CASE STUDY

Sales and Distribution (SD)

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.

Product

S/4HANA 2020
Global Bike

Fiori 3.0

Level

Beginner

Focus

Sales and Distribution

Authors

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Version

4.1

Last Update

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MOTIVATION

The data entry of the exercises for sales was reduced because much of the data already existed in the SAP system. The stored data, known as master data, simplifies the handling of business processes.

In the sales order process, you used master data that already existed in the system, such as customers, material (products that Global Bike sells) and conditions, to shorten the sales process.

In this case study you will create your own master data, e.g. a new customer.

PREREQUISITES

Before you use this case study, you should be familiar with navigation in the SAP system.

In order to successfully work through this case study, it is not necessary to have finished the SD exercises. However, it is recommended.

NOTES

This case study uses the model company Global Bike.

SAP University Alliances

Process Overview

Learning Objective Understand and perform an integrated order-to-cash cycle.

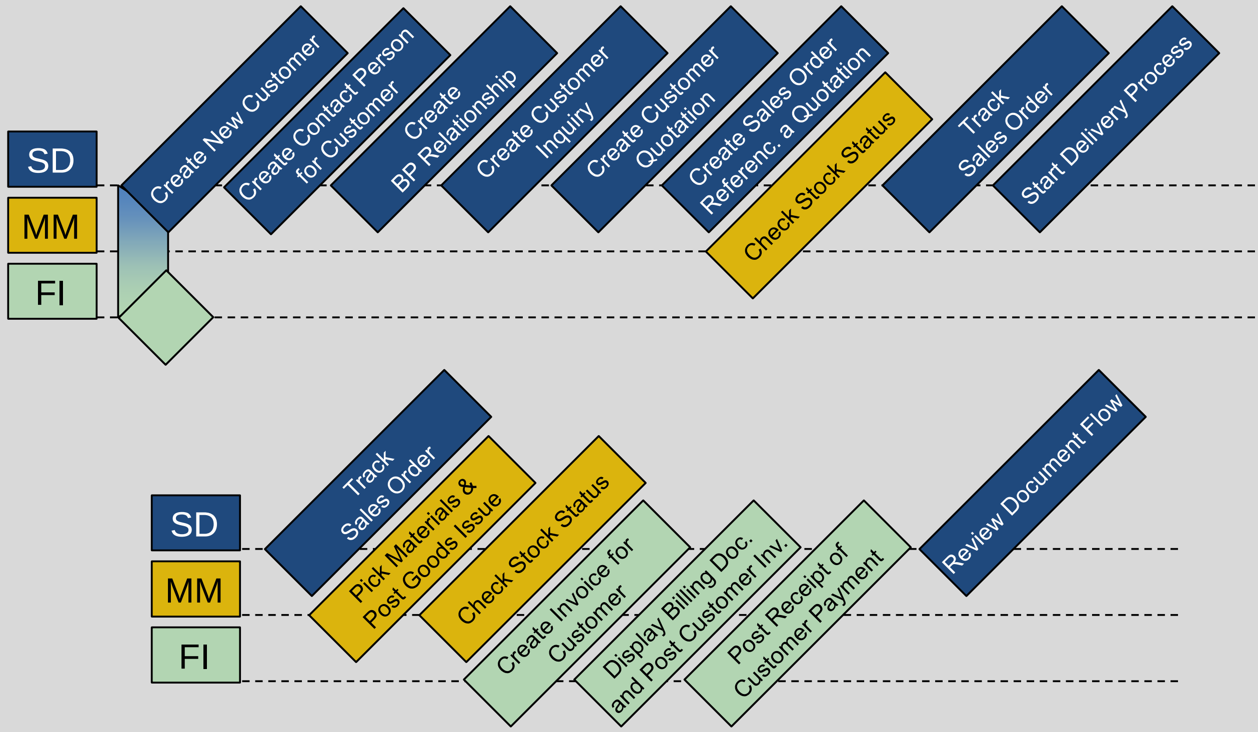
Time 120 min

Scenario In order to process a complete order-to-cash process you will take on different roles within the Global Bike 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 (Sales Representative US East)
Maria Diaz (Sales Person 1 US East)
Matthias Dosch (Sales Person 2 US East)
Sandeep Das (Warehouse Supervisor)
Sergey Petrov (Warehouse Employee)
Stephanie Bernard (AR Accountant)

You start the sales order process by creating a new business partner (BP) – called the *The Bike Zone* – in Orlando with the role "Customer". 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.



