of charge The customer is not billed for the goods delivered For example we get free shampoo samples in newspapers Free of Charge Delivery Free of Charge Delivery LF Delivery LF O Cappennia 2013. All rights reserved 1 19

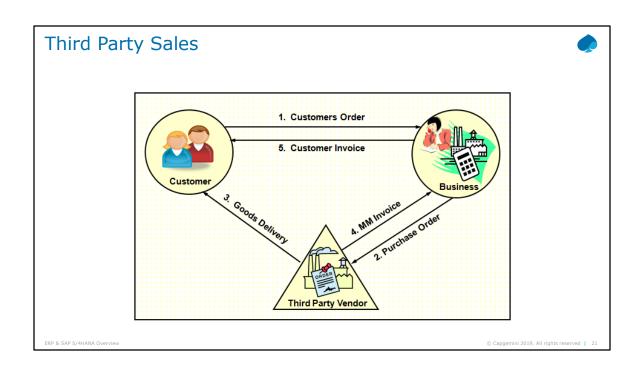
Subsequent Delivery Free Of Charge



- □ When a customer receives lesser number of goods than that ordered, or if the goods have been damaged in the shipment, businesses provide free-of-charge subsequent delivery of goods
- A subsequent delivery of charge is usually created with reference to the previous order
- ☐ The transaction is not relevant for pricing and hence no billing takes place



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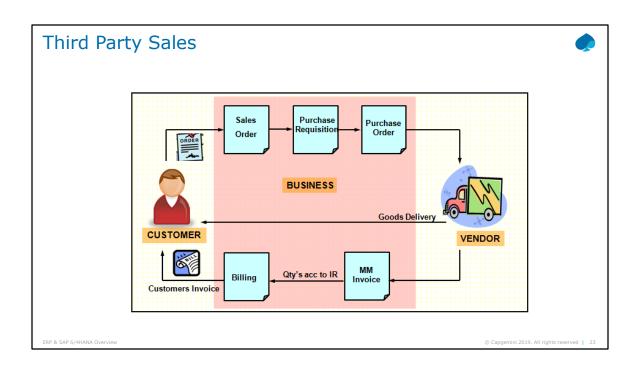


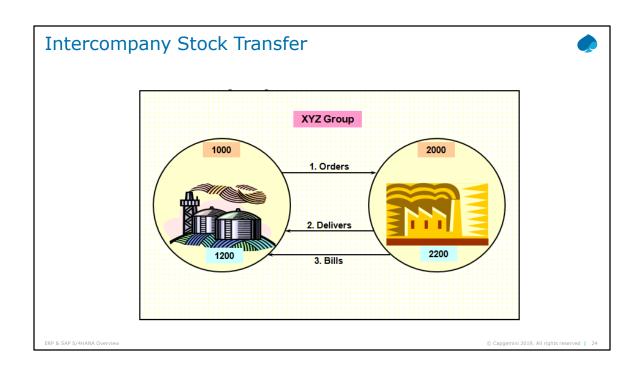
Third Party Order



- □ The business passes the order from the customer, to a third-party vendor who then ships the goods directly to the customer and bills the business
- When a third party order is saved, purchase requisition is automatically created and forwarded to the purchase department
- $\hfill \Box$ The purchase department then creates the purchase order on the third-party vendor indicating that all goods are to be delivered directly to the customer
- $oldsymbol{\square}$ The vendor delivers the goods to the customer and bills the business for the same
- $\hfill \Box$ The business then bills the customer for the goods delivered by the vendor after verifying the invoice receipt

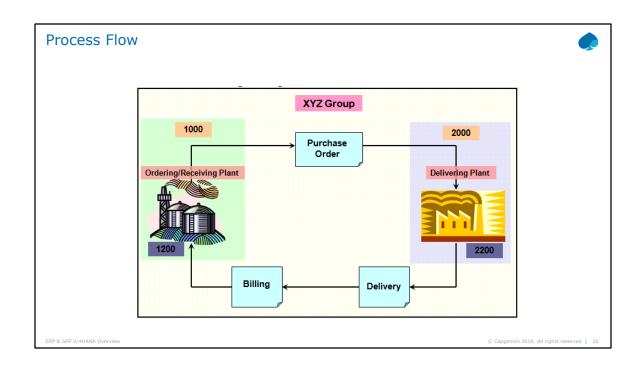
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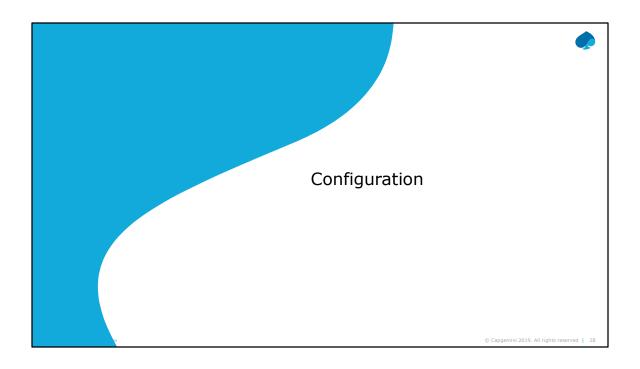


Intercompany Stock Transfer(Continued...) Involves transfer of stock from one plant to another wherein the plants belong to different company codes Ordering/receiving plant places a stock transport order on the delivering plant Delivering plant then creates a delivery document on the basis of the purchase order received Delivering plant then bills the receiving plant by means of inter company billing. An incoming invoice with reference to the purchase order can be posted in the following ways Manually, after the invoice has been checked Automatically, with an internal billing document via SAP EDI

