

# Sales and Distribution (SD) Case Study

This case study explains an integrated sales and distribution process in detail and thus fosters a thorough understanding of each process step and underlying SAP functionality.

#### **Product**

S/4HANA 1709 Global Bike

**GUI 7.50** 

#### Level

Beginner

#### **Focus**

Sales and Distribution

#### **Authors**

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#### Version

3.2

#### **Last Update**

May 2018

#### **MOTIVATION**

The data entry requirements in the sales & distribution exercises (SD 1 through SD 5) were minimized because much of the data was stored in the SAP system. This stored data, known as master data, simplifies the processing of business transactions.

In the sales order process, we used master data for customers, materials (the products we sold) and pricing to simplify the sales order process.

In this case study, we will create the master data for a new customer.

#### **PREREQUISITES**

Before you use this case study, you should be familiar with navigation in the SAP system.

Furthermore, it is <u>mandatory</u> to review the note GUI 7.50 Configuration. Your lecturer got this documentation together with other lecturer notes. If you do like to use the old GUI settings, please use the S/4HANA documents for SAP GUI 7.40.

In order to successfully work through this case study, it is not necessary to have finished the SD exercises (SD 1 through SD 5). However, it is recommended.

#### **NOTES**

This case study uses the Global Bike (GBI) data set, which has exclusively been created for SAP UA global curricula.



# Process Overview

**Learning Objective** Understand and perform an integrated order-to-cash cycle.

Time 120 min

**Scenario** In order to process a complete order-to-cash process you will take on different roles within the GBI company, e.g. sales agent, warehouse worker, accounting clerk. Overall, you will be working in the Sales and Distribution (SD), the Materials Management (MM) and the Financial Accounting (FI) departments.

Employees involved David Lopez (East Rep. Miami)

Maria Diaz (Sales Person 1)

Matthias Dosch (Sales Person 2)

Sandeep Das (Warehouse Supervisor)

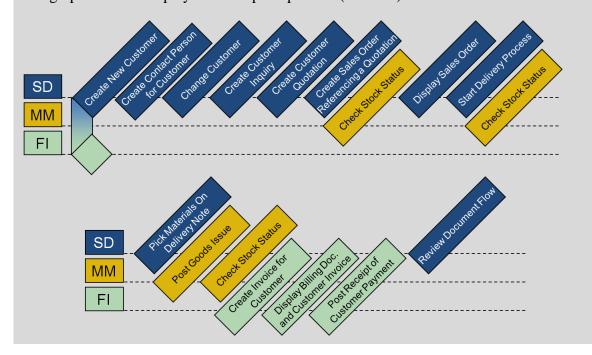
Sergey Petrov (Warehouse Employee)

Stephanie Bernard (Billing Clerk)

Jamie Shamblin (Cost Accountant)

You start the sales order process by creating a new customer (The Bike Zone) in Orlando. Then, you receive an inquiry which you will process into a quotation. Once the quotation is accepted by the customer you create a sales order referencing the quotation. As you will have enough bikes in stock, you deliver the products sold to your customer, create an invoice and receive the payment.

The graphic below displays the complete process (17 tasks).



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## Step 1: Create New Customer

Task Create a new customer.

Time 10 min

**Short Description** Use the SAP Easy Access Menu to create a new customer.

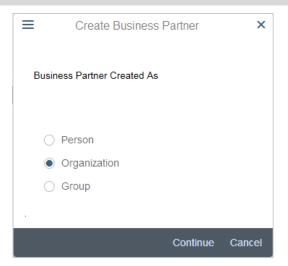
Name (Position) David Lopez (East Rep. Miami)

In this case study, we will create the master data for a new customer. Two types of customer data are stored about a customer – sales data and accounting data. The customer master data is created in three groups, or views – general, accounting, and sales. Customers can be created centrally, meaning that all views are generated concurrently, or responsibility can be distributed so that different personnel in the accounting and sales areas are responsible for creating and maintaining the data in their respective views. For this exercise, central creation will be used to enter all of the needed data to define a new customer.

To create a new customer, follow the menu path:

Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Customer ► Create ► Complete

This will produce the following screen.



In the *Create Business Partner* screen choose **Organization**. Press enter.

In the *Create Organization: Role FI Customer* screen make sure, that for the field *Create in BP role:* **FI Customer** (**New**) is selected. Enter **Company** for Title, **The Bike Zone** for Name and your number (###) for Search Term. Further enter **2144 N Orange Ave** for Street, **32804** for Postal Code, **Orlando** for City, **US** for Country and **FL** for Region.

Select English for Language.

Menu path

Organization

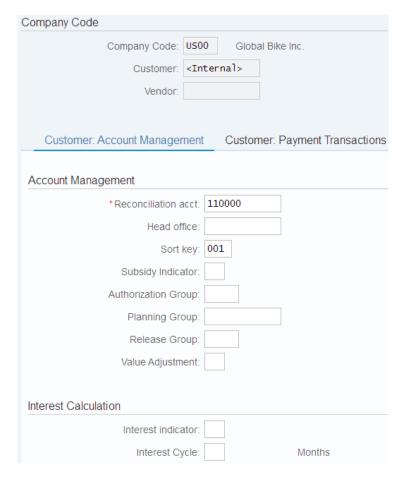
Company The Bike Zone 2144 N Orange Ave 32804 Orlando US, FL

English

001

in the area Standard Address to see additional address Then click on options. Street Address Street/House number: 2144 N Orange Ave \*Postal Code/City: 32804 Region: FL \*Country: US Use the F4-help in the field *Transportation Zone* and choose **Region East** with Region East a double click. Transportation zone to or from which the goods are delivered (1) > Restrictions \* P Q Q+ ▲ Description Country Key TranspZone 0000000001 Region East 00000000002 US Region West 2 Entries found Then click on Company Code and confirm **US00** with Enter. Note Depending on the width of your SAP GUI window you might not be able to see Company Code. In this case you can either look under More **Company Code** or press Ctrl + F2. In the tab Customer: Account Management enter 110000 for Reconciliation 110000

acct. and 001 for Sort key.



Then click on the tab *Customer: Payment Transactions* and enter **0001** for Terms of Payment. Confirm with Enter.

In the drop down menu behind Create in BP role choose **Customer.** In the pop up screen click on Save



Click on Sales and Distribution and enter **UE00** for Sales Org., **WH** for Distr. Channel and **BI** for Division. Confirm with Enter.

0001

UE00 WH BI

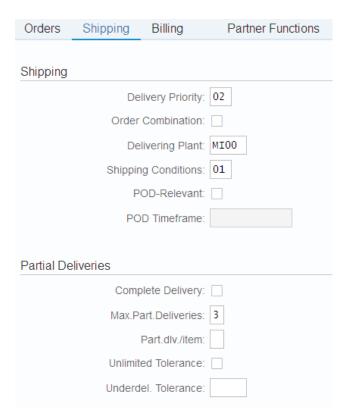


Make sure that **USD** is entered for Currency and **1** is entered for Cust.pric.proc. Enter **US0003** for Sales District, **01** for Price Group and **1** for Customer Stats.Group.

Then click on the tab "Shipping".

