

Sales Walkthrough Call Transcript

Purpose

This is a call transcript for a Sales process walkthrough meeting/call with Lockheed Martin's executives, that can be used as an input to create flowchart for the Sales Business Process.

Setting

At Lockheed Martin's headquarters, inside a conference room; SAP application administrator and Auditor - technology senior associate call in virtually.

Characters involved

- Jaxson Baker, Audit in-charge
- Jasmine Ramirez, Audit senior manager
- Miles Carter, Audit engagement partner
- Landon Garcia, Audit technology assurance senior associate
- Avery Hernandez, Audit new associate
- Evelyn Morgan, Lockheed Martin sales associate
- Solomon Jones, Lockheed Martin Credit Manager
- Kyle Thomas, Lockheed Martin Warehouse Manager
- Abby Barber, Lockheed Martin Shipping Department Head
- Ethan Harris, Lockheed Martin treasury clerk
- Lila Gonzales, Lockheed Martin credit analyst
- Eliana Collins, Lockheed Martin sales representative
- Aurora Flores, Lockheed Martin SAP application administrator

Call transcript

Character	Conversation
Jaxson	Thanks so much for attending this meeting with us so that we can understand the sales process at Lockheed Martin. Miles, the engagement partner, is joining us today along with Jasmine Ramirez, our senior manager. Avery Hernandez, our first-year associate who'll be observing the walkthrough, and the experienced audit associate working on revenue.

Evelyn	<p>I'm Evelyn, the sales associate.</p> <p>Joining me from the Lockheed team are:</p> <ul style="list-style-type: none">• Ethan Harris, our treasury clerk• Kyle Thomas, our Warehouse Manger• Abby Barber, our Shipping Department Head• Solomon Jones, our Credit Manager• Lila Gonzales, our credit analyst, and• Eliana Collins, who is one of our sales representatives. Let's get started.																				
Aurora	<p>Also calling in virtually is me, Aurora Flores, SAP application administrator as I am familiar with the SAP STM (Sales and Treasury Management module) system. I also see Landon, the Audit - technology assurance senior associate who is also virtual.</p>																				
Jaxson	<p>Evelyn provided me with the listing of the sales order forms for 2022 yesterday.</p> <p>I selected SO1014 for our walkthrough.</p>																				
Evelyn	<p>Here are copies of the documents relating to this sales order for us to walk through. This order was from customer Sell-a-Lot Inc. on April 20, 2022, for 50 cases and 400 currency units.</p> <div><div><div>Sales Order</div><div><div>Sales Order Number: SO1014</div><div>Customer Name: Sell-A-Lot</div><div>Address: 1456 Mystery Lane, Anytown, Beverageland</div></div><div><div>Contact: Maria A.</div><div>Telephone: (555) 555-9034</div><div>Fax: (555) 555-9043</div></div><div><div>Order Date: 04/20/2022</div><div>Warehouse ID: 01</div><div>Date Required: 04/30/2022</div><div>Ship to: 1456 Mystery Lane Anytown, Beverageland</div><div>FOB: Shipping</div></div><table><tr><th>SKU #</th><th>Description</th><th>Qty</th><th>Price/box</th><th>Total</th></tr><tr><td>FG 400</td><td>Pineapple & Peppers</td><td>20</td><td>8.00</td><td>160.00</td></tr><tr><td>FG 200</td><td>Beet, Lemon & Honey</td><td>20</td><td>8.00</td><td>160.00</td></tr><tr><td>FG 500</td><td>Cranberry & Jalapeno</td><td>10</td><td>8.00</td><td>80.00</td></tr></table></div></div>	SKU #	Description	Qty	Price/box	Total	FG 400	Pineapple & Peppers	20	8.00	160.00	FG 200	Beet, Lemon & Honey	20	8.00	160.00	FG 500	Cranberry & Jalapeno	10	8.00	80.00
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Evelyn	<p>The process starts when a customer wants to place an order. Eliana, our sales representative, first confirms whether the customer is a new or existing customer. For a new customer, Lila, our Credit analyst, reviews the customer's financial information to decide on whether to approve the credit or not.</p>																				
Lila	<p>When a new customer completes the credit application form, I enter the customer financial information into SAP STM and uses that information to develop a suggested credit limit in line with company policy and send it to Solomon, Lockheed Martin's Credit manager for approval. If the application is</p>																				