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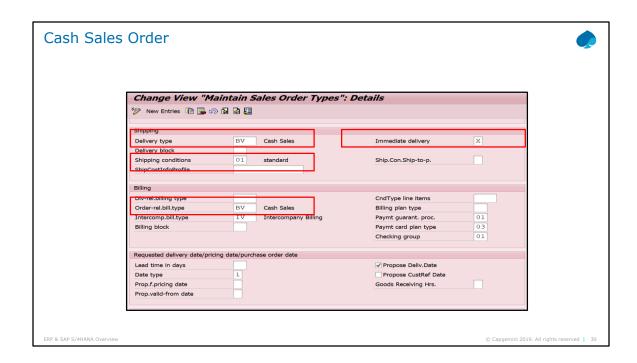


Pre-requisites The ordering sales organization and delivering plant must belong to different company codes Required combination of Sales Area and Delivering Plant have to be maintained Material must exist in all the sales areas and plants participating in Inter Company Stock Transfer An internal customer number must be created and assigned to the ordering plant, and this internal customer number must be extended to the sales area of the supplying plant Purchasing document type is to be assigned to the respective supplying and receiving plants Delivery type is to be assigned to the replenishment delivery



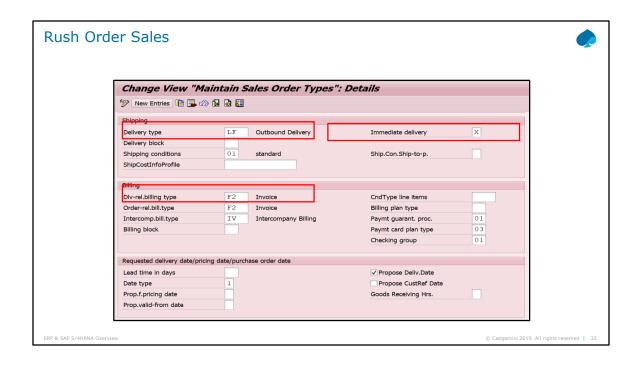
Cash Order Sales Represented by the document type- CS Delivery type-BV and order related billing type-BV are configured Immediate Delivery-X and shipping conditions-10 auto trigger immediate creation of the delivery in the background The system automatically proposes the current date as the date for delivery and billing Cash sale is billed using order related billing process

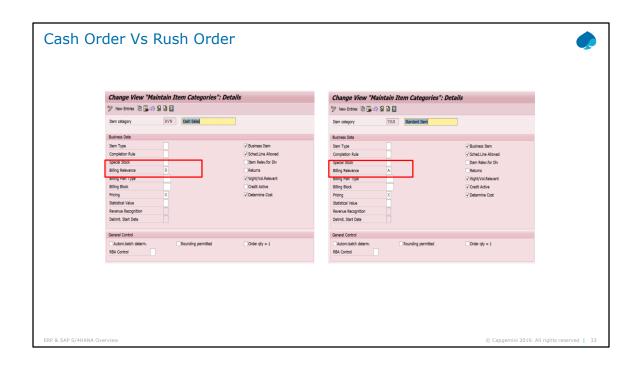
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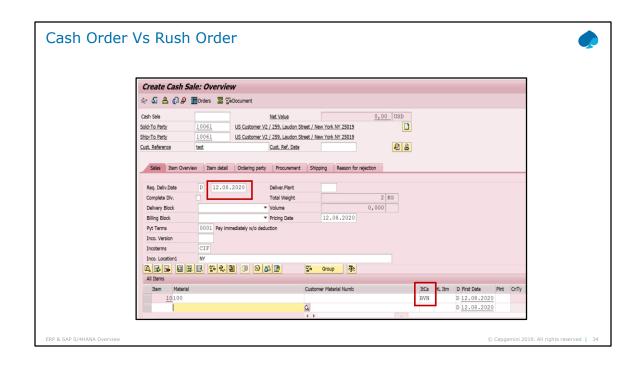


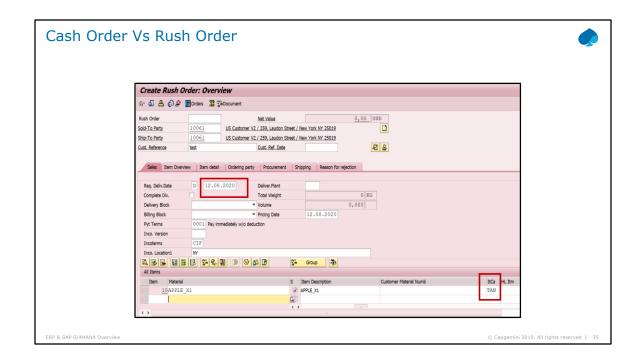
Represented by the document type- RO/SO Delivery type-LF and delivery related billing type-F2 are configured Immediate delivery option is switched on ensuring automatic creation of the delivery document in the background Billed using delivery related billing process

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Consignment Fill Up

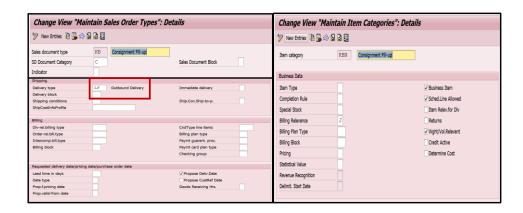


- ☐ Represented by the order document type CF/KB
- ☐ Standard delivery type LF is used
- $\hfill \Box$ The document is not relevant for billing. Hence no values are maintained for delivery and order-related billing types
- $\hfill\Box$ The standard item category used by consignment fill-up KBN is not relevant for pricing and billing

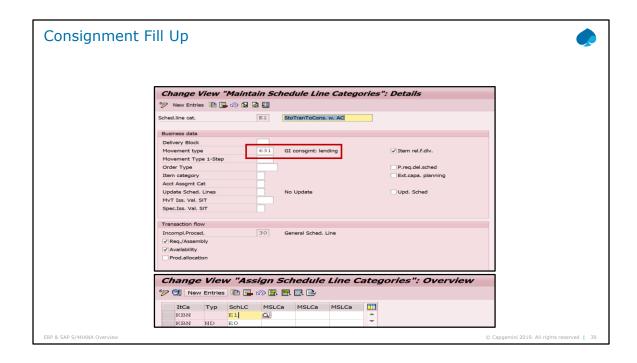
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Consignment Fill-up





