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.

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| Product  S/4HANA 1709  Global Bike  GUI 7.50  Level  Beginner  Focus  Sales and Distribution  Authors  Bret Wagner  Stefan Weidner  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 mandatory 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. |

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|  | Process Overview | |
| **Learning Objective** Understand and perform an integrated order-to-cash cycle.  **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) | | **Time** 120 min |
|  | | |
| 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.  **Short Description** Use the SAP Easy Access Menu to create a new customer.  **Name (Position)** David Lopez (East Rep. Miami) | | **Time** 10 min |
|  | |  |
| 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. | | Menu path |
| 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. | | Organization  Company  The Bike Zone  2144 N Orange Ave  32804  Orlando  US, FL  English |
| Then click on  in the area Standard Address to see additional address options. | |  |
|  | |  |
| Use the F4-help in the field *Transportation Zone* and choose **Region East** with a double click. | | Region East |
|  | |  |
| Then click on . Enter **US00** for Company Code and confirm with Enter. | | US00 |
| **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 acct. and **001** for Sort key. | | 110000  001 |
|  | |  |
| 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 . | | 0001 |
|  | |  |
| Click on  and enter **UE00** for Sales Org., **WH** for Distr. Channel and **BI** for Division. Confirm with Enter. | | 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”. | | USD 1 US0003 01 1 |
| Enter **02** for Delivery Priority, **01** for Shipping Conditions, **MI00** for Delivering Plant and **3** for Max.Part.Deliveries.  Check with the screen below. | | 02 01 MI00 3 |
|  | |  |
| 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. | | FOB Miami 0001 0 |
|  | |  |
| Click on  to save your new customer data. The SAP-System creates a unique customer number. | |  |
| Click on  to return to the SAP Easy Access screen. | |  |
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|  | Step 2: Create Contact Person for Customer | |
| **Task** Create a contact person for a customer.  **Short Description** Use the SAP Easy Access Menu to create a contact person.  **Name (Position)** Maria Diaz (Sales Person 1) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\2.PNG | |  |
| 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. | | ### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\3.PNG | |  |
| Click on the button  to create a new person. | |  |
| 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  . | |  |
| 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  . | | Title  First name  Last name  EN  US |
|  | |  |
| Your contact person will be given a unique number. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
|  | |  |