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Step 1: Create New Customer

Task Create a new customer. **Time** 15 min

Short Description Use the SAP Fiori Launchpad to create a new customer.

Name (Position) David Lopez (Sales Representative US East)

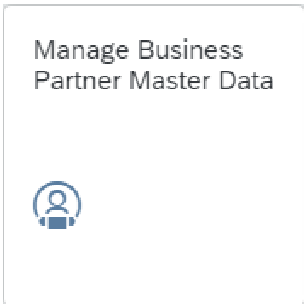
Scenario

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 task, central creation will be used to enter all of the needed data to define a new customer.

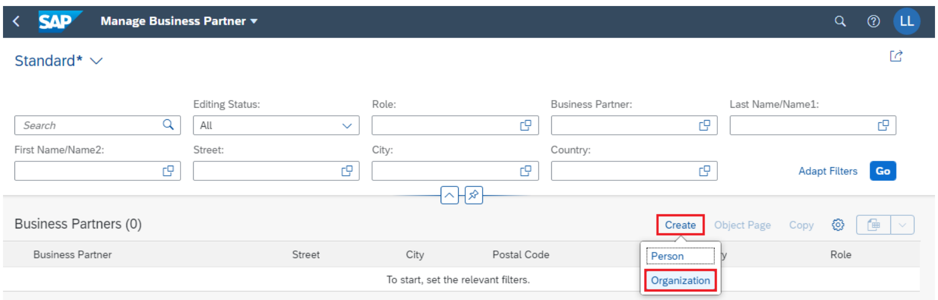
Manage Business Partner Master Data

In the space *Sales and Distribution* in the section *Sales Representative* use the app *Manage Business Partner Master Data* to create a new customer.



Organization

On the *Manage Business Partner* screen, select the button Create. A submenu will open. Click **Organization** here.



Note The business partner is created superordinate and assigned roles (for example customer, vendor). The different roles are created at specific organizational levels (company code, sales area). Business partners can be categorized as a person, group, or organization, as follows:

- An organization represents entities such as a company (e.g. a legal entity), parts of a legal entity (e.g. a department) or an association.

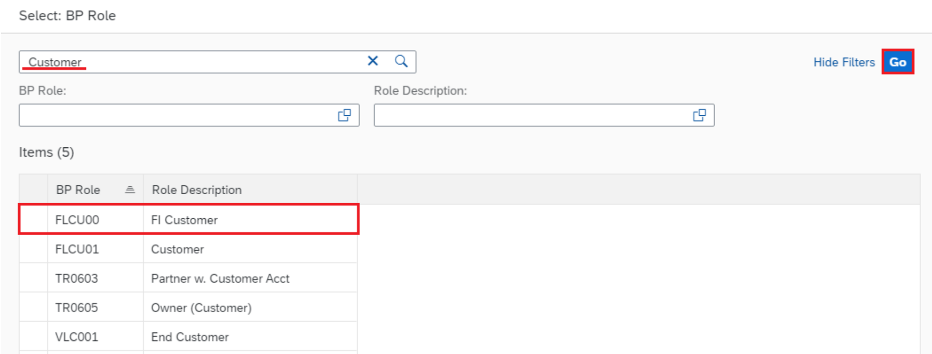
"Organization" is a generic term to represent any situation that may occur in daily business activities.

- A group represents a shared living arrangement, a married couple, or an executive board.

On the *Create Organization* screen, in the field *BP Role* click the input help icon . In the pop-up that opens, search for **Customer** and then select the entry **FLCU00 | FI Customer**.