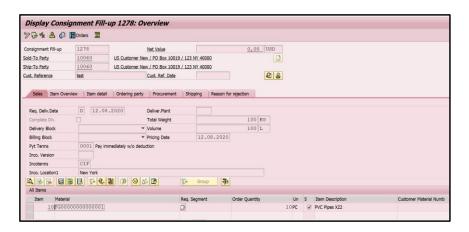
Consignment Fill-up – Schedule Line Category	
 □ The consignment fill-up uses the schedule line category E0 or E1 □ Schedule line category E1 is used with MRP and uses availability checking 	
□ Availability check is carried against the stock in the delivering plant.	
Movement Type-631 enables the posting of the goods into a special consignment category in the delivering plants stock for that particular customer and material	



Consignment Fill-up-order Processing



 The transaction wherein the business delivers stock to a customer on consignment is recorded using order type CF/KB

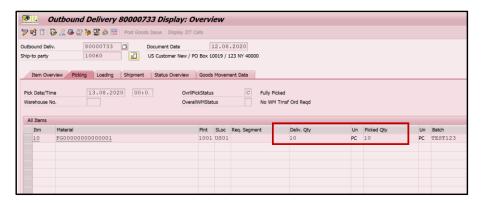


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Consignment Fill Up - Delivery Processing



- The consignment fill-up order type is then followed by a standard delivery LF
- The document is relevant for Picking and PGI as it ensures the creation of consignment special stock for the customer



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Consignment Fill-up - Stock Overview



- When the goods issue is posted
 - A special stock is created for the customer
 - ☐ The order quantity is moved from unrestricted use stocks in the plant and added to the special stock for the customer
- $lue{}$ The goods remain in the possession of the customer, but not the property of the customer
- ☐ The total valuated stock for the plant remains the same





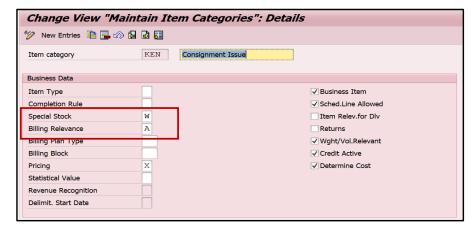


- Standard sales order document type CI/KE
- □ Followed by standard delivery type LF
- □ Delivery related billing type F2 is defined for this order type



Consignment Issue - Item Category

- ☐ The standard item category used is KEN
- lacktriangledown The item is relevant for pricing & billing-delivery related
- ☐ Special stock indicator-W is maintained

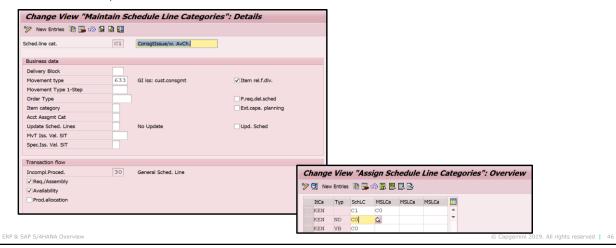


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Consignment Issue - Schedule Line Category



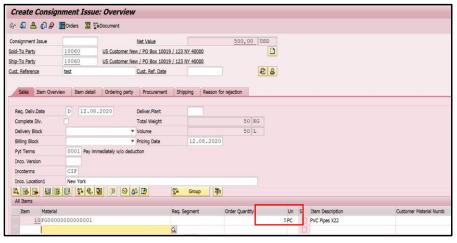
- Standard schedule line categories C0 and C1
- □ Schedule line C1 performs MRP and availability check
- Goods movement type-633 checks for the available consignment stock at the customers place





Consignment Issue – Order Processing

☐ The business issues the sale, for the quantity consumed, to the customer thru the order type – CI/KE



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Consignment Issue - Delivery Processing



- ☐ The consignment issue order type is followed by a standard delivery LF
- □ LF is not relevant for Picking as the goods being dealt are from the special stock already marked for the customer
- ☐ The goods issue triggers the transfers of goods ownership from the business to the consignment consumer



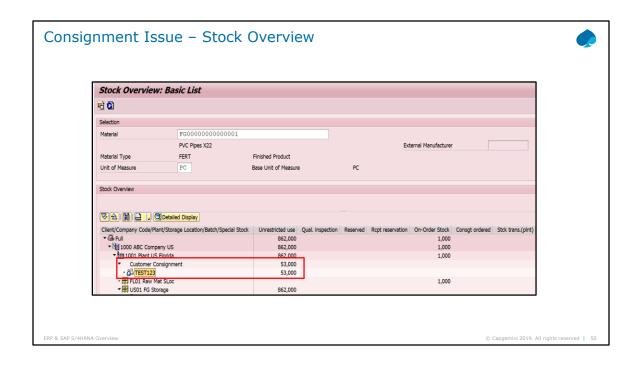
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Consignment Issue – Stock Overview



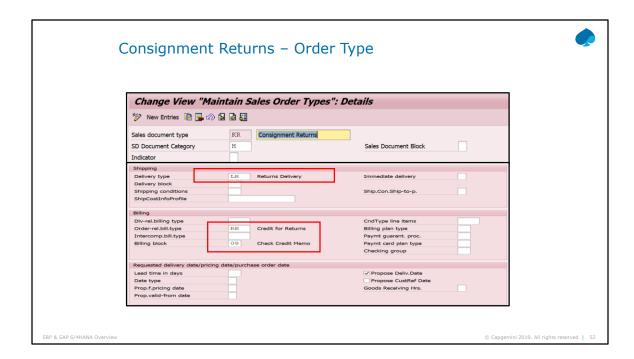
- ☐ When the goods issue is posted
 - ☐ The order quantity is deducted from both the customer's special stock and the business own total valuated stock
 - ☐ The goods become the property of the customer