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|  | Step 3: Change Customer | |
| **Task** Change a customer.  **Short Description** Use the SAP Easy Access Menu to change a customer.  **Name (Position)** Maria Diaz (Sales Person 1) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\5 schritt 3.PNG | |  |
| 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  . | | UE00  WH  BI |
| 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*”. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\1.PNG | |  |
| Choose you contact partner with a double click and then click on in the screen *Organization: maintain relationships.* | |  |
| In the next screen, make sure that The Bike Zone is mentioned as your business partner and your contact person is chosen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\2.PNG | |  |
| Enter **1** for VIP, **0002** for Department and **0002** for Function. Then click on . | |  |
| Compare with the screen below and safe with | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\3.PNG | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
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|  | Step 4: Create Customer Inquiry | |
| **Task** Create a customer inquiry.  **Short Description** Use the SAP Easy Access Menu to create a customer inquiry.  **Name (Position)** Matthias Dosch (Sales Person 2) | | **Time** 10 min |
|  | |  |
| Now we will enter an inquiry from our new customer, The Bike Zone. An inquiry is a customer’s request to be provided with 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  This will produce the following screen. | | Menu path |
|  | |  |
| Enter the following information: **IN** for Inquiry Type, **UE00** for Sales Organization, **WH** for Distribution Channel and **BI** for Division. Then click on  . This will produce the following screen. | | IN  UE00  WH  BI |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\4.PNG | |  |
| Click on the Sold-to party field, then click on the search icon , which will bring up the following search screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\10.PNG | |  |
| 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  . This will produce the new customer. | | ###  Orlando |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\4.5.PNG | |  |
| Double-click on The Bike Zone to select it. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\6.PNG | |  |
| 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).  The Bike Zone wants prices 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. | | ###  today’s date  one month from today |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\12.PNG | |  |
| 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  to get the list of bicycles. | | UE00  WH  \*### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\6.5.PNG | |  |
| Double-click on the **Deluxe Touring Bike (black)** to select it and enter an order quantity of **5** pieces. | | DXTR1###  5 |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\7.PNG | |  |
| 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###  2 |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\8.PNG | |  |
| 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 . There choose the tab *Sales A*. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\9.PNG | |  |
| The order probability of 30% is the default value that was set for GBI for inquiry documents. The expected order value is then 0.30 x 21,400.00 = 6,420.00. We can change the order probability for an inquiry, which makes sense as different customer inquiries would have different probabilities of becoming an actual sales order.  Change the Order Probabilities to **70%** , then choose  to get to PRTR1###. There change again the Order Probabilities to **70%.**  to update the inquiry and note the new Expect.ord.val of 14,980.00. | | 70 |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\10.PNG | |  |
| Furthermore, you can check the availability of your material. Therefore, select your item C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\10.5.PNG and click on . Choose  to go back to the overview screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\11.PNG | |  |
| Click on  to save the inquiry. The SAP system will assign a unique number to the inquiry. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
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|  | Step 5: Create Customer Quotation | |
| **Task** Create a customer quotation.  **Short Description** Use the SAP Easy Access Menu to create a customer quotation.  **Name (Position)** David Lopez (East Rep. Miami) | | **Time** 10 min |
|  | |  |
| 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 .This will produce the following screen. | | QT |
|  | |  |
| Make sure the *Inquiry* tab is selected, click on the Inquiryfield, then on the search icon . This will produce the following search window. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\5.1.PNG | |  |
| In the *Sales document according to customer PO number* tab, enter your Purchase order no. (**###**), then click on . This will produce a list with the inquiry for The Bike Zone. | | ### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\5.2.PNG | |  |
| Double-click on the inquiry to select it, and the inquiry number will be copied in the Create with Referencewindow. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\5.3.PNG | |  |
| Click on the  button to copy information from the inquiry into the quotation screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\5.4.PNG | |  |
| 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 |
|  | |  |
| Click on  to acknowledge the warning. Press again Enter to confirm another warning message. | |  |
| This will produce an information message. | |  |
|  | |  |
| Click on the enter icon  to acknowledge this information. | |  |
| 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. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\5.5.PNG | |  |
| 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 PR00is a gross price condition. To add a discount, we can add condition type **K004** (materialdiscount) with an amount of **50** to the pricing procedure.    After clicking enter, a new price for the 5 Deluxe Touring bikes will be calculated. | | K004  50 |
|  | |  |
| 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. | |  |
|  | |  |
| 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. | | RA00  5 |
|  | |  |
| To include the 5% discount, click on the activate icon . | |  |
|  | |  |
| The 5% discount is now applied. Note that it is applied to the price after the $50 discount per Deluxe Touring bike. Click on  to save the new quotation. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
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|  | Step 6: Create Sales Order Referencing a Quotation | | |
| **Task** Create a sales order with reference to a quotation.  **Short Description** Use the SAP Easy Access Menu to create a sales order.  **Name (Position)** David Lopez (East Rep. Miami) | | **Time** 10 min |
|  | |  |
| 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 |
|  | |  |
| Enter Order Type **OR**. The other fields do not necessarily need to be filled. Then, click on the Create with Referenceicon. This will produce the following pop-up search window. | | OR |
|  | |  |
| Make sure that the Quotation tab is selected, click on the Quotation field, then on the search icon . | |  |
| On the following search window, make sure you select the *Sales document according to customer PO number*tab, enter **###** for PO number, then click on the enter icon . | | ### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\6.1.PNG | |  |
| 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  to copy the information from the quotation into the sales order screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\6.2.PNG | |  |
| 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. | | ###  today’s date |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\6.3.PNG | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
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|  | Step 7: Check Stock Status | |
| **Task** Check the inventory.  **Short Description** Use the SAP Easy Access Menu to check the stock status.  **Name (Position)** David Lopez (East Rep. Miami) | | **Time** 5 min |
|  | |  |
| 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:  Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview  This will produce the following screen. | | Menu path |
|  | |  |
| 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 C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\7.1.PNG to find the list of materials. | | UE00  WH  \*### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\7.2.PNG | |  |
| 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  to look at the stock level. | | MI00 |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\7.3.PNG | |  |
| 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 . This will give you very specific information about the inventory of black Deluxe Touring bikes. | |  |
|  | |  |
| Note the 5 bikes that are part of the sales order. Click on the enter icon  to 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  and review the stock level for this bike. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
|  | |  |