	to enhance the credit limit for existing customers, I review the payment history and assess whether to modify the credit limit or not.
Solomon	I will review the suggested credit limit and. <ul style="list-style-type: none"> - If the credit can be granted, I mark credit limit as approved in SAP STM - Else, credit will be denied, and order will be cancelled
Eliana	In this instance, Sell-a-Lot Inc. was an existing customer, so I took the order by phone and sent it to Evelyn.
Evelyn	I then entered the sales order into the system.
Jaxson	Evelyn, which system do you enter the sales order into? And what details do you input?
Evelyn	<ul style="list-style-type: none"> • Our application system is the SAP STM within the sales module. • I enter the customer's name, order date and order details such as the SKU and quantities. • Then, SAP STM generates a sale order number. In this case SO1014. • SAP STM computes subtotal using quantity per customer order, price per pricing master file, and sales tax using relevant tax rate, and adds them together to calculate total sales.
Jaxson	Is the Pricing master file in SAP STM?
Evelyn	No, it's in the SAP Sybase database.
Evelyn	SAP STM performed a credit check and determined the order was within Sell-A-Lot's credit limit. I can email you the trade receivable sub-ledger and credit support for Sell-a-Lot.
Jaxson	So, SAP STM approved the sales order?
Lila	Yes exactly.
Aurora	SAP STM is configured to approve a sales order after the credit check determines the order is within the customer's credit limit.
Evelyn	Let's head out to the warehouse to meet Kyle to walk through the order execution for picking and shipping.
Kyle	<p>Once the Sales order is approved, SAP STM sends it to the Inventory Application.</p> <ul style="list-style-type: none"> • The Inventory application identifies the ordered items on hand and then places other items on backorder and sends this data back to SAP STM. • Report writer in SAP STM create a Pre-defined Picking List for items on hand and a warehouse associate picks these items, scanning each using the RF scanner to update the status as 'picked. • After all items are picked, the SAP STM marks the order as complete. <p>Abby, who is our Shipping department head, will walk you through the shipping process.</p>
Abby	<p>Daily, one of our warehouse associate schedules pickups and generates 2 copies of Bill of Lading (BOL) from the carrier's website. BOL has information such as BOL Date, shipment date, shipping items, delivery type, quantity, SKU, customer name and customer address.</p> <p>And when loading goods, the shipping department associates scan goods with an RF scanner to update the status to 'Shipped' and compares scanned quantity to quantity as per BOL. If information agrees, SAP STM marks the</p>

	order as Shipped. If the information is not agreeing, the warehouse manager will be alerted and resolve differences before goods leave the warehouse. The carrier will sign both copies of BOL indicating acceptance of shipment and transfer of ownership and leaves with the items. Carrier will keep one copy of BOL and the Shipping department files the second copy of BOL.
Jaxson	Can you please explain how the customer billing happens?
Aurora	<p>At the end of each day, SAP STM generates batch invoices based on shipped sales orders and prices per the Pricing Table for shipments marked as 'shipped'. The Invoices will have information such as Invoice date, invoice number, customer name, SKU, quantity, price, sales tax and total sales. The generated invoices will be sent to the customer and then SAP STM records batch sub-ledger entries based on invoice data.</p> <ul style="list-style-type: none">DR Trade ReceivablesCR RevenueDR Cost of SalesCR Inventory
Jaxson	This walkthrough was very helpful. Thanks so much for your time.