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Consignment Returns – Order Type

- Sales order document type CONR/KR
- □ Order is assigned returns delivery document type LR
- ☐ Order is relevant for order related billing type-RE
- □ Billing block is proposed to check if the credit is authorized and valid

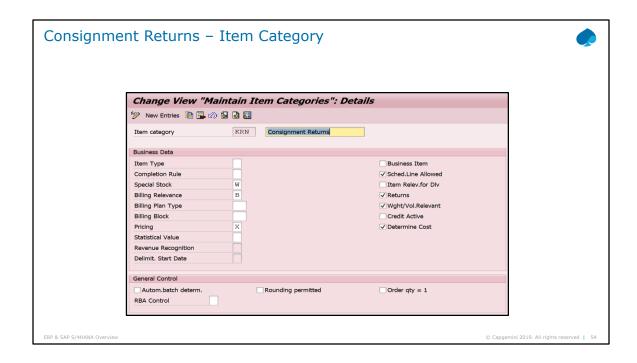


Consignment Returns – Item Category



- Consignment returns uses item category KRN
- □ Special stock indicator W is maintained indicating consignment process
- The item is relevant for pricing and order relevant billing based on the order quantity

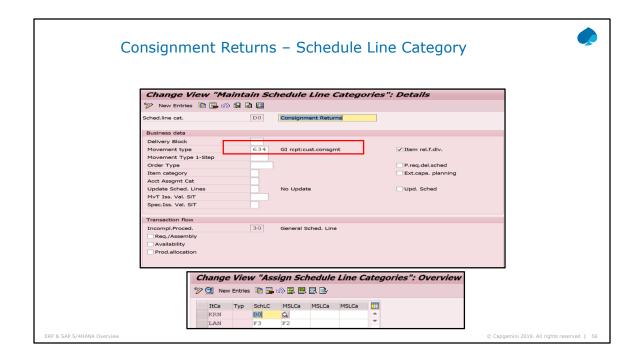
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Consignment Returns – Schedule Line Category



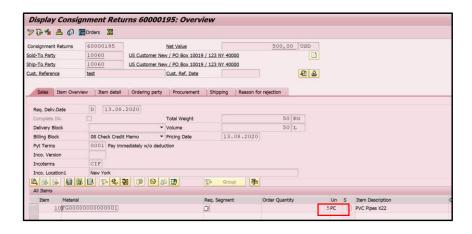
- □ The standard schedule line category used for consignment returns is D0
- ☐ The schedule line used standard movement type 634
- No transfer of requirements and availability check are carried out as the goods are being received back to the consignment stock at the customers site





Consignment Returns - Order Processing

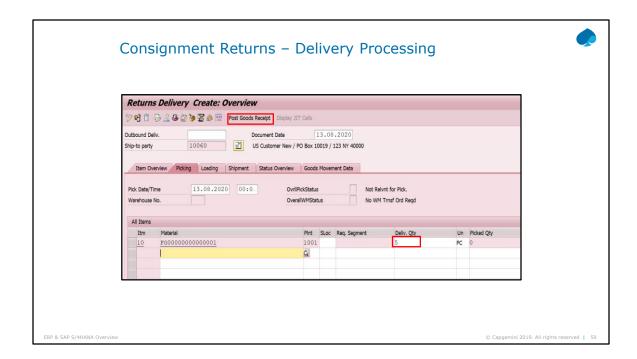
☐ The faulty materials returned back by the customer is represented by the sales order document type- CONR/KR





Consignment Returns - Delivery Processing

- $\hfill\Box$ The returns are recorded in the standard returns delivery document type– LR
- □ PGR causes the stock to move back into the customers consignment stock
- ☐ The ownership of the goods is passed from the customer back to the business

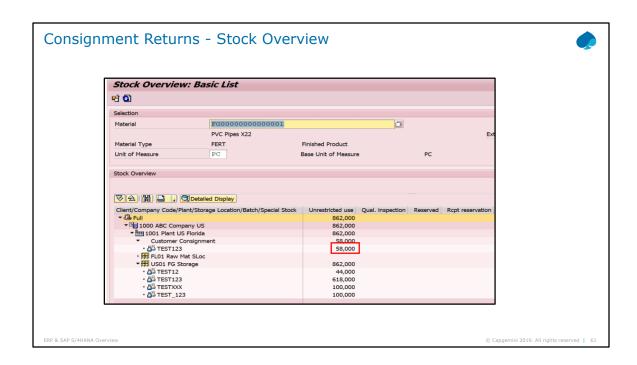


Consignment Returns - Stock Overview



- □ When goods receipt is posted, the returns quantity is added to the customer's special stock at the plant where the goods are returned
- ☐ Thus the customers consignment stock will increase by the returns quantity

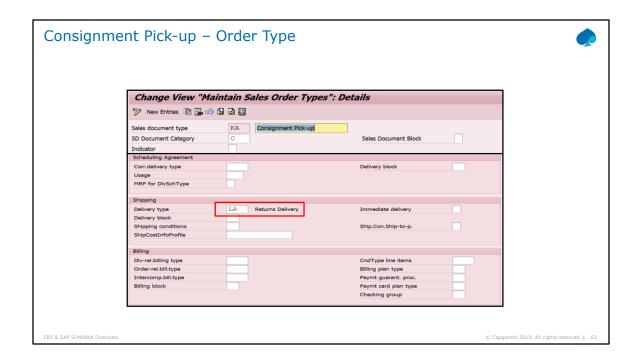
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Consignment Pick-up – Order Type