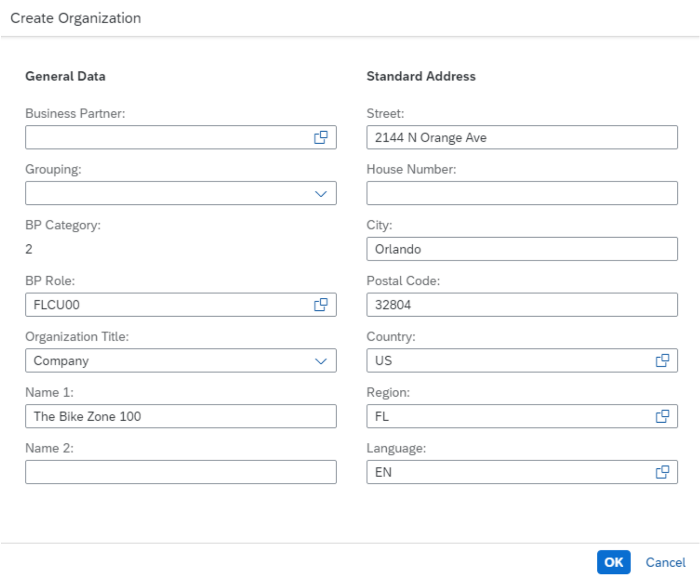
Customer

FLCU00 | FI Customer



Back on the *Create Organization* screen, please add the following information. As *Organization Title* choose **Company**, and as *Name 1* enter **The Bike Zone ###**. Remember to replace your three-digit number for ###, e.g. if your number is 003, please enter 003. Further, as *Street* enter **2144 N Orange Ave**, and as *City* enter **Orlando** (with the *Postal Code* **32804)**. In the field *Country*, please enter **US**, and choose **FL** as *Region*. Finally, for *Language* select **English**. Confirm your entries with **OK**.

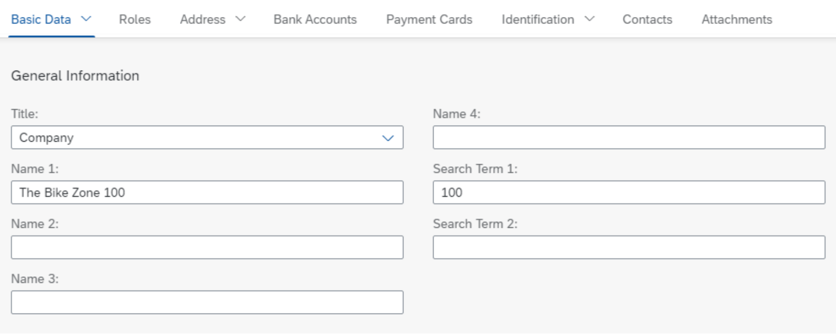
Company
The Bike Zone ###
2144 N Orange Ave
Orlando
32804
US
FL
EN



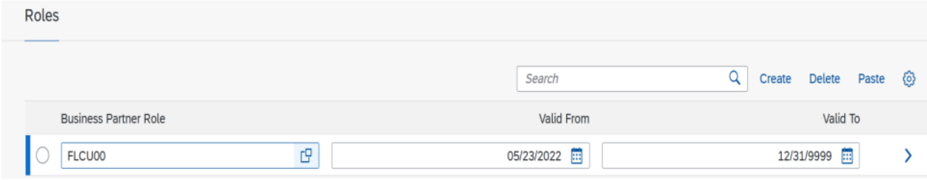
A new overview is generated. Make sure that you have selected the *Basic Data* tab. In the *General Information* area, in the field Search Term 1 add your three-digit number ###.

Basic Data

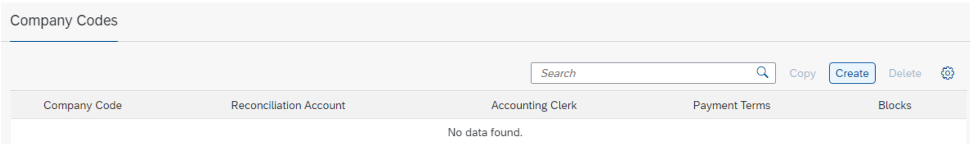
###



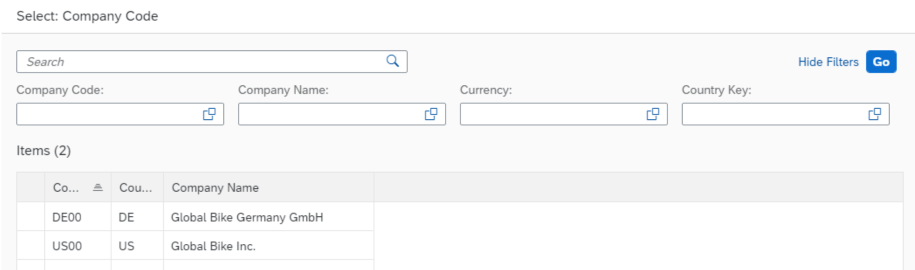
Then, select the *Roles* tab. Auto-scroll will take you to the correct position. You will see a line with the details of the business partner role as well as the validity dates. At the end of the line, click > to maintain further details. Roles