Enter **02** for Delivery Priority, **01** for Shipping Conditions, **MI00** for Delivering Plant and **3** for Max.Part.Deliveries.

Check with the screen below.

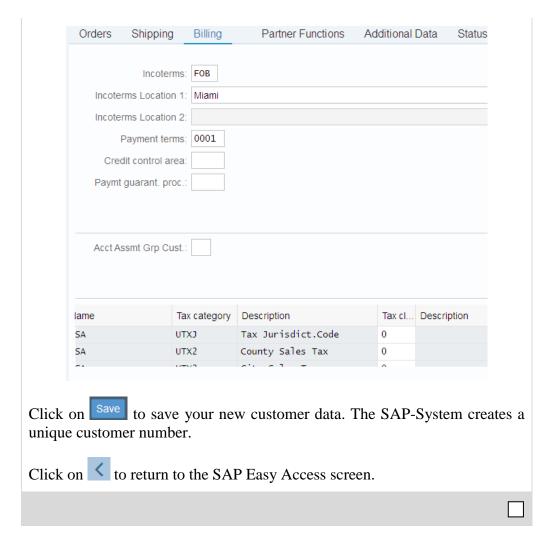


Navigate to the tab "Billing" and enter FOB and Miami for Incoterms, 0001 for Terms of Payment and 0 for all three Tax classific.

Check with the screen below.

USD 1 US0003 01 1

FOB Miami 0001 0





## Step 2: Create Contact Person for Customer

Task Create a contact person for a customer.

Time 5 min

**Short Description** Use the SAP Easy Access Menu to create a contact person.

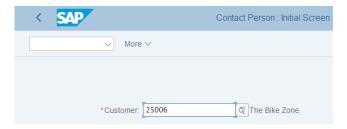
Name (Position) Maria Diaz (Sales Person 1)

Now that we have created the master data for our new customer, **The Bike Zone**, we can create the master data for a contact person. A contact person is an employee/representative of the new customer's company. The contact person defines a specific person to communicate with when dealing with The Bike Zone.

To create a contact person, follow the menu path:

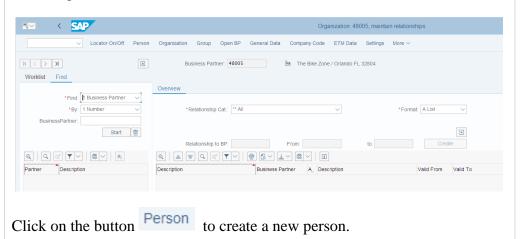
Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Contact Person ► Create

This will produce the following screen.



If your customer number is not entered by default, then search for your new customer using the F4 help with search term ###.

When your customer number is entered, click on Enter which will produce the following screen.



Menu path

###

Choose "Contact Person" in the drop-down menu next to Create in BP role. In the new pop-up screen Change to another BP role in create mode click on Create Enter a Title, first name and last name of your choice. Further enter EN for Correspondence lang. and US for country. Check with the screen below and click on Save Grouping: Internal number assignment Business Partner: \*Create in BP role. Contact Person (New) VQ Address Address Overview Identification Control Payment Transactions Name Title: Ms. First Name: Susan Last Name: Smith ص \*Correspondence lang.: EN English Search Terms Search Term 1/2: Standard Address Print Preview Street Address Street/House number Postal Code/City US USA Region ص CST Time zone Your contact person will be given a unique number.

Business partner 48030 created

Click on the exit icon Exit to return to the SAP Easy Access screen.

Title First name Last name EN US



## Step 3: Change Customer

Task Change a customer.

Time 5 min

**Short Description** Use the SAP Easy Access Menu to change a customer.

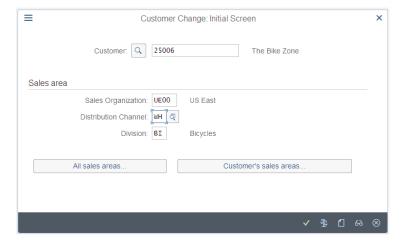
Name (Position) Maria Diaz (Sales Person 1)

The contact person created for The Bike Zone needs to be assigned as a business partner within the customer master.

To change a customer master record, follow the menu path:

Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Customer ► Change ► Sales and Distribution

This will produce the following screen.



If the customer number is not entered by default, search for it using the F4 help and the search term ### (your number). Make sure that following values are entered: **UE00** for Sales Organization, **WH** is entered for Distribution Channel, and **BI** for Division. Then, press Enter.

Click on Relationships

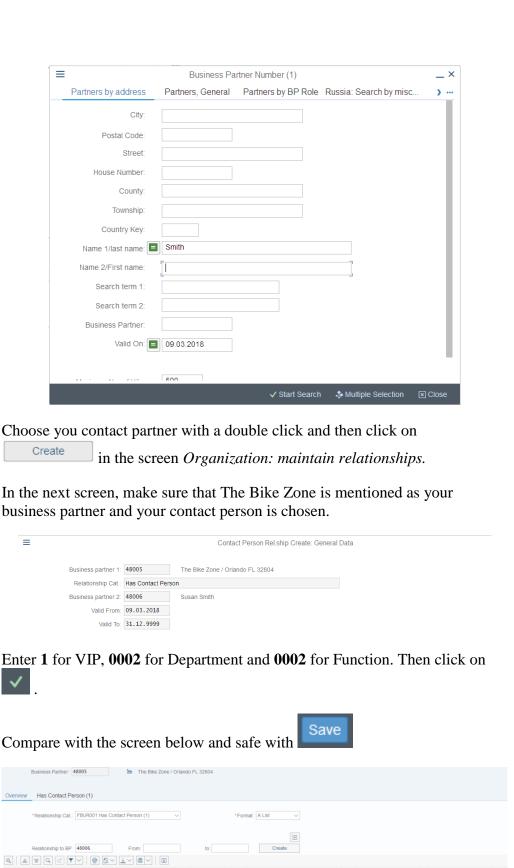
Make sure that **Has Contact Person** is selected in *Relationship Cat*.



In the field "Relationship to BP" enter the **number of your contact person**. If you do not remember the number use the F4-help and search for your persons last name in the tab "*Partner by Address*".

Menu path

UE00 WH



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Dept Department Description V VIP Description

0002 Purchasing 1 Managing Director

 Business Partner
 A\_ Description
 Valid From
 Valid To
 S Fct
 Function Description

 48006
 8
 Susan Smith
 09 03 2018
 31.12 9999
 0002
 Purchasing Manager

Click on the exit icon Exit to return to the SAP Easy Access screen.



## Step 4: Create Customer Inquiry

Task Create a customer inquiry.

Time 10 min

**Short Description** Use the SAP Easy Access Menu to create a customer inquiry.

Name (Position) Matthias Dosch (Sales Person 2)

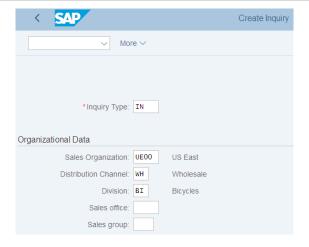
Now we will enter an inquiry from our new customer, The Bike Zone. An inquiry is a customer's request to be provided with a quotation or sales information without obligation. An inquiry can relate to materials or services, conditions, and if necessary delivery dates.