- Represented by the order document type CP/KA
- □ Standard returns delivery type LR is configured
- The transaction is not relevant for billing. Hence no values are maintained for delivery and order-related billing types

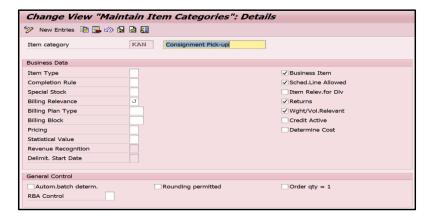
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Consignment Pick-up - Item Category



- Uses the standard item category KAN
- The item is not relevant for billing & pricing as the stock is coming back into the warehouse and hence there is no change of the ownership



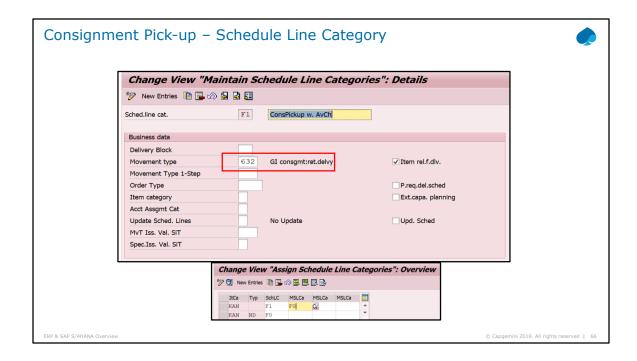
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Consignment Pick-up – Schedule Line Category



- ☐ Uses the standard schedule line categories F0 and F1
- □ Schedule line category F1 is relevant for transfer of requirements and availability check
- Availability check is carried against the stock on the customers consignment
- ☐ It has standard movement type 632

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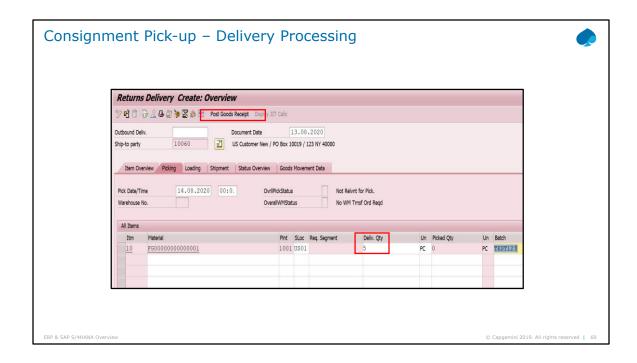
Consignment Pick-up - Order Processing

 All the excess material lying unconsumed and any faulty material at the customers site are brought back to the business using the order document type -CP/KA



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Consignment Pick-up - Delivery Processing Delivery is carried out using the standard returns document type-LR Goods receipt posts the stock back to the business warehouse

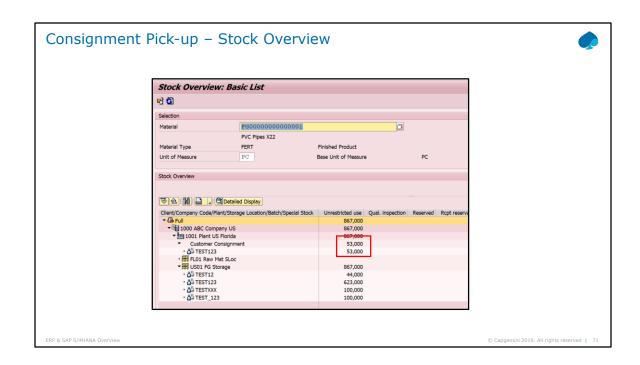


Consignment Pick-up – Stock Overview



- □ With the PGR the quantity gets deducted from the customer's special stock and is added back into the regular stock at the plant where the goods are returned
- □ The total valuated stock remains the same since the returned stock was regarded as part of the business own inventory even while it was at the customer's premises

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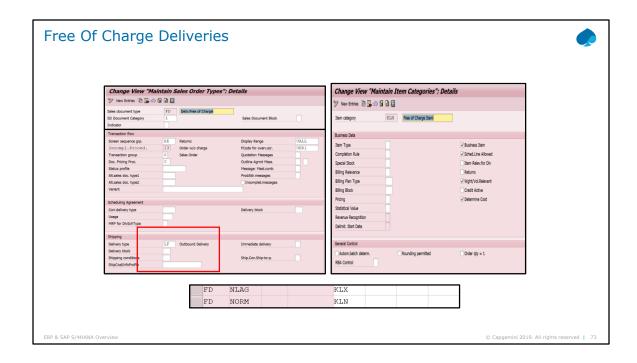


Free Of Charge Deliveries



- □ The transaction wherein the business send samples or free products, free of charge, is recorded using the order document type FD
- ☐ The order is actually only relevant for deliveries and not invoicing. The delivery type used is the standard delivery type- LF
- ☐ The item category KLN is not relevant for billing and pricing

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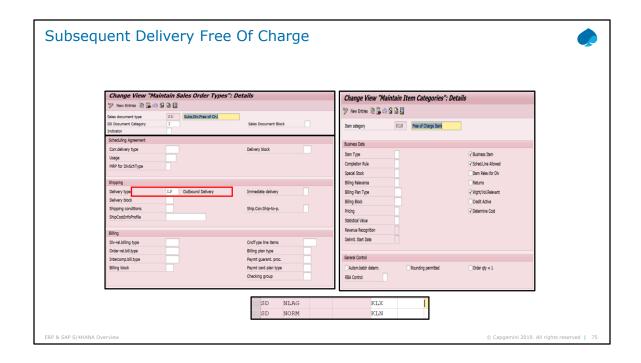


