

Business Requirements Document (BRD) — SAP ERP (Mock) BA Case Study (O2C)

Domain: Sales, Credit, Billing controls (Order-to-Cash)

Target system: Mock SAP ERP (example reference: SAP S/4HANA SD + FI-AR + FSCM Credit Management; terminology only)

Version: 0.1 (English-first)

Date: 2026-01-19

1) Executive Summary

This BRD defines business requirements for standardizing Order-to-Cash (O2C) execution with stronger governance over pricing overrides, credit control, billing controls, and auditability.

2) Business Objectives

- Reduce revenue leakage due to uncontrolled pricing overrides.
- Reduce financial risk through consistent credit policy enforcement.
- Improve compliance via auditable approvals and role-based segregation of duties.
- Improve operational clarity: clear statuses, blocks, and release actions.

3) Business Scope

3.1 In scope

- Sales order governance
- Pricing override governance
- Credit control enforcement
- Billing governance (invoice and credit memo)
- Audit evidence and reporting

3.2 Out of scope

- Accounting close processes
- Integration interfaces (IDoc/EDI)
- Advanced warehouse processes

4) Stakeholders (summary)

- Sales Operations
- Sales Management
- Credit & Risk
- Billing/Finance Operations
- Internal Audit / Compliance
- IT / ERP Support

5) Current State vs Future State (high level)

Current state (typical issues)

- Manual pricing overrides without consistent reasons/approvals.
- Credit checks applied inconsistently.
- Billing sometimes proceeds before prerequisites.
- Limited audit evidence for overrides and releases.

Future state (target)

- Controlled override workflow with mandatory reason and approval.
- Standardized credit checks with enforced blocks and controlled releases.
- Billing gated by prerequisite statuses.
- Full audit trail for critical actions and access controls.

6) Business Requirements

BR ID	Requirement	Priority	Rationale
BR-001	Enforce pricing override governance (reason + approval)	High	Prevent revenue leakage and disputes
BR-002	Enforce credit check	High	Reduce financial risk

	and credit block when limit exceeded		
BR-003	Enforce SoD for credit release	High	Compliance and control
BR-004	Gate billing based on prerequisite statuses	High	Reduce billing errors
BR-005	Provide auditability for critical actions	High	Audit readiness
BR-006	Provide clear statuses and user guidance	Medium	Operational efficiency

7) Business Rules (reference)

Business rules are documented in the dedicated Business Rules + Decision Tables deliverable.

8) Constraints & Assumptions

- Role model exists and is approved by business and audit.
- Approval workflow is configured.
- Audit log retention meets policy.

9) Risks & Mitigations

- Risk: Users bypass process with workarounds → Mitigation: enforce system gating + monitoring.
- Risk: Approval delays → Mitigation: SLA targets + escalation paths.
- Risk: Role creep breaks SoD → Mitigation: periodic access review.