A new screen is loading. Select the *Company Codes* tab. Currently, there is no record maintained for the company codes, so please select Create. Company Codes

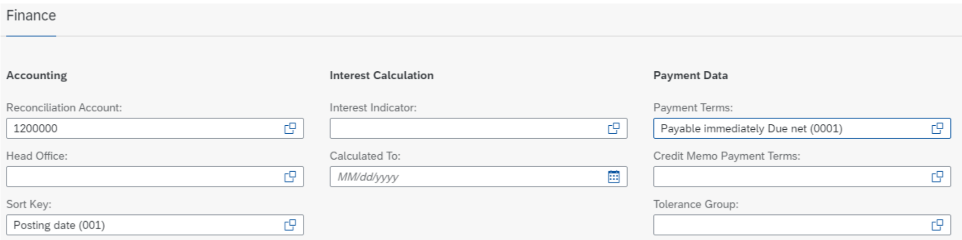


In the *Company Code* field, click the input help icon. The following pop-up window opens.



Click on **US00** (*Global Bike Inc.*). In the *Finance* area, as the *Reconciliation Account* enter **1200000** (*Trade Receivables*) and as the *Sort Key* choose **001** (*Posting Date*). In the field *Payment Term*, please add **0001** (*Payable immediately Due net*).

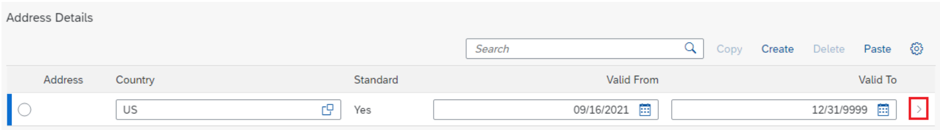
US00
1200000
001
0001



Select Apply to save the draft. You can save the customer role by clicking Apply once again afterwards.

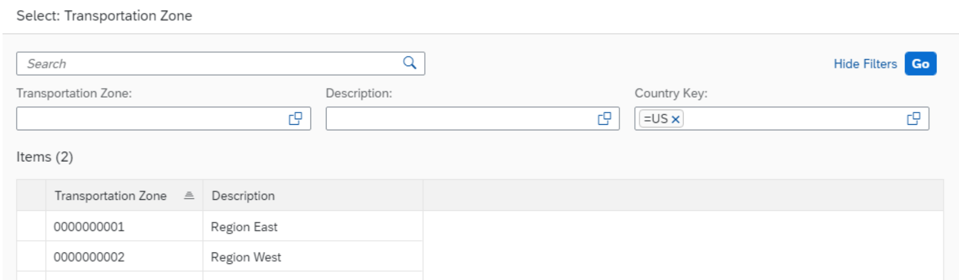
Address
Address Details

Select the *Address* → *Address Details* tab. You will see one line with the country details as well as the validity dates. Click > to maintain more details.



Transportation Zone

In the *Address* area, you can use the button Show More to display all the fields. Please find the *Transportation Zone* field and click the input help icon. The following pop-up window will open.



Region East

Click on **Region East** to select it. Finally, use the button Apply again to save your draft.

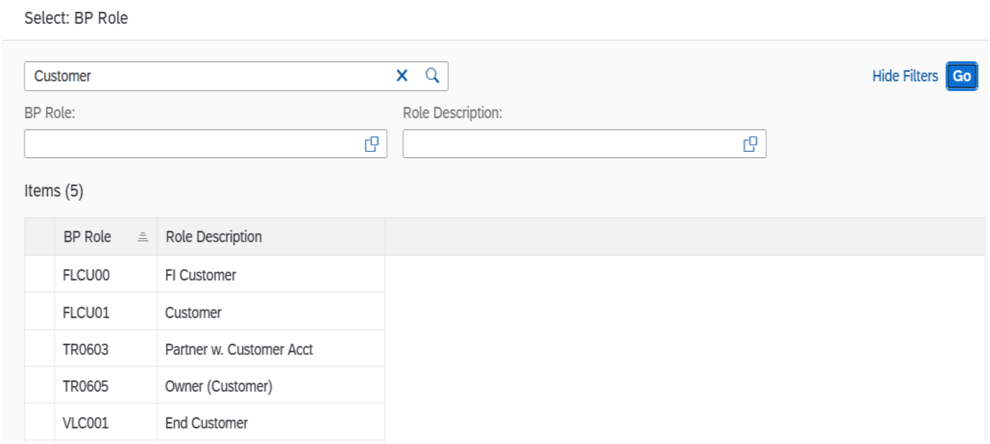
Note In the general role of the business partner, the name and address of the business partner are documented. The general role data is relevant for sales and for accounting. To avoid data redundancy, they are stored on a client-specific basis. They apply to all organizational units of a client.