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|  | Step 8: Display Sales Order | |
| **Task** Display a sales order.  **Short Description** Use the SAP Easy Access Menu to display a sales order.  **Name (Position)** Sandeep Das (Warehouse Supervisor) | | **Time** 10 min |
|  | |  |
| 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. | | Menu path |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\8.1.PNG | |  |
| 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  to get a list of sales orders. | | ### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\6.1.PNG | |  |
| After double-clicking on your sales order number, click on  to display the sales order. This will produce the following sales order items. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\8.2.PNG | |  |
| Select the Professional Touring bike line item, then click on the display availability icon  to explore the stock for this item in detail. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\8.3.PNG | |  |
| 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. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\8.4.PNG | |  |
| After selecting the Deluxe Touring bike line and clicking on the item conditions icon , the following screen will be displayed. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\8.5.PNG | |  |
| The details of the price calculation for the Deluxe Touring bike are displayed. Note the two discounts that were manually applied to this line item. Click on the back icon  twice to return to the overview screen. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
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|  | Step 9: Start Delivery Process | |
| **Task** Start the delivery process.  **Short Description** Use the SAP Easy Access Menu to start the delivery process.  **Name (Position)** Sergey Petrov (Warehouse Employee) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
| **C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\9.1.PNG** | |  |
| 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 . | | MI00  one week from today  ### |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\9.2.PNG | |  |
| Select the Deluxe Touring bike line, then click on the details icon  and choose the Picking tab, which will produce the following screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\9.3.PNG | |  |
| This screen shows that the order has not yet been picked. After clicking on , a delivery document will be created with a unique document number | |  |
|  | |  |
| Click on  to return to the SAP Easy Access screen. | |  |
|  | |  |

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|  | Step 10: Check Stock Status | |
| **Task** Check the inventory.  **Short Description** Use the SAP Easy Access Menu to check the stock status.  **Name (Position)** Sergey Petrov (Warehouse Employee) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
|  | |  |
| 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. | | UE00  WH  \*###  MI00 |
| When the Material and the Plant field are correctly filled (compare with the screenshot above), click on . This will produce the following screen. | |  |
|  | |  |
| Select the Miami DC, then click  . | |  |
|  | |  |
| 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  to return to the SAP Easy Access screen. | |  |
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|  | Step 11: Pick Materials on Delivery Note | |
| **Task** Pick materials on delivery note.  **Short Description** Use the SAP Easy Access Menu to pick materials.  **Name (Position)** Sandeep Das (Warehouse Supervisor) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
| **C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\11.1.PNG** | |  |
| 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 |
| After clicking on , you will get the following screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\11.2.PNG | |  |
| 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 PRTR1###). Click on  to save the picking information. You should get the following message at the bottom-left corner of the screen. | | FG00  5  2 |
|  | |  |
| Click on  to return to the SAP Easy Access screen. | |  |
|  | |  |

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| --- | --- | --- |
|  | Step 12: Post Goods Issue | |
| **Task** Post a goods issue.  **Short Description** Use the SAP Easy Access Menu to post a goods issue.  **Name (Position)** Sandeep Das (Warehouse Supervisor) | | **Time** 5 min |
|  | |  |
| 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  This will produce the following screen. | | Menu path |
| **C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\11.1.PNG** | |  |
| 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. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\12.1.PNG | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
|  | |  |