To create an inquiry, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Inquiry ► Create

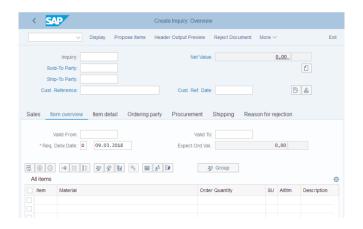
Menu path

This will produce the following screen.

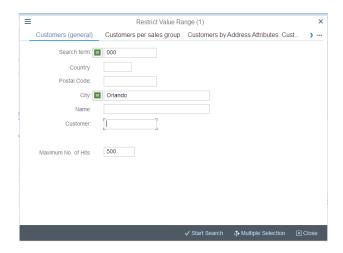


Enter the following information: **IN** for Inquiry Type, **UE00** for Sales Organization, **WH** for Distribution Channel and **BI** for Division. Then click on Continue. This will produce the following screen.

IN UE00 WH BI



Click on the Sold-to party field, then click on the search icon , which will bring up the following search screen.



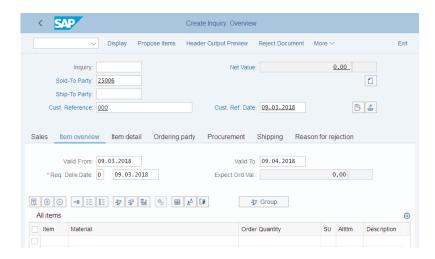
Because you have defined a search term for your new customer, we can now use it to find The Bike Zone.

Click on the Customers (general) tab, enter ### for search term and **Orlando** for City. Then, click on Start Search. This will produce the new customer.



Double-click on The Bike Zone to select it.

### Orlando

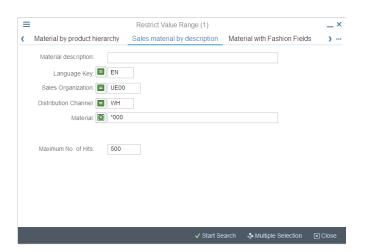


Enter ### for Cust. Reference, **today's date** for the Customer Ref. Date (F4, then Enter), **today's date** for the Valid from date (F4, then Enter) and a date **one month from today** for the Valid to date (F4, then select the date).

### today's date one month from today

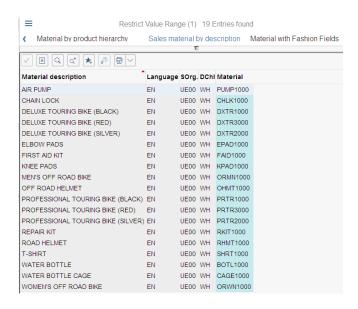
The Bike Zone wants a quote on two products – the Deluxe Touring Bike (black) and the Professional Touring Bike (black). To find these products, we need to use the search function. Click on the material field, then click on the

search icon . Make sure you are on the "Sales material by description" tab.



On the Sales material by description tab, enter Sales Organization **UE00**, Distribution Channel **WH** and Material \*### (e.g. \*005 if your number is 005). Then click on Start Search to get the list of bicycles.

UE00 WH \*###



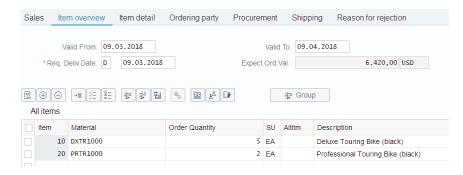
Double-click on the **Deluxe Touring Bike** (black) to select it and enter an order quantity of **5** pieces.



Sales	Item overview	Item detail	Ordering party	Procuremen	t Ship	oing Re	ason for rejection
	Valid From: 09.	.03.2018		Val	id To: 09.	04.2018	
* Red	. Deliv.Date: D	09.03.2018		Expect.Ord	.Val.:		4.500,00 USD
<b>₹</b> ⊕ €	-) → <u>=</u>		<b>® ₩ ½ ₩</b>	1	793 Ora		
	9				∯ Gro	up	
All items	6						
Item	Material		Order Quantity	SU	Altitm	Descriptio	n
	10 DXTR1000			5 EA		Deluve To	uring Bike (black)

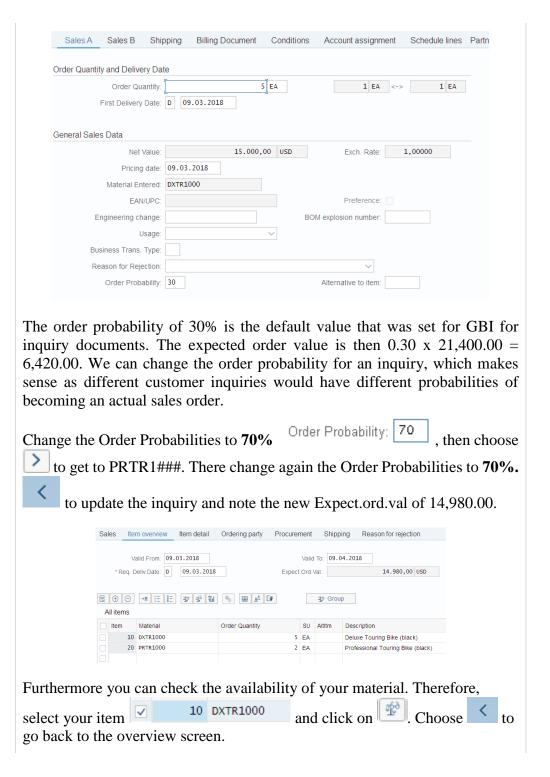
Repeat the process to enter a quantity of **2** of the **Professional Touring Bike** (**black**). Click Enter to determine the price for this order.

PRTR1###



The total price for these 7 bikes to The Bike Zone is 21,400.00, which is given by the net value. The Expect.ord.val (6,420.00) is a calculated value which takes the net value of the order and multiplies it by the probability of having an inquiry from this customer turn into an actual order. Select both items and

choose  $\square$ . There choose the tab *Sales A*.



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Material:	-		
	DXTR1000	[5]	
	Deluxe Touring Bike	e (black)	
Plant:	MIOO	Avail. check: 02 Check.rule	e: A
MRP Area:	MI00	With reqmts qtys:	
		End lead time:	
Base Unit:	EA		
otals display			
Receipts:	100		
Issues:	0	Confrmd issues: 0	
D-4-	OD -I MOD -I- :	Des 6 1 1	0
09.03.2018 Sto		10	
09.03.2018 Sto			00
09.03.2018 Sto 09.03.2018 SL	to save th	10	00
09.03.2018 Sto 09.03.2018 SLi	to save th	10 10	00
09.03.2018 Std 09.03.2018 SL	to save thinquiry.	ne inquiry. The SAP system will assign a	a unique
09.03.2018 std 09.03.2018 std ck on Sawe	to save thinquiry.	ne inquiry. The SAP system will assign a	a unique



## **Step 5: Create Customer Quotation**

Task Create a customer quotation.