Subsequent Delivery Free Of Charge



- □ A free of charge subsequent delivery document-SDF is used to send products later to the customer free of charge against any complaints made by the customer
- ☐ The standard delivery type LF is configured for this transaction
- ☐ The transaction is not relevant for billing as the items are free
- ☐ The standard item category- KLN is used which is not relevant for billing and pricing

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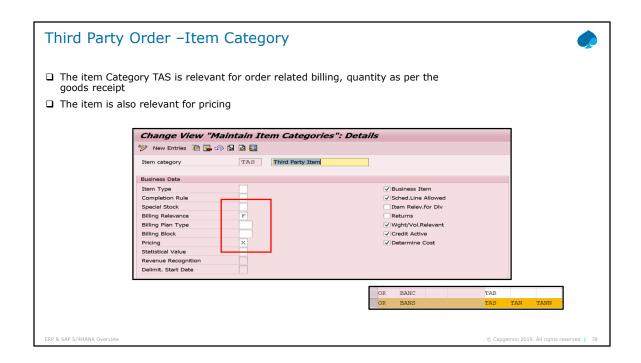
Third Party Order



- ☐ The processing of third-party orders is controlled via material types which define whether a material is produced only internally, can be ordered only from third-party vendors, or whether both are possible
- □ If a material is always delivered from one or more third-party vendors, material is maintained as third-party item. BANS is entered in the *Item category group* field in the *Sales 2* screen of the material master record. System determines the item category as TAS while processing the material in the order
- ☐ In the case of a material that business delivers itself but occasionally orders from a third-party vendor, the item category of the material is manually changed from TAN to TAS during sales order processing

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	Order- Material Master	
Grouping terms		1
Matl statistics grp		
Volume Rebate Group		
Commission Group		
Pricing Ref. Matl		
Material Price Grp		
Product hierarchy		
Acct Assmt Grp Mat.		
Item category group	BANS Third-party item	
Gen. item cat. grp	NORM 🗇 andard item	
Tax Data		
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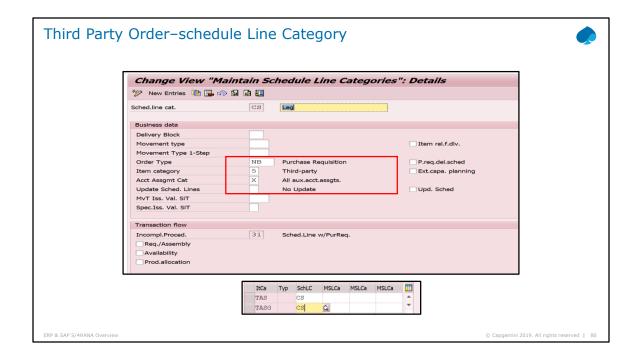
Third Party Order-schedule Line Category



	Standard	third	party	schedule	e line –	CS
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- The schedule line is not relevant for any goods movement type as the physical goods issue does not take place from the business
- □ The standard purchase requisition-NB, Third party item category 5 and third party account assignment Category 1 are configured to enable the system to automatically create a purchase requisition for the schedule line

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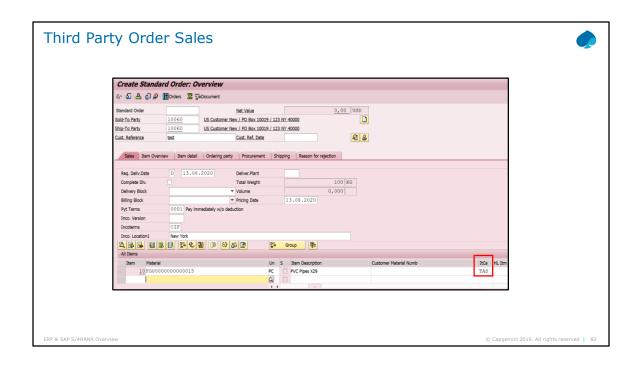


Third Party Order Sales



- ☐ Third-party items are processed by creating a normal sales order
- ☐ The system uses TAS as the standard third party item category
- ☐ A sales order may consist partly or wholly of third-party items

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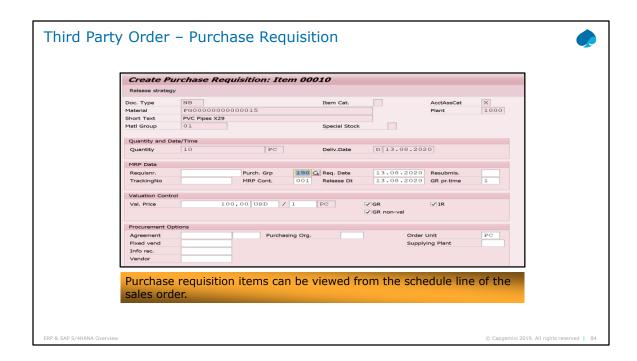


Third Party Order – Purchase Requisition

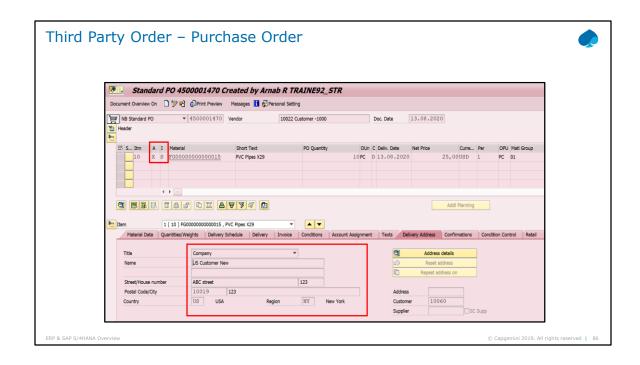


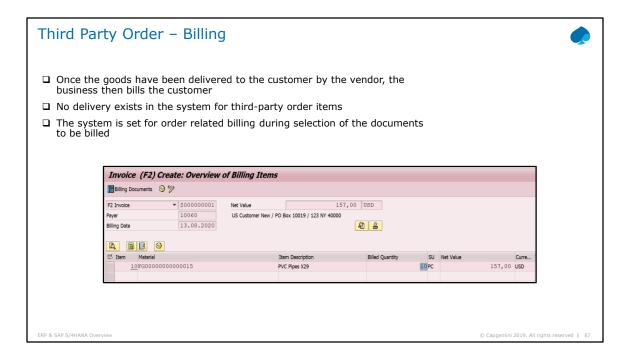
- Purchase requisition is automatically created in purchasing once the sales order is saved
- Each third-party item in a sales order automatically generates a corresponding purchase requisition item
- ☐ If a third-party order item has more than one schedule line, the system creates a purchase requisition item for each schedule line

