



Reclamación - Devolución

2º Desarrollo de Aplicaciones Multiplataforma
Sistemas de Gestión Empresarial

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1. Crear interlocutor comercial

Para que pueda comprar en el área para el área de ventas UE00/WH/BI y la sociedad US00.

- Nombre los dos apellidos del alumno
- Concepto de Búsqueda Primer apellido del alumno
- Población Burgos
- País España
- Idioma EN
- **Datos de la Sociedad.**
 - Cuenta Asociada 110000
- **Datos del Área de Ventas**
 - Moneda USD
 - Grupo de precios 01 Gran consumidor
 - Esquema Cliente 01 Estandar
 - Lista de precios 01 Comercio Mayorista
 - Prioridad de entrega: Normal
 - Condición de expedición Estandar
 - Centro Suministrador MI00
 - Incoterms1: CIF Incoterm 2 Estados Unidos
 - Impuestos. Exento

Nota: Puedes incorporar todos aquellos datos adicionales, que consideres oportuno, explicando en el documento anexo por qué los has incorporado.

Vamos a la transacción BP y damos a organizacion:

The screenshot shows the 'Create Organization' transaction in SAP. The 'Address' tab is selected. The 'Business Partner' field is empty. The 'Grouping' field is empty. The 'Create in BP role' dropdown is set to 'Business Partner (Gen.)'. The 'Name' section has a 'Title' dropdown, a 'Name' field containing 'Martínez Díez', and a 'Salutation' field containing 'Hello'. The 'Search Terms' section has a 'Search Term 1/2' field containing 'Martínez'.

Business Partner: 51170 Martínez Díez / E-09004 Burgo

Change in BP role: * Customer (New)

Street/House number: calle 0

Postal Code/City: * 09004 Burgo

Country: * ES Spain Region: 09 Burgos

Time zone: CET

PO Box Address

PO Box:

Grabamos, editamos como cliente y vamos a comercial.

Pero hay que hacerlo en inglés...

Business Partner: 51170 Martínez Díez / E-09004 Burgo

Change in BP role: * Customer (New)

Sales Area

Sales Org.: UE00 US East

Distr. Channel: WH Wholesale

Division: BI Bicycles

Changes have been saved

2. Precio especial

Al cliente del punto 1 si en el mes de marzo nos compra más de 5 unidades del producto Men's Off Road Bike se le dejará a 2000 USD.

VK11:

Condition type: PR00 Price

3. Cambio de referencia de un producto

El cliente del punto 1 nos pide materiales utilizando sus propios números de material. Para facilitar la entrada de pedidos, nos piden que almacenemos para la organización de ventas UE00 y el canal de distribución WH el código **PRODUCTO+PRIMER APELLIDO +NOMBRE** para nuestra referencia del producto Men's Off Road Bike,

VD51:

The image displays three sequential screenshots of the SAP 'Create Customer-Material Info Record' transaction, illustrating the process of creating a customer material for a specific product.

Screenshot 1: Initial Data Entry

Customer: * 25075
Sales Organization: * UE00 US East
Distribution Channel: * WH Wholesale

Screenshot 2: Material Selection

Customer: 25075 Martínez Díez
Sales Organization: UE00 US East
Distribution Channel: WH Wholesale

Material No. Description
ORMN1012 Men's Off Road Bike

Screenshot 3: Final Customer Material Creation

Material: ORMN1012
Men's Off Road Bike

Sales Organization: UE00 US East
Distribution Channel: WH Wholesale
Customer: 25075 Martínez Díez

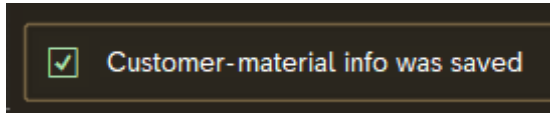
Customer material

Customer Material: PRODUCTOMARTIEZANGEL
Customer Description: Men's Off Road Bike

Customer: 25075 Martínez Díez
Sales Organization: UE00 US East
Distribution Channel: WH Wholesale

Material No. Description Cust. Material
ORMN1012 Men's Off Road Bike PRODUCTOMARTIEZANGEL

Guardamos:

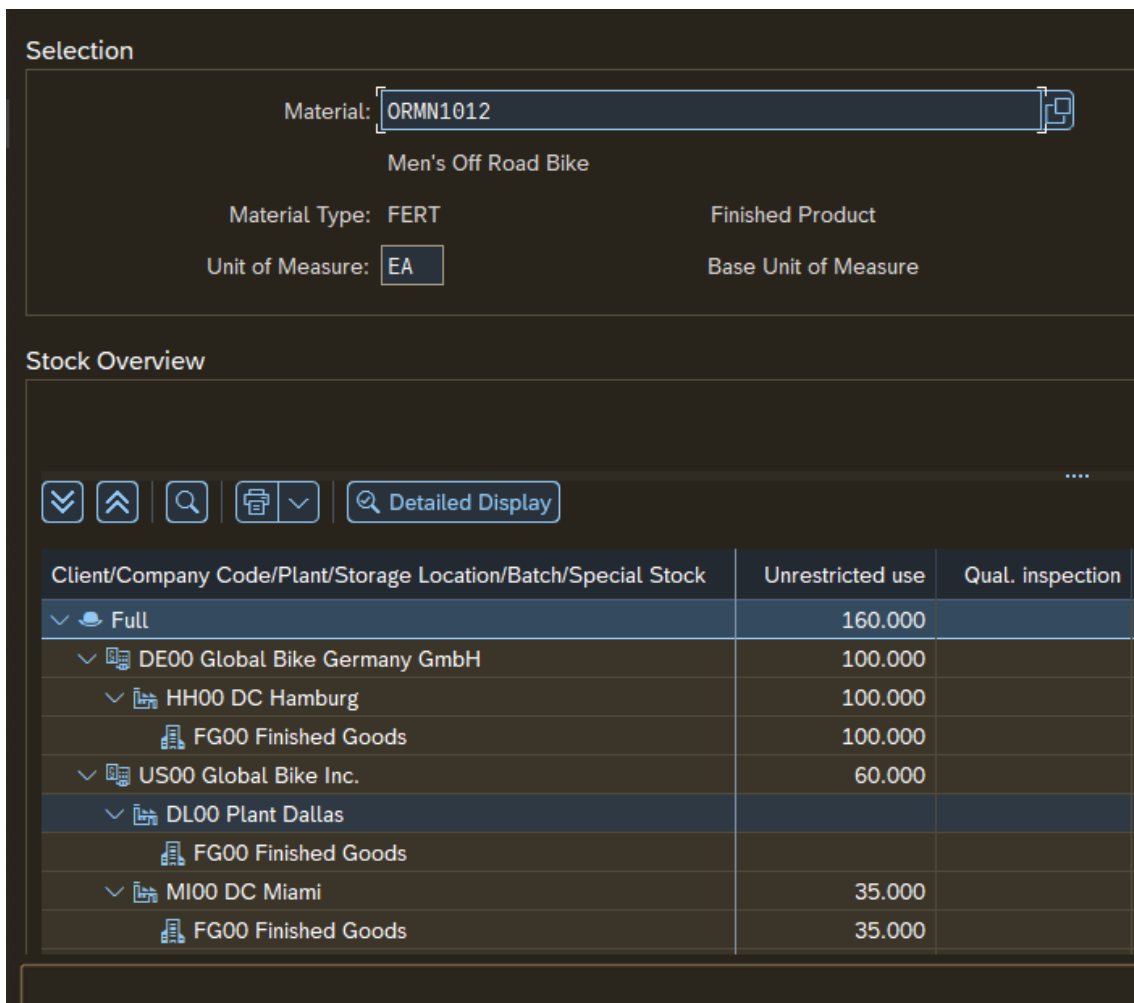


4. Generar el siguiente pedido de ventas:

PEDIDO:

- Área de Ventas: UE00/WH/BI
- Solicitante: El interlocutor creado en el punto 1
- Número de pedido de cliente: EJERCICIO
- Fecha del pedido HOY
- Fecha valor mes de marzo
- Material: **PRODUCTOEXAMENPRIMER APELLIDO NOMBRE** (el cliente ha utilizado sus propios números de referencia).
- Cantidad: 200 unidades

Vemos el stock antes:

A screenshot of the SAP Stock Overview interface. The top section, titled "Selection", shows the material "ORMN1012" (Men's Off Road Bike) with material type "FERT" (Finished Product) and unit of measure "EA". The bottom section, titled "Stock Overview", contains a table with three columns: "Client/Company Code/Plant/Storage Location/Batch/Special Stock", "Unrestricted use", and "Qual. inspection". The table lists stock levels for various locations, including DE00, HH00, FG00, US00, and DL00, with values ranging from 35,000 to 160,000. Navigation icons and a "Detailed Display" button are visible above the table.