Time 10 min

**Short Description** Use the SAP Easy Access Menu to create a customer quotation.

Name (Position) David Lopez (East Rep. Miami)

An inquiry presents the terms (price, delivery schedule) to a customer considering a purchase. A quotation is similar, except that it is a legally binding offer for delivering the requested product or services.

The Bike Zone would like a firm quote for the items in the inquiry created before. We can do this easily by copying the details from the inquiry into the new quotation. To do this, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Quotation ► Create

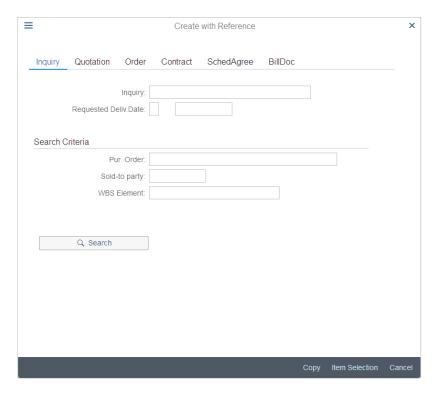
This will produce the following screen.

Menu path

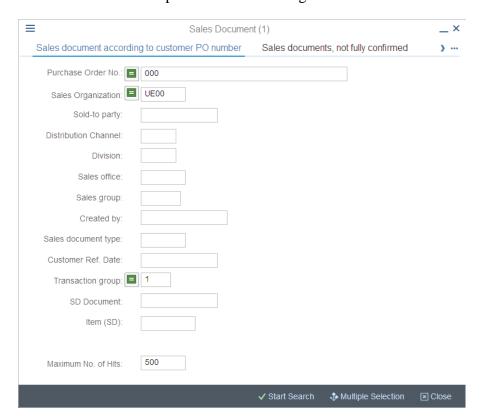


Enter **QT** for Quotation Type, then click on Will produce the following screen.

QT



Make sure the *Inquiry* tab is selected, click on the Inquiry field, then on the search icon . This will produce the following search window.

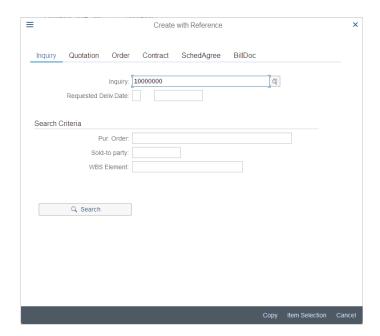


In the *Sales document according to customer PO number* tab, enter your Purchase order no. (###), then click on list with the inquiry for The Bike Zone.

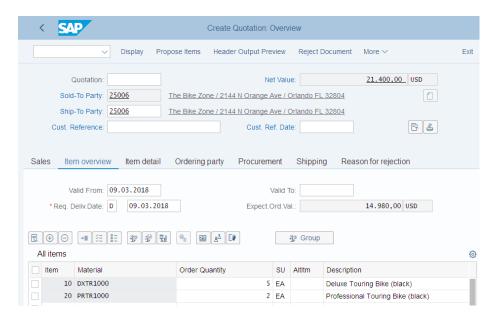
###



Double-click on the inquiry to select it, and the inquiry number will be copied in the Create with Reference window.

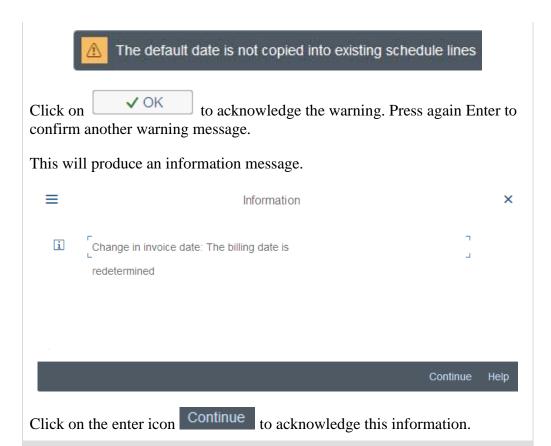


Click on the Copy button to copy information from the inquiry into the quotation screen.



Enter ### as Cust. Reference again, **today's date** for the Cust. Ref. Date, a date **one month from today** for the Valid to date, and a date **one month from today** for the Req. Deliv.Date. Then click Enter, which will produce the following warning.

### today's date one month from today one month from today



To encourage The Bike Zone to become a loyal customer, you have been authorized to give a \$50.00 discount on each Deluxe Touring bike, as well as a 5% discount on the entire order.

To add the \$50.00, select the Deluxe Touring bike line in the order, then click on the Item conditions icon . You will get a screen that shows the pricing details for your Deluxe Touring Bike.



In SAP, pricing is done using conditions. The pricing procedure defines which condition types are to be used to calculate the final price. Condition type PR00 is a gross price condition. To add a discount, we can add condition type  $\mathbf{K004}$  (material discount) with an amount of  $\mathbf{50}$  to the pricing procedure.

K004 50



After clicking enter, a new price for the 5 Deluxe Touring bikes will be calculated.

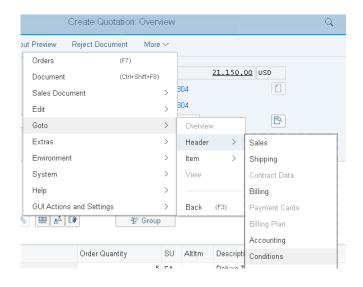


Note that the discount is now applied to the order. Click on the back icon to return to the main quotation screen.

To apply a 5% discount to the entire order, follow the pull-down menu path:

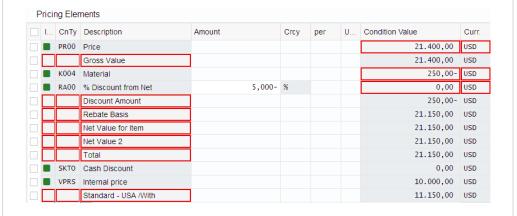
#### More ► Goto ► Header ► Conditions

This will produce the following screen.



RA00 5

To apply the 5% discount, enter CnTy (condition type) **RA00** (Net Discount) with an amount of **5**, then click Enter. Note that the price does not yet include the 5% discount.



To include the 5% discount, click on the activate icon

Amount

Pricing Elements

I... CnTy Description

PR00 Price

K004 Material

Gross Value

RA00 % Discount from Net

Discount Amount

Standard - USA /With

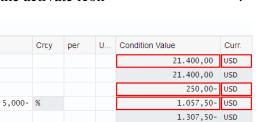
Rebate Basis Net Value for Item

Net Value 2

Total

SKTO Cash Discount

VPRS Internal price



🎉 Activate

20.092,50 USD

20.092,50 USD

20.092,50 USD 20.092.50 USD

10.000,00 USD

10.092,50 USD

0,00 USD

The 5% discount is now applied. Note that it is applied to the price <u>after</u> the \$50 discount per Deluxe Touring bike. Click on guotation.

Click on the exit icon Exit to return to the SAP Easy Access screen.



## Step 6: Create Sales Order Referencing a Quotation

**Task** Create a sales order with reference to a quotation.

Time 10 min

**Short Description** Use the SAP Easy Access Menu to create a sales order.

Name (Position) David Lopez (East Rep. Miami)

The Bike Zone has agreed to the terms and conditions in the quotation, and wants to order the bikes in the quotation. As a result, we can simplify the order creation process by copying the quotation into a sales order.