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Third Party Order – Purchase Order Purchase order is created with reference to the purchase requisition The system automatically adopts the delivery address of the recipient from the sales order Third-party order items in purchase orders are marked with item category S Any quantity and date changes made in the purchase order are automatically copied into the sales order









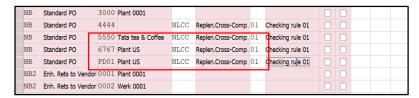
- □ As the supplying and receiving plants belong to different company codes, document type – NB, is configured for the required combination of supplying and receiving plants
- $\hfill \square$ A physical stock transfer is then carried out with delivery and billing document
- Depending on the supplying and issuing plants, the stock transfer can be executed according to the one-step or two-step procedure
 - ☐ With the one-step-procedure, the goods receipt in the receiving plant is posted at the same time as the goods issue in the issuing plant
 - ☐ With the two-step procedure is to be used, the goods receipt is posted as soon as the goods are received in the receiving plant

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Intercompany Stock Transfer-Configurations



- Configurations are done to determine whether an SD delivery is to be created in the case of a PO for the required combination of supplying plant and document type
- $\hfill \Box$ Delivery type is assigned to replenishment delivery for cross-company stock transfer
- ☐ The delivery type determines how a delivery is to be handled
- ☐ In case, stock transfers are created with a billing document, the delivery type 'NLCC' is used. The delivery type 'NL' is used for stock transfers without a billing document



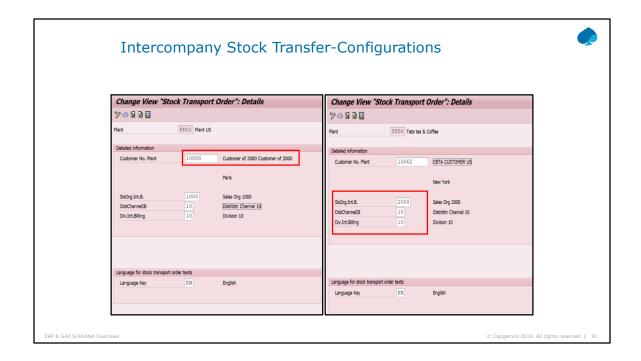
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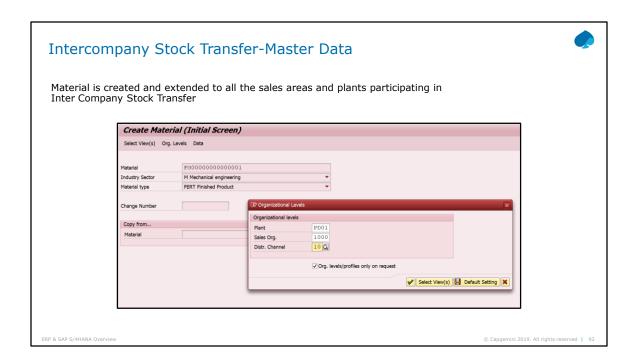
Intercompany Stock Transfer-Configurations



- ☐ Assign Internal Customer number
 - An internal customer number for the particular sales area is assigned to the receiving plant. This customer number is used to represent the plant when an inter company invoice is created
- Define Shipping Data for Plants
 - ☐ The shipping data is maintained for plants for stock transfer processing. Sales area is defined for the supplying plant, with the help of which the system determines the shipping data for the material to be transferred (e.g. the shipping point)

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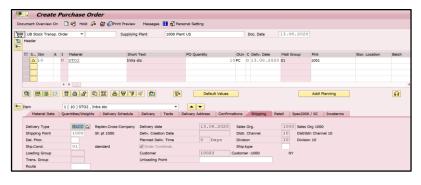






Transaction Steps - Order Processing

- □ The inter company stock transport order is recorder using the standard purchase order type NB
- $\hfill \square$ The stock transport order is created in the receiving plant
- $\hfill \Box$ Vendor is entered in the order. The system determines the delivering plant by using the master data of this vendor



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Master Data - Vendor

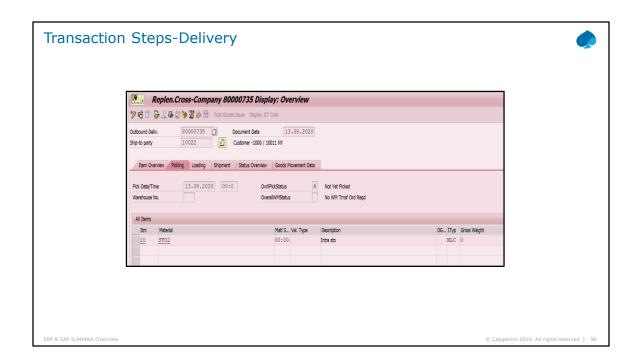
- lacktriangledown A plant is assigned to the vendor in the vendor master record
- ☐ This plant is derived by the system from the vendor entered in the purchase order. This plant is called the delivering plant