Roles

To be able to add sales area data for the customer you have just created, you have to assign a new business partner role. For this purpose, select the *Roles* tab. There, choose Create again to create a new row for another Business Partner Role.

Customer
FLCU01 | Customer

In the empty Business Partner Role field, click on the value help icon. In the pop-up, search for **Customer** and then select the entry **FLCU01 - Customer**.

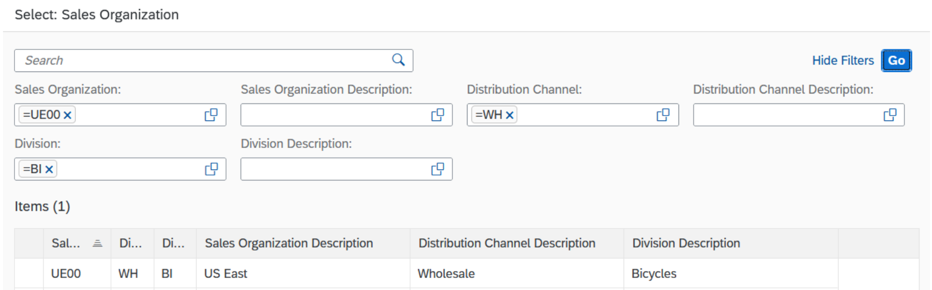


At the end of the new line, you can click on to maintain more details. Switch to the tab *Sales Areas* to maintain the sales area data of your customer. Since no data record currently exists, select the button Create accordingly.

Sales Areas

In the field Sales organization click on the value help symbol . In the pop-up window that opens, enter **UE00** as the *sales organization*, **WH** (*Wholesale*) as the distribution channel and **BI** (*Bicycles*) as the division. Then press Go.

UE00
WH
BI



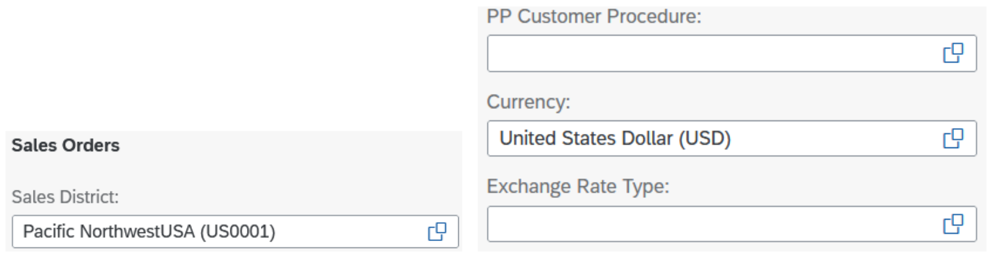
Click on **US East** to accept the entry. The fields will be filled accordingly in the General Data.

US East

Then select the *Sales Area Details* tab. In the *Sales Orders section*, enter **US0001** as the *Sales District* and ensure that **USD** is entered as the *currency*.

Sales Area Details

US0001
USD

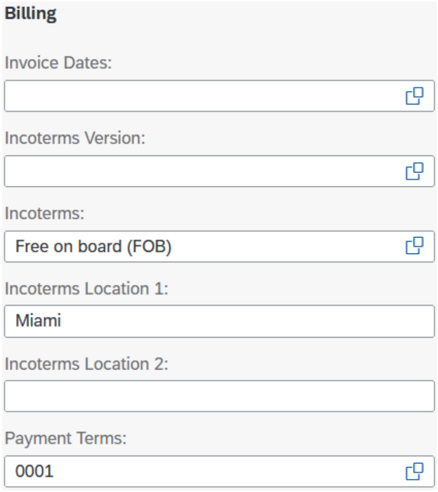


In the *Billing* section, enter **FOB** (*Free on Board*) as the *Incoterms* and **Miami** as the Incoterms Location 1. Also add **0001** (*Payable immediately Due net*) as *Payment Terms*.