To create a sales order, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Order ► Create

This will produce the following screen.

Menu	path

*Order Type: OR Standard Order  Organizational Data  Sales Organization: Distribution Channel: Division: Sales office: Sales group:	< SAP	Create Sales Document
Organizational Data  Sales Organization:  Distribution Channel:  Division:  Sales office:	✓ Mo	re ∨
Distribution Channel:  Division:  Sales office:		OR Standard Order
Division: Sales office:	Sales Organization:	
Sales office:	Distribution Channel:	
	Division:	
Sales group:	Sales office:	
	Sales group:	

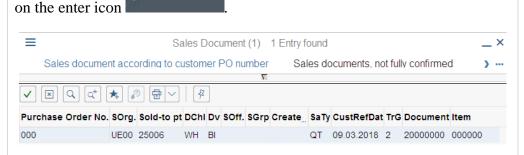
Enter Order Type **OR**. The other fields do not necessarily need to be filled. Then, click on the Create with Reference icon. This will produce the following pop-up search window.

OR

=				Create	with Reference				×
	Inquiry	Quotation	Order	Contract	SchedAgree	BillDoc			
			Quot.:						
		Requested De							
		Requested De	iiv.bate.						
	Search (	Criteria							
		Pu	r. Order:						
		Sold-	to party:						
		WBS E	Element:						
		Q Search							
							0000	Hom Colostian	Cannal

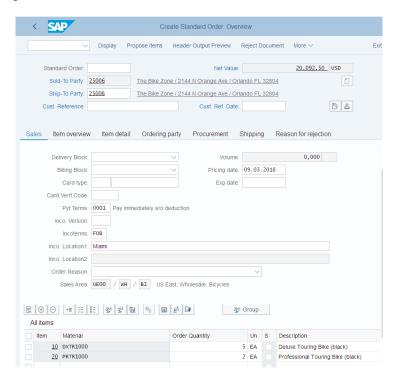
Make sure that the Quotation tab is selected, click on the Quotation field, then on the search icon .

###



After double-clicking on the quotation, the number for the quotation will be entered into the Create with Reference window.

With the Quotation number entered, click on from the quotation into the sales order screen.



Enter ### for Cust. Reference and **today's date** (F4, then Enter) for the Cust. Ref. Date. Note that the Req.deliv.date is copied from the quotation. Click on to save the sales order. The SAP system will assign a sales order number.

Standard Order 11 has been saved

Click on the exit icon Exit to return to the SAP Easy Access screen.

### today's date



## Step 7: Check Stock Status

Task Check the inventory.

Time 5 min

**Short Description** Use the SAP Easy Access Menu to check the stock status.

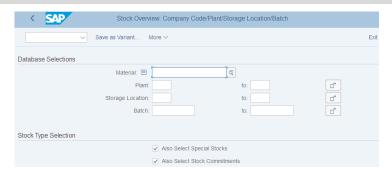
Name (Position) David Lopez (East Rep. Miami)

We can check on the inventory level of the bikes in the sales order for The Bike Zone. To do this, follow the menu path:

Menu path

Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview

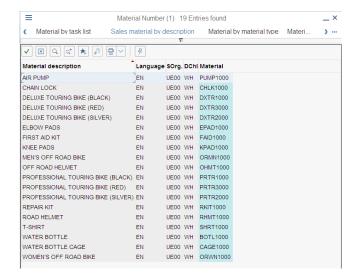
This will produce the following screen.



To find the material number for your bikes, click on the Material field, then click on the search icon .

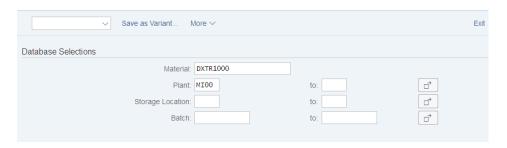
Use the far-right icon to select the tab *Sales Material by Description*. Enter **UE00** for Sales Organization, **WH** for Distribution Channel and Material \*### (e.g. \*002 if your number is 002). Then click the enter icon to find the list of materials.

UE00 WH \*###



Double-click on the Deluxe Touring Bike (black) to select it.

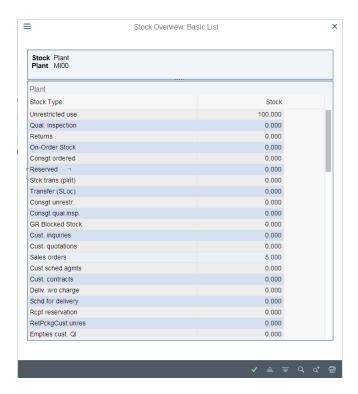
With the material number entered from the search list, enter **MI00** for Plant. Then click on Execute to look at the stock level.



This report gives stock levels for the DC in Miami.

You can get more detail on the stock of black Deluxe Touring bikes. Select the Miami DC, then click on Operation Display. This will give you very specific information about the inventory of black Deluxe Touring bikes.

MIOO



Note the 5 bikes that are part of the sales order. Click on the enter icon close the Detailed Display window, then click on the back icon to return to the main screen.

Use the search function to enter the material number for the Professional Touring bike (black). Click on the execute icon Execute and review the stock level for this bike.

Click on the exit icon Exit to return to the SAP Easy Access screen.

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## Step 8: Display Sales Order

Task Display a sales order.

Time 10 min

**Short Description** Use the SAP Easy Access Menu to display a sales order.

Name (Position) Sandeep Das (Warehouse Supervisor)

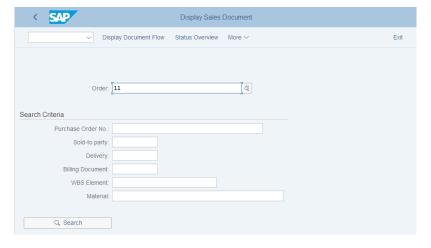
With relatively little user input, the sales order for The Bike Zone has been created. The Display Sales Order transaction provides the opportunity to review the order in detail.

To display a sales order, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Order ► Display

This will produce the following screen.

M	enu	pat



To make sure you have the correct sales order number, use the search function to find it. Click on the order field, then click on the search icon . This will bring up the search pop-up window.

After entering your PO number ###, click on sales orders. 

\*\*Start Search\*\* to get a list of sales orders.

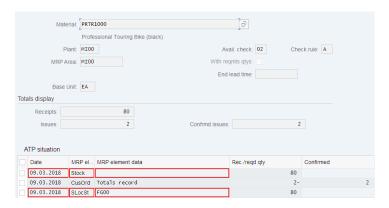


=	Sales Document (1) 1 Entry found									_ ×				
Sales document according to customer PO number Sales documents, not fully confirmed							d	>						
							V							
Purc	hase Order No.	sOrg.	Sold-to pt	DChl	Dv	SOff.	SGrp	Create_	SaTy	CustRefDat	TrG	Document	Item	
000		UE00	25006	WH	ВІ				QT	09.03.2018	2	20000000	000000	

After double-clicking on your sales order number, click on continue to display the sales order. This will produce the following sales order items.