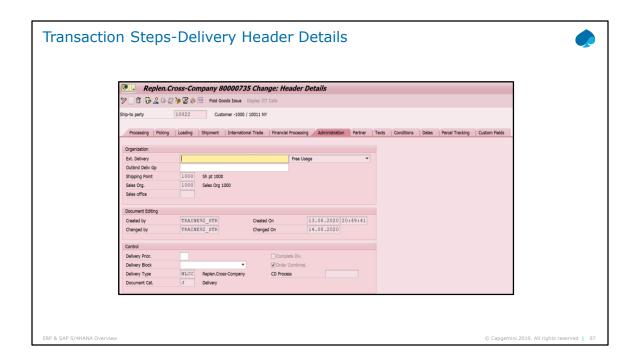


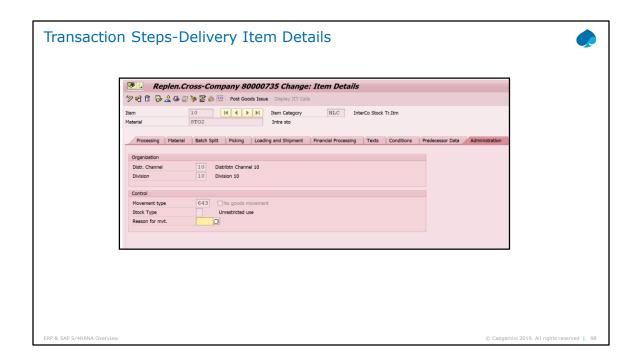
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Transaction Steps-Delivery The replenishment delivery is created with respect to the stock transport order, in the respective shipping point Replenishment delivery type - NLCC is derived from the combination of the purchase order document type - NB and the delivering Plant - 1200

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Transaction Steps -Inter Company Billing



- $\hfill \Box$ The delivering company code issues an invoice for inter company billing of the goods delivered to the receiving plant
- $\hfill \Box$ The internal invoice is created with direct reference to the replenishment delivery by the delivering sales organization
- ☐ An incoming invoice with reference to the purchase order can be posted in the following ways:
 - Manually, after the invoice has been checked
 - ☐ Automatically, with an internal billing document via SAP EDI

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Transactions



VOV8	Define Sales Document Types	IMG ->Sales and Distribution -> Sales -> Sales Documents -> Sales document header -> Define sales document types	
VOV7	Define Item categories for Sales Document Types	IMG ->SD-> Sales -> Sales Documents -> Sales document Item -> Define Item Categories	
VOV6	Define schedule Line Categories	IMG ->Sales and Distribution -> Sales ->Sales Documents ->Schedule Lines -> Define Schedule Line Categories	
VOV5	Assign Item categories	IMG ->SD-> Sales -> Sales Documents -> Sales document Item -> Assign Item Categories	
VOV4	Assign Schedule Line Category	IMG ->Sales and Distribution -> Sales ->Sales Documents ->Schedule Lines -> Assign Schedule Line Categories	
OVLK	Define Delivery Types	IMG ->Logistics Execution ->Shipping - >Deliveries ->Define delivery types	
OVLP	Define Item categories for Deliveries	IMG ->LE ->Shipping ->Deliveries ->Define item categories for deliveries	

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Transactions



ММВЕ	Display Stock Overview	Easy Access -> Logistics -> MM-> Inventory Management -> Environment -> Stock -> Stock Overview
MB58	Display Customers Stock Overview	Easy Access-> Logistics -> MM-> Inventory Management -> Environment -> Consignment - >Consignment at Customer
SPRO	Change view Stock Transport Order	IMG -> MM ->Purchase Order -> Set up Stock Transport Order -> Define Shipping Data for Plants
SPRO	Assign Delivery Type and Checking Rule	IMG -> MM ->Purchase Order -> Set up Stock Transport Order ->Assign Delivery Type and Checking Rule
SPRO	Assign Document Type	IMG -> MM ->Purchase Order -> Set up Stock Transport Order ->Assign Document Type
MM01/02/03	Create / Change / Display Material	Easy Access -> Logistics -> SD -> Master Data -> Products -> Material -> Other Material -> Create / Change / Display
XD01/02/03	Create / Change / Display Customer	Easy Access -> Logistics -> SD-> Master Data -> Customer -> Create / Change / Display

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Transactions



VA01 / 02 / 03	Create / Change / Display Sales Order	Easy Access -> Logistics -> Sales & Distribution -> Sales -> Order -> Create / Change / Display
VL10B	Collective processing of Delivery against Purchase Order	Easy Access -> Logistics -> Sales & Distribution -> Shipping and Transportation -> Outbound Delivery -> Collective Processing of Doc due -> Purchase Orders
ME21N / 22N / 23N	Create Purchase Order	Easy Access -> Logistics -> MM -> Purchasing -> Purchase order - > Create / Change / Display
ME51N / 52N / 53N	Create Purchase Requisition	Easy Access -> Logistics -> MM -> Purchasing -> Purchase Requistion - > Create / Change / Display
VL01N / 02N /03N	Create / Change /Display Delivery	Easy Access -> Logistics -> Sales & Distribution -> Shipping and Transportation -> Outbound Delivery -> Create / Change / Display
VF01 / 02 / 03	Create / Change /Display Billing	Easy Access -> Logistics -> SD-> Billing -> Billing document -> Create / Change / Display

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Additional Info



- The cash sale can be billed only when the order quantity is the same as the goods issue quantity. Hence the cash sale document has to be adjusted so that the delivered quantity and the quantity to be billed match
- Consignment goods can also be posted to the stock of the special stock partner when goods issue is carried out by maintaining the special stock partner (SB) in the relevant customer master record
- Any changes with regards to the address data for the ship-to party can be changed only in the sales order for third-party business transactions, which then gets automatically updated into the purchase order via purchase requisition

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