| Client/Company Code/Plant/Storage Location/Batch/Special Stock | Unrestricted use | Qual. inspection |
|--|------------------|------------------|
| Full | 160.000 | |
| DE00 Global Bike Germany GmbH | 100.000 | |
| HH00 DC Hamburg | 100.000 | |
| FG00 Finished Goods | 100.000 | |
| US00 Global Bike Inc. | 60.000 | |
| DL00 Plant Dallas | | |
| FG00 Finished Goods | | |
| MI00 DC Miami | 35.000 | |
| FG00 Finished Goods | 35.000 | |

Hay que aumentarlo para poder enviar las unidades que van a solicitar: MIGO
Goods Receipt Other - learn-012 learn-012

Hide OverviewMore

Individual Slip

| Line | Mat. Short Text | W OK | Qty in UnE | EUn | SLoc | G/L Account |
|------|---------------------|--------------------------|------------|-----|------|-------------|
| 1 | Men's Off Road Bike | <input type="checkbox"/> | 200.000 | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Delete

Contents

Material

Quantity

Where

Partner

Account Assignment

Movement type: 501 Q + Receipt to project

Stock type: Unrestricted-Use

WBS Element:

Plant: MI00

Storage location: FG00

Goods recipient:

Material document 4900014282 posted

View details

VA01:

< SAP

More

Order Type: *OR1

Organizational Data

Sales Organization: UE00US East

Distribution Channel: WHWholesale

Division: BIBicycles

PEDIDO:

- Área de Ventas: UE00/WH/BI
- Solicitante: El interlocutor creado en el punto 1
- Número de pedido de cliente: EJERCICIO
- Fecha del pedido HOY
- Fecha valor mes de marzo
- Material: **PRODUCTOEXAMENPRIMER APELLIDO NOMBRE** (el cliente ha utilizado sus propios números de referencia).
- Cantidad: 200 unidades

SAP Sales Document Edit Goto Extras Environment System Help

Create Standard order: Overview

Standard order: Net Value: 400,000.00 USD

Sold-To Party: 25075 Martínez Díez / calle 0 / E-09004 Burgo

Ship-To Party: 25075 Martínez Díez / calle 0 / E-09004 Burgo

Cust. Reference: EJERCICIO Cust. Ref. Date: 02/21/2022

Sales Item Overview Item detail Ordering party Procurement Shipping Reason for rejection

Req. Deliv.Date: * D 02/21/2022 Deliver.Plant: MI00

Complete Div.: ☐ Total Weight: 1,892,000 G

Delivery Block: Volume: 0.000

Billing Block: Pricing Date: 03/01/2022

Pyt Terms: 0001 Pay immediately w/o deduction

Inco. Version:

Incoterms: CIF

Inco. Location1: USA

SAP Create Standard order: Overview

Standard order: Net Value: 400,000.00 USD

Sold-To Party: 25075 Martínez Díez / calle 0 / E-09004 Burgo

Ship-To Party: 25075 Martínez Díez / calle 0 / E-09004 Burgo

Cust. Reference: EJERCICIO Cust. Ref. Date: 02/21/2022

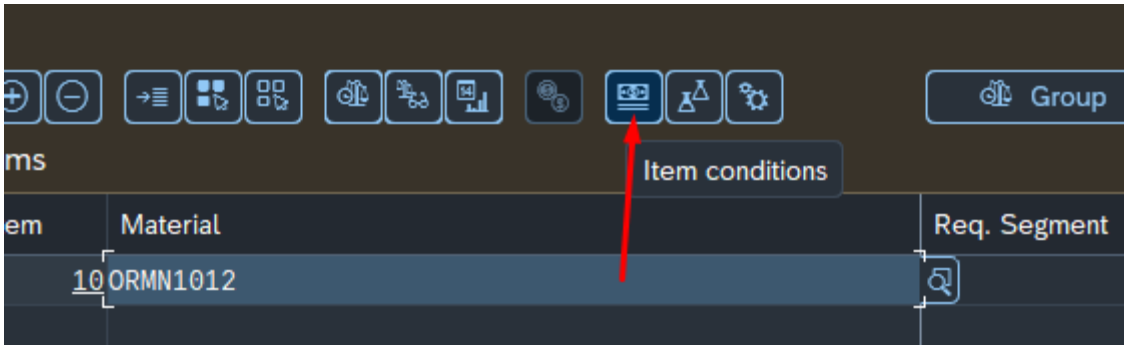
Sales Item Overview Item detail Ordering party Procurement Shipping Reason for rejection

Requested Deliv.Date: * D 02/21/2022 Delivering Plant:

All Items

| POItem | Customer Material Numb | Item | Order Quantity | SU | Material |
|--------------------------|------------------------|------|----------------|----------|----------|
| <input type="checkbox"/> | PRODUCTOMARTIEZANGEL | 10 | 200 EA | ORMN1012 | |
| <input type="checkbox"/> | <input type="text"/> | | | | |
| <input type="checkbox"/> | | | | | |

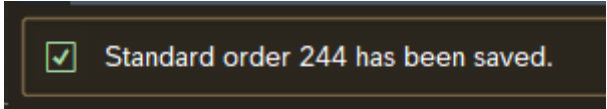
Además, se ha decidido hacer un descuento adicional para este producto en este pedido de 100 USD.
Se debe de considerar la situación del almacén antes de realizar el pedido.