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| --- | --- | --- |
|  | Step 13: Check Stock Status | |
| **Task** Check the inventory.  **Short Description** Use the SAP Easy Access Menu to check the stock status.  **Name (Position)** Sandeep Das (Warehouse Supervisor) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
|  | |  |
| 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. | | UE00  WH  \*###  MI00 |
| When the Material and the Plant field are correctly filled (compare with the screenshot above), click on . This will produce the following screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\13.1.PNG | |  |
| Note that the available inventory has changed. Select the Miami DC, then click on the  Detailed Display icon. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\13.2.PNG | |  |
| 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  to return to the SAP Easy Access screen. | |  |
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|  | Step 14: Create Invoice for Customer | |
| **Task** Create a billing document for a customer.  **Short Description** Use the SAP Easy Access Menu to create a customer billing document.  **Name (Position)** Stephanie Bernard (Billing Clerk) | | **Time** 10 min |
| , | |  |
| 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. | | Menu path |
| **C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\14.1.PNG** | |  |
| Enter **UE00** for Sales Organization and **your customer number** for Sold-To Party. | | UE00  your customer number |
| 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. Then, double-click on the one result row. | | F4  ###  Orlando |
| Then, click on the  Display Billing List icon. This will produce the following screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\14.2.PNG | |  |
| Select you line item and click on . | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\14.4.PNG | |  |
| Click on the icon  to return to the Maintain Billing Due List screen. | |  |
|  | |  |
| Note that the highlight is turned off on the line, and there is a message at the bottom of the screen.  C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\14.7.PNG | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
|  | |  |

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|  | Step 15: Display Billing Document and Customer Invoice | |
| **Task** Display a billing document and a customer invoice.  **Short Description** Use the SAP Easy Access Menu to display a billing document/customer invoice.  **Name (Position)** Stephanie Bernard (Billing Clerk) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
| **C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\15.1.PNG** | |  |
| 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. | | F4 |
| To review the accounting implications of this sale, click on the icon C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\15.3.PNG. This will produce the following screen. | |  |
| **C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\15.2.PNG** | |  |
| Review the accounting postings due to this sales order. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
|  | |  |

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| --- | --- | --- |
|  | Step 16: Post Receipt of Customer Payment | |
| **Task** Post a customer payment receipt.  **Short Description** Use the SAP Easy Access Menu to post a customer payment receipt.  **Name (Position)** Jamie Shamblin (Cost Accountant) | | **Time** 10 min |
|  | |  |
| 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. | | Menu path |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\16.1.PNG | |  |
| Use F4 and Enterto 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 C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\16.6.PNG, to get the following search pop-up window. | | 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 theCustomers (by company code) tab, click on  and you will get the following results. | | ###  Orlando |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\16.3.PNG | |  |
| After double-clicking on Bike Zone to select it, click on the Process Open Items button. You will get the following screen. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\16.4.PNG | |  |
| 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  to post the payment. The system will assign a document number automatically. | | Payment document number |
| Click on the exit icon , 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 |
|  | |  |

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| --- | --- | --- |
|  | Step 17: Review Document Flow | |
| **Task** Review the document flow.  **Short Description** Use the SAP Easy Access Menu to review the document flow.  **Name (Position)** David Lopez (East Rep. Miami) | | **Time** 5 min |
|  | |  |
| 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. | | Menu path |
|  | |  |
| 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. | |  |
| C:\Users\frajewski\Pictures\Screenshots\Englisch\SD\neu ab step 3\Neuer Ordner\17.1.PNG | |  |
| Review the documents for The Bike Zone’s order. You may select any document and click on  to look at it in detail. | |  |
| Click on the exit icon  to return to the SAP Easy Access screen. | |  |
|  | |  |