

Product Requirements Document (PRD) — SAP ERP (Mock) BA Case Study (O2C)

Product / Module: Mock SAP ERP — Order-to-Cash (O2C)

Example reference platform: SAP S/4HANA (SD + FI-AR + FSCM Credit Management)

Simulation note: Portfolio mock; terminology references S/4HANA to be concrete; no proprietary SAP content

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1) Problem Statement

Mid-size companies running O2C often suffer from inconsistent pricing overrides, weak credit control enforcement, and limited auditability. These gaps increase revenue leakage, disputes, and compliance risk.

2) Goals & Success Metrics

2.1 Goals

- Standardize Sales Order creation and pricing determination.
- Enforce pricing override governance (reason + approval).
- Enforce credit control (block/release) with proper segregation of duties.
- Ensure auditability for critical business actions.

2.2 Success metrics (examples)

- Reduction in unauthorized pricing overrides.
- Reduction in credit-related bad debt incidents.
- Audit findings reduced for O2C controls.
- Faster approval cycle time for overrides.

3) Scope

3.1 In scope

- Sales Order creation (baseline)
- Pricing override request + approval
- Credit check, credit block and release
- Billing: invoice creation and credit memo controls
- RBAC and SoD controls
- Audit logging and evidence capture

3.2 Out of scope

- Full FI/CO accounting postings and reconciliation
- EDI/IDoc, external tax engines, and downstream integrations
- Warehouse execution details

4) Users & Personas (high-level)

- **Sales Rep:** creates orders; cannot override price beyond tolerance.
- **Sales Manager:** approves pricing overrides.
- **Credit Analyst:** reviews and releases credit blocks.
- **Billing Clerk:** creates invoices and credit memos.
- **Auditor:** read-only access to documents and logs.

5) Key Use Scenarios

- Create Sales Order with automatic pricing.
- Request pricing override with reason; manager approves.
- Credit check blocks order; credit analyst releases after review.
- Billing creates invoice after prerequisites.
- Create credit memo with reason (and approval if configured).

6) High-level Requirements (PRD view)

6.1 Functional overview

- System shall support Sales Order creation with pricing conditions.
- System shall require reason + approval for out-of-tolerance pricing overrides.
- System shall block processing when customer exposure exceeds credit limit.
- System shall enforce SoD: Sales cannot release credit block.
- System shall produce an audit trail for critical actions.

6.2 Non-functional overview

- Security: RBAC, least privilege, SoD.
- Auditability: immutable logs for critical actions.
- Usability: clear error messages and actionable statuses.

7) Acceptance Criteria (at product level)

- Pricing override cannot be completed without reason and approval.
- Credit block triggers correctly when limit exceeded.
- Only authorized role can release credit block.
- Billing is prevented when prerequisites are not met.
- Audit log captures who/when/what and approval references.

8) Dependencies & Assumptions

- Roles and authorizations are provisioned for UAT.
- Test data exists (customers, materials, credit exposures).
- Approval workflow engine is available (simulated).

9) Risks

- Over-customization increases long-term maintenance risk.
- Poor role design can break SoD controls.
- Missing evidence capture weakens audit readiness.