Añadimos el descuento:

| Pricing Elements | | | | | | | | | |
|-------------------------------------|------|------|----------------------|----------|------|-----|------|-----------------|-------|
| | I... | CnTy | Name | Amount | Crcy | per | UoM | Condition Value | Curr. |
| <input type="checkbox"/> | PR00 | | Price | 2,000.00 | USD | | 1 EA | 400,000.00 | USD |
| <input type="checkbox"/> | | | Gross Value | 2,000.00 | USD | | 1 EA | 400,000.00 | USD |
| <input checked="" type="checkbox"/> | RC00 | | Quantity Discount | 100.00 | USD | | 1 EA | 20,000.00 | USD |
| <input type="checkbox"/> | | | Discount Amount | 100.00 | USD | | 1 EA | 20,000.00 | USD |
| <input type="checkbox"/> | | | Rebate Basis | 1,900.00 | USD | | 1 EA | 380,000.00 | USD |
| <input type="checkbox"/> | | | Net Value for Item | 1,900.00 | USD | | 1 EA | 380,000.00 | USD |
| <input type="checkbox"/> | | | Net Value 2 | 1,900.00 | USD | | 1 EA | 380,000.00 | USD |
| <input type="checkbox"/> | | | Total | 1,900.00 | USD | | 1 EA | 380,000.00 | USD |
| <input type="checkbox"/> | SKT0 | | Cash Discount | 0.000 | % | | | 0.00 | USD |
| <input type="checkbox"/> | VPRS | | Internal price | 1,200.00 | USD | | 1 EA | 240,000.00 | USD |
| <input type="checkbox"/> | | | Standard - USA /With | 700.00 | USD | | 1 EA | 140,000.00 | USD |

Guardamos el pedido:



5. Crear la entrega de salida, el picking y la contabilización de la salida de mercancías del pedido del punto anterior.

MMBE:

Selection

Material:

Men's Off Road Bike

Material Type: FERTFinished Product

Unit of Measure: Base Unit of MeasureEA

Stock Overview

▼

▲

🔍

📄 ▼

🔍 Detailed Display

.....

| Client/Company Code/Plant/Storage Location/Batch/Special Stock | Unrestricted use | Qual. inspection | R |
|--|------------------|------------------|---|
| ▼ 🏠 Full | 235.000 | | |
| ▼ 🏢 US00 Global Bike Inc. | 235.000 | | |
| ▼ 🏢 MI00 DC Miami | 235.000 | | |
| 🏢 FG00 Finished Goods | 235.000 | | |

VL01N:

Outbound Delivery Edit Goto Environment System Help

< SAP

Create Outbound Delivery with Order Reference

W/o Order Reference

More ▼

Shipping Point: *

Sales Order Data

Selection Date:

Order: *

From Item:

To Item:

Predefine Delivery Type

Delivery Type:

11

Rellenamos:

<

SAP

Outbound Delivery Create: Overview

Post Goods Issue

More

Outbound Deliv.:

Document Date: 02/21/2022

Ship-to party: 25075

Martínez Díez / calle 0 / E-09004 Burgo

Item Overview

Picking

Loading

Shipment

Status Overview

Goods Movement Data

Pick Date/Time: 02/21/2022 00:00

OverlPickStatus: A Not Yet Picked

Warehouse No.:

OverallWMStatus: No WM Trnsf Ord Reqd

All Items

| Item | Material | Plant | SLoc | Req. Segment | Deliv. Qty | Un | Picked Qty | Un | Batch |
|------|----------|-------|------|--------------|------------|----|------------|----|-------|
| 10 | ORMN1012 | MI00 | FG00 | | 200 | EA | 200 | EA | |

Outbound Delivery 80000138 has been saved

MMBE:

Selection

Material: ORMN1012

Men's Off Road Bike

Material Type: FERT

Unit of Measure: EA

Finished Product

Base Unit of Measure

Stock Overview

Detailed Display

| Client/Company Code/Plant/Storage Location/Batch/Special Stock | Unrestricted use | Qua |
|--|------------------|-----|
| Full | 35.000 | |
| US00 Global Bike Inc. | 35.000 | |
| MI00 DC Miami | 35.000 | |
| FG00 Finished Goods | 35.000 | |

6. Generar la factura de la entrega anterior.

VF01:

SAP

Create Billing Document

Billing Due List

Billing Documents Overview

Selection List

Default Data

Billing Type:

Serv. Rendered:

Billing Date:

Pricing Date:

Docs to Be Processed

| | Document | Item | SD Document Category | Processing Status |
|-----------------------|----------|------|----------------------|-------------------|
| <input type="radio"/> | 80000138 | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |
| <input type="radio"/> | | | | |

☒ Document 90000104 saved (no journal entry generated).

7. El cliente nos llama haciendo la siguiente reclamación.

VA01

Create Sales Documents

Order Type: * **RE** Standard order

Personal Data

Sales Organization: **UE00** US East

Distribution Channel: **WH** Wholesale

Division: **BI** Bicycles

Sales office:

Sales group:

Sales document type (2) 13 Entries found

Restrictions

| SaTy | Description |
|-----------|------------------------|
| CLRP | Requests + Returns |
| GR | Goods Return |
| GRE | GG Returns |
| KR | Consignment Returns |
| KPZU | Consignment Returns |
| RE | Returns |
| RE2 | Advanced Returns |
| RM | Delivery Order Returns |
| RTTC | SPE Return to Cust. |
| RTTR | SPE Return Over. |
| RZ | Returns Sched.Agrmnt |
| UPRR | Used Parts Returns |
| UUPR | New Parts Returns |

13 Entries found

Creamos con referencia:

Create with Reference

Order Contract SchedAgree BillDoc

Order: **244**

Deliv.Date:

Pur. Order:

Sold-To Party:

Delivery:

WBS Element:

Material:

Search

Copy Item Selection

Seleccionamos la cantidad:

SAP Standard order 244: Selection List for Reference

✓ Copy More

Reference

Standard order: 244

Sold-To Party: 25075 Martínez Díez

All Items

| S. Item | HgLvlt | Material | Open quantity | SU | Alttr |
|---------|--------|----------|---------------|----|-------|
| ✓ 10 | | ORMN1012 | 10 EA | | |

SAP Create Returns: Overview

Sold-To Party: 25075 Martínez Díez / calle 0 / F-09004 Burgo

Ship-To Party: 25075 Martínez Díez / calle 0 / F-09004 Burgo

Cust. Reference: EJERCICIO-devolucion Cust. Ref. Date: 02/21/2022

Sales Item Overview Item detail Ordering party Procurement Shipping Reason for rejection

Req. Deliv.Date: 02/21/2022

Complete Div.: ☐

Delivery Block:

Billing Block:

Pyt Terms: 0001 Pay immediately w/o deduction

Inco. Version:

Incoterms: CIF

Inco. Location1: USA

Total Weight: 94,600 G

Volume: 0,000

Pricing Date: 03/01/2022

All Items

| Item | Material | Req. Segment | Order Quantity | Un | S | Item Description | Customer M |
|------|----------|--------------|----------------|----|---|---------------------|------------|
| 10 | ORMN1012 | | 10 EA | | | Men's Off Road Bike | PRODUCTOM |

✓ Returns 60000030 has been saved.

VL01N:

SAP Create Outbound Delivery v

W/o Order Reference More

Shipping Point: * MI00 SP Miami

Sales Order Data

Selection Date: 02/21/2022

Order: * 60000030

Escribimos el almacén al que van a llegar las mercancías:

Item Overview

Picking

Loading

Shipment

Status Overview

Goods Movement Data

Pick Date/Time: 02/21/2022 00:00_

OvrllPickStatus: Not Relvnt for Pick.

Warehouse No.:

OverallWMStatus: No WM Trnsf Ord Reqd

All Items

| Itm | Material | Plnt | SLoc | Req. Segment | Deliv. Qty | Un | Picked Qty | Un |
|-----------------------------|----------|------|------|--------------|------------|----|------------|----|
| <input type="checkbox"/> 10 | ORMN1012 | MI00 | FG00 | | 10 | EA | 0 | EA |
| <input type="checkbox"/> | | | | | | | | |
| <input type="checkbox"/> | | | | | | | | |

Pick

Dangerous Goods Check

Post Goods Receipt (Shift+F8)

Error Log

Goods M

Enviamos las mercancías.