FOB
Miami
0001

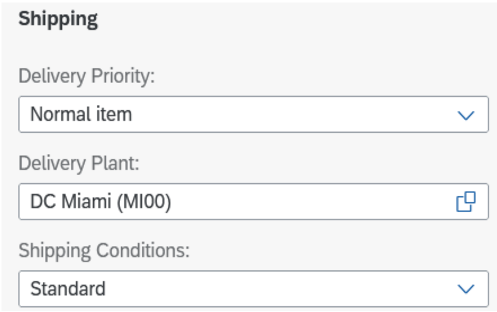
Incoterms (abbreviation for **In**ternational **Co**mmercial **Terms**) are internationally recognised terms of delivery published by the International Chamber of Commerce (ICC) for international trade law.

Incoterms



In the *Shipping area*, select **Normal item** from the drop-down list as the *Delivery Priority* and **Standard** as the *Shipping Conditions*. Add **MI00** (Miami) as the delivery plant.

Normal items
Standard
MI00

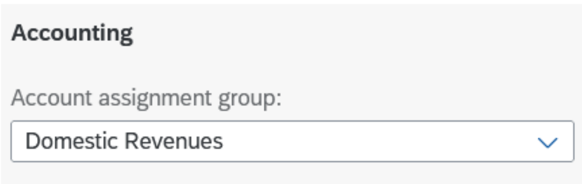


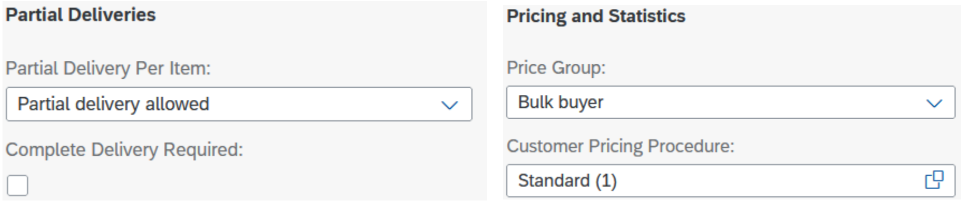
In the *Accounting* area, select **Domestic Revenue** as the *account assignment group* from the drop-down list. In the following area *Partial Deliveries* use the dropdown list in the field *Partial delivery per item* and thus select **Partial delivery allowed**. In the last area of this input screen, Price Group, use the drop-down list to select **Bulk Buyer** as the *Price Group* and enter **1** (*standard*) as the *Customer Pricing Procedure*. Compare your entries with the following screenshots and confirm your entries with Enter.

Domestic Revenue

Partial delivery allowed

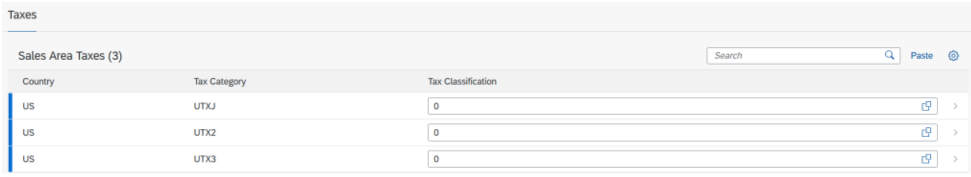
Bulk Buyer
1





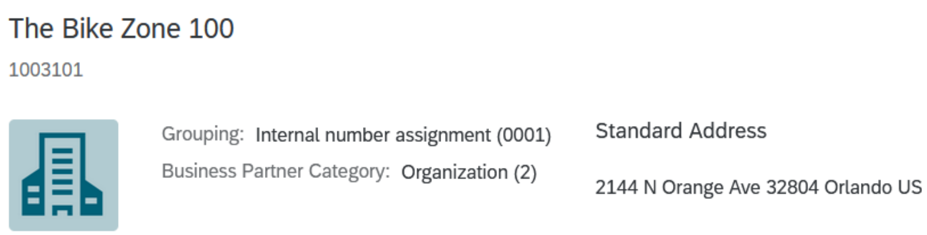
Then select the *Taxes* tab. Enter the tax classification **0** (no tax) for all three tax categories.

Taxes
0



Select the button Apply to save your adjustments as a draft. Then press Apply to finish editing the client role. To finally save the business partner, press the buitton Create .

The SAP system creates the master data record for the new BP and assigns a unique business partner number. Make a note of the BP number, which you will find in the header.



Business Partner Number (Customer)

Click on SAP to return to the SAP Fiori Launchpad.