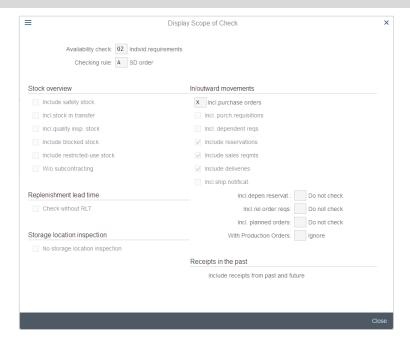
Α	ll items					
	Item	Material	Order Quantity	Un	s	Description
	10	DXTR1000	5	EΑ		Deluxe Touring Bike (black)
	20	PRTR1000	2	EΑ		Professional Touring Bike (black)

Select the Professional Touring bike line item, then click on the display availability icon to explore the stock for this item in detail.



This screen shows that, in this case, there are actually 80 bikes in stock and the order we are displaying will use 2 of these.

**Note** Your numbers may be different. Clicking on the *Scope of check* icon will produce the following pop-up window.



This screen displays the elements considered when performing the availability check. For example, Incl. purchase orders is selected, which means that a purchase order will be considered as available stock from its receipt date onward.

Click on the cancel icon × to close the pop-up window, then click on the back icon < to return to the overview screen.





## Step 9: Start Delivery Process

**Task** Start the delivery process.

Time 5 min

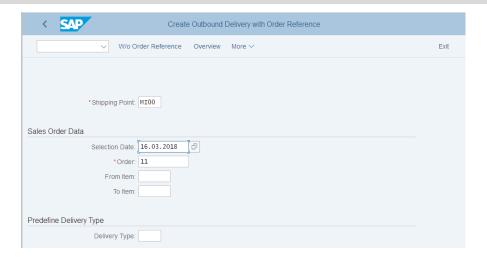
**Short Description** Use the SAP Easy Access Menu to start the delivery process.

Name (Position) Sergey Petrov (Warehouse Employee)

To start the process that will fulfill The Bike Zone's order, we need to create a delivery document. To do this, follow the menu path:

Logistics ► Sales and Distribution ► Shipping and Transportation ► Outbound Delivery ► Create ► Single Document ► With Reference to Sales Order

This will produce the following screen.



Enter **MI00** for Shipping Point. Enter a selection date **one week from today** (you can use **F4** to call up the calendar window).

If the sales order number is not entered automatically, you can search for you sales order number using the Sales documents according to customer PO number tab. Enter your PO number (###).

Then click on Continue

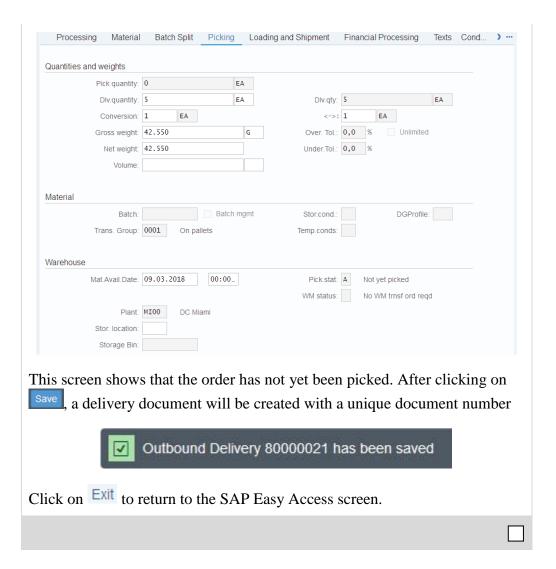


Select the Deluxe Touring bike line, then click on the details icon choose the Picking tab, which will produce the following screen.

Menu path

MI00 one week from today

###





## Step 10: Check Stock Status

Task Check the inventory.

Time 5 min

**Short Description** Use the SAP Easy Access Menu to check the stock status.

Name (Position) Sergey Petrov (Warehouse Employee)

To check on the inventory for the bikes in the sales order for The Bike Zone, follow the menu path:

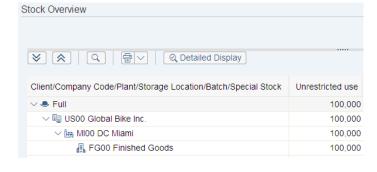
Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview

This will produce the following screen.

< SAP	Stock Overview: Co	ompany Code/Plant/Storag	e Location/Batch				
	Save as Variant More ∨			Exit			
Database Selections							
	Material: 🗏	<b>[</b> a					
	Plant:		to:	□ □			
	Storage Location:		to:	□ ·			
	Batch:		to:				
Stock Type Selection							
✓ Also Select Special Stocks							
	✓ Als	o Select Stock Commitments					

If the Material and Plant fields are not automatically filled in, click on the Material field, then click on the search icon . Use the Sales material by description tab with UE00 for Sales Organization, WH for Distribution Channel and \*### for Material. Pick the black Deluxe Touring bike. Then, enter MI00 in the Plant field.

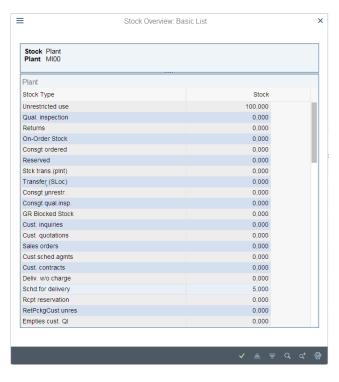
When the Material and the Plant field are correctly filled (compare with the screenshot above), click on Execute. This will produce the following screen.



Select the Miami DC, then click Q Detailed Display

Menu path

UE00 WH \*### MI00



Note that the 5 bikes for The Bike Zone order are now showed as *Schd. for delivery*. Click on the enter icon to close the Detailed Display window.

Click on Exit to return to the SAP Easy Access screen.



#### Step 11: Pick Materials on Delivery Note

**Task** Pick materials on delivery note.

Time 5 min

Menu path

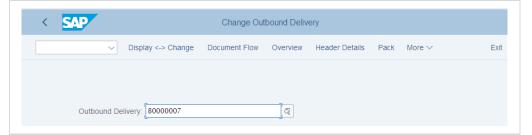
**Short Description** Use the SAP Easy Access Menu to pick materials.

Name (Position) Sandeep Das (Warehouse Supervisor)

To record the picking of the material, we change the delivery document. To change the delivery document, follow the menu path:

Logistics ► Sales and Distribution ► Shipping and Transportation ► Outbound Delivery ► Change ► Single Document

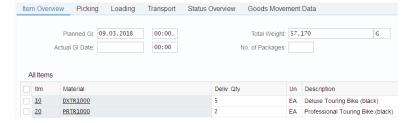
This will produce the following screen.



If the Outbound Delivery document number is not entered automatically, you can search for your delivery document using the tab Outbound Delivery: Not Posted for Goods Issue (MI00 for Shipping Point and your customer number for Ship-to party).

MI00 your customer number

Continue After clicking on , you will get the following screen.



Click on the picking tab, then enter **FG00** for SLoc (storage location) and the appropriate quantity for the picked quantity (5 for DXTR1### and 2 for

Save PRTR1###). Click on to save the picking information. You should get the following message at the bottom-left corner of the screen.

Outbound Delivery 80000021 has been saved

to return to the SAP Easy Access screen.

FG00



### Step 12: Post Goods Issue

Task Post a goods issue.

Time 5 min

**Short Description** Use the SAP Easy Access Menu to post a goods issue.

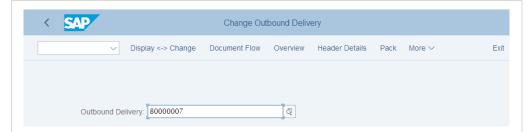
Name (Position) Sandeep Das (Warehouse Supervisor)

To post the goods issue (change the possession of the material from GBI to The Bike Zone), follow the menu path:

Logistics ► Sales and Distribution ► Shipping and Transportation ► Outbound Delivery ► Change ► Single Document

Menu path

This will produce the following screen.



If the Outbound Delivery document number is not entered automatically, you can search for your delivery document using the tab Outbound Delivery: Not Posted for Goods Issue (**MI00** for Shipping Point and **your customer number** for Ship-to party).

MI00 your customer number

With the correct delivery document number filled in, click on the Post Goods Issue icon. You should get the following message at the bottom-left corner of the screen.



Click on the exit icon Exit to return to the SAP Easy Access screen.

П



#### Step 13: Check Stock Status

Task Check the inventory.

Time 5 min

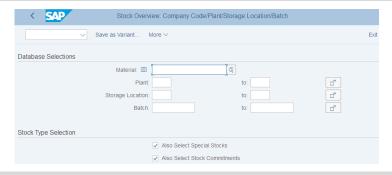
**Short Description** Use the SAP Easy Access Menu to check the stock status.

Name (Position) Sandeep Das (Warehouse Supervisor)

To see the impact that the goods issue for the bikes in the sales order for The Bike Zone has had on the inventory position of GBI, follow the menu path:

Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview

This will produce the following screen.



If the Material and Plant fields are not automatically filled in, click on the Material field, then click on the search icon . Use the Sales material by description tab with UE00 for Sales Organization, WH for Distribution Channel and \*### for Material. Pick the black Deluxe Touring bike (black). Then, enter MI00 in the Plant field.

When the Material and the Plant field are correctly filled (compare with the screenshot above), click on Execute. This will produce the following screen.

Selection					
Material:	।: DXTR1000				
	Deluxe Touring Bike (black)				
Material Type:	FERT Fi	nished Product			
Unit of Measure: EA Ba		se Unit of Measure		EA	
Stock Overview					
<b>▼</b>   Q   <b>B</b> ∨	Q Detailed Display				
Client/Company Code/Plant/Sto	rage Location/Batch/Special Stock	Unrestricted use	Qual. inspection	Rese	
∨ ● Full		95,000			
∨ 🖫 US00 Global Bike Inc.		95,000			
∨ li MI00 DC Miami		95,000			
FG00 Finished Goods		95,000			

Menu path

UE00 WH \*### MI00

Note that the available inventory has changed. Select the Miami DC, then click Q Detailed Display Detailed Display icon. Stock Overview: Basic List Storage Location MI00 Storage Location Stock Type Unrestricted use 95,000 0.000 Qual. inspection 0.000 Returns Transfer (SLoc) 0.000 Consgt unrestr 0,000 Consgt qual.insp. 0,000 Cust. inquiries 0,000 Cust. quotations 0,000 Sales orders 0,000 0,000 Cust. contracts Deliv. w/o charge Schd.for delivery 0,000 On-Order Stock 0,000 0,000 Consgt ordered Reserved 0,000 Rcpt reservation 0.000 Sales order unre 0.000 Sales order QI 0.000 Blocked The inventory is reduced from before by the amount that used to appear as

*Schd. for delivery.* Click on the enter icon to close the window.

Click on the exit icon Exit to return to the SAP Easy Access screen.



#### Step 14: Create Invoice for Customer

Task Create a billing document for a customer.

Time 10 min

**Short Description** Use the SAP Easy Access Menu to create a customer billing document.

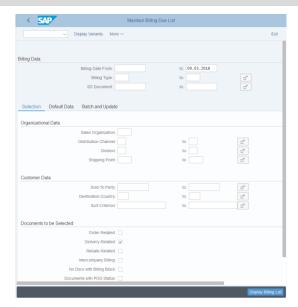
Name (Position) Stephanie Bernard (Billing Clerk)

,

With the delivery complete, the customer can be invoiced. To do this, follow the menu path:

Logistics ► Sales and Distribution ► Billing ► Billing Document ► Process Billing Due List

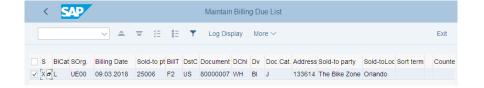
This will produce the following screen.



Enter **UE00** for Sales Organization and **your customer number** for Sold-To Party.

If you do not remember your customer number, find it by using the F4 help in the Sold-To Party field and entering your individual number (###) in the Search term field and **Orlando** in the City field. Confirm with <a href="Start Search">Start Search</a>. Then, double-click on the one result row.

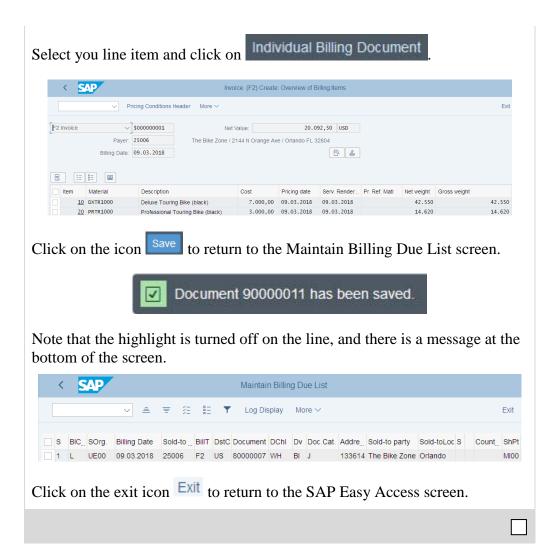
Then, click on the Display Billing List icon. This will produce the following screen.



Menu path

UE00 your customer number

F4 ### Orlando





#### Step 15: Display Billing Document and Customer Invoice

Task Display a billing document and a customer invoice.

Time 5 min

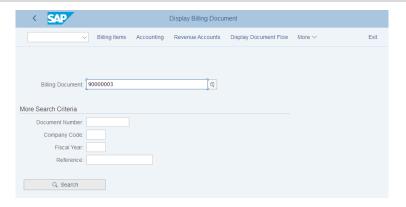
**Short Description** Use the SAP Easy Access Menu to display a billing document/customer invoice.

Name (Position) Stephanie Bernard (Billing Clerk)

The invoice that will be sent to The Bike Zone can be viewed by following the menu path:

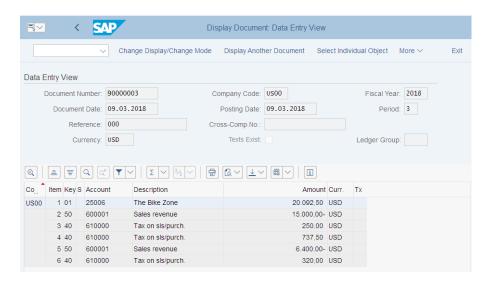
# Logistics ► Sales and Distribution ► Billing ► Billing Document ► Display

This will produce the following screen.



If the billing document number is not entered automatically, you can find it from the document flow in your sales order. You may use the transaction VA03 to view your sales order.

To review the accounting implications of this sale, click on the icon Accounting. This will produce the following screen.



Menu path

F4

Review the accounting postings due to this sales order.				
Click on the exit icon Exit to return to the SAP Easy Access screen.				



## Step 16: Post Receipt of Customer Payment

Task Post a customer payment receipt.

Time 10 min

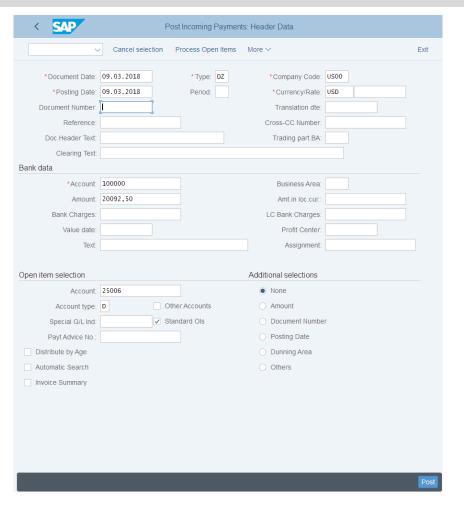
**Short Description** Use the SAP Easy Access Menu to post a customer payment receipt.

Name (Position) Jamie Shamblin (Cost Accountant)

After The Bike Zone mails its payment, it needs to be recorded. To do this, follow the menu path:

Accounting ► Financial Accounting ► Accounts Receivable ► Document Entry ► Incoming Payments

This will produce the following screen.



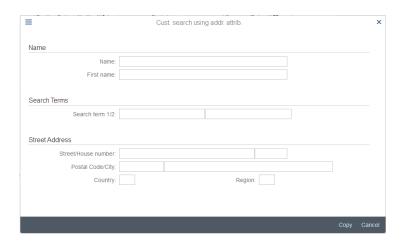
Use F4 and Enter to enter the **current date** for the document date. Enter **US00** for Company Code, **USD** for Currency/Rate, **100000** for Account, and **20.092,50** for amount.

Under Open item selection, click on the Account field, then the search icon

, to get the following search pop-up window.

Menu path

current date US00 USD 100000 20.092.50



As The Bike Zone was created with the data set number (###) as a search term, you can use this and the City **Orlando** to find your Bike Zone customer. After entering ### and Orlando on the Customers (by company code) tab, click on Start Search

and you will get the following results.

### Orlando



After double-clicking on Bike Zone to select it, click on the Process Open Items button. You will get the following screen.



If the Not assigned field does not show a 0.00 balance, double-click on the **20,092.50** amount to assign the payment to the accounts receivable. Then click

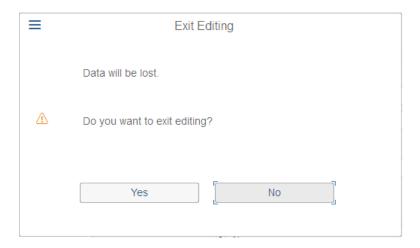
on Post to post the payment. The system will assign a document number automatically.

number

Payment document



Click on the exit icon Exit, which will produce the following pop-up window.



There is no data to be lost, so click on the **Yes** icon to return to the SAP Easy Access menu.

Yes



#### Step 17: Review Document Flow

Task Review the document flow.

Time 5 min

**Short Description** Use the SAP Easy Access Menu to review the document flow.

Name (Position) David Lopez (East Rep. Miami)

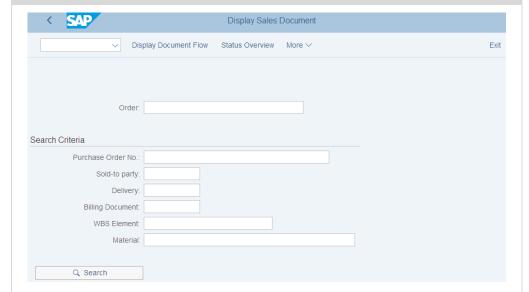
The document flow tool links all documents that were used in The Bike Zone's sales order. Again, there are many ways to access the document flow tool. One way is to start by displaying the sales order document.

To display the document flow, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Order ► Display

This will produce the following screen.

ľ	Иe	nu	pat



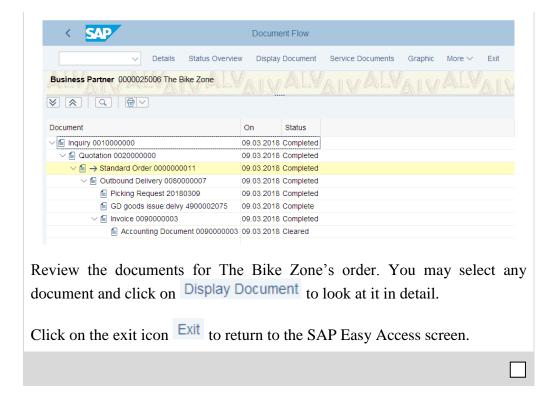
If your sales order is not displayed, you can search for you sales order number using the Sales document according to customer PO number tab. Enter your PO number (###).

###

To access the document flow tool, follow the pull-down menu path:

More ▶ Environment ▶ Display Document Flow

The document flow for The Bike Zone will look like the following.



# SD Challenge

**Learning Objective** Understand and perform an integrated order-to-cash-process. **Time** 75 min

**Motivation** Having successfully completed the case study *Sales and Distribution*, you should be able to perform the following task independently.

**Scenario** Your customer has opened a new store *Alster Adventures* and wishes to profit from your new initiative, which promises one free off-road helmet for each mountain bike ordered. A single position can be marked as Free of Charge Item (TANN) within the Item detail view of a standard order. Please note that off-road helmets belong to a different division. Create a new customer *Alster Adventures* by copying from *Alster Cycling* (Debitor 14000). Your new customer should to be supplied from the factory in Hamburg (HH00) via the sales organization Germany North (DN00). Remember that in Europe, the EURO is the usual currency. Notice that you thus need to expand the rights of your customer *Alster Adventures* to the effect that the company can release cross-division orders for the division accessories and cross-division.

Subsequently, please order five mountain bikes for men and five mountain bikes for women in the role of *Alster Adventures*. Since *Alster Adventures* is a long-term customer, the company gets 50\$ discount on each ordered mountain bike and an additional discount of 3% of the net price for the complete purchase.

**Note** the new customer will be created by references to a German customer, so the standard communication language is automatically set to German.

**Task Information** Perform a complete order-to-cash-process including the incoming payment of your customer. Since this task is based on the case study *Sales and Distribution*, you are allowed to use it for support. It is however recommended to solve this advanced task without support to test the newly gained knowledge.