☐

Step 2: Create Contact Person for Customer

Task Create a contact person for a customer. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to create a contact person.

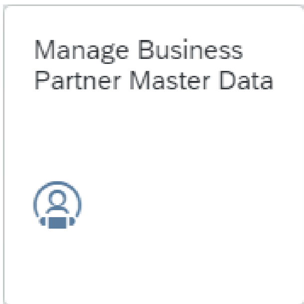
Name (Position) Maria Diaz (Sales Person 1 US East)

As you have created the master data for your new client (**The Bike Zone**), you can create the master data for a contact person. This contact person is an employee of the client company through whom Global Bike communicates with The Bike Zone.

Scenario

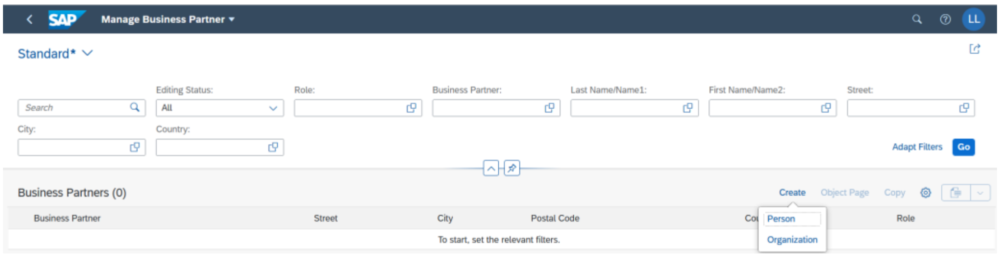
In the space *Sales and Distribution* in the section *Sales Representative* use the app *Manage Business Partner Master Data* to create a contact person.

Manage Business Partner Master Data



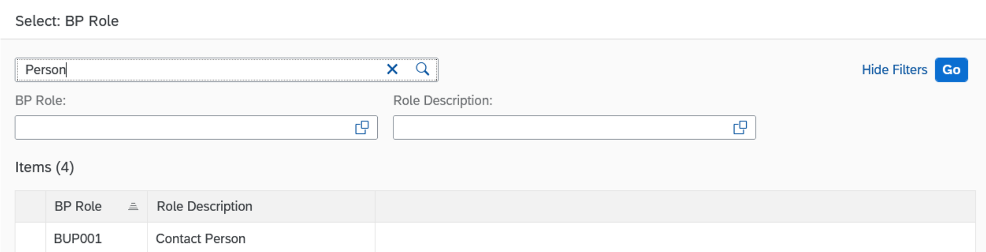
In the *Manage Business Partner* view, select the item Create. A submenu opens. Click here on *Person*.

Person



In *Create Person*, click the value help icon in the *BP Role* field. In the pop-up, search for **Person** and then select the entry **BUP001 | Contact Person**.

Person
BUP001 | Contact Person

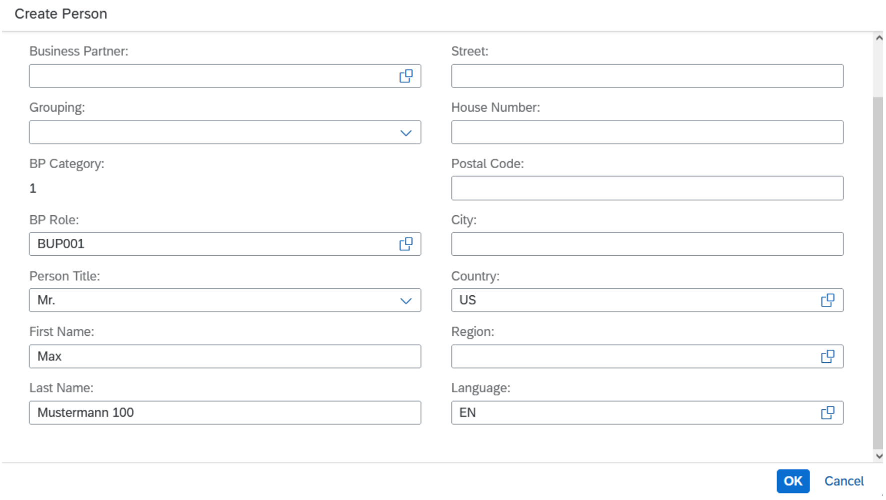


Enter the **Person Title**, **First Name** and **Last Name** of your choice. Add your number (###) to the fictitious surname. This will make it easier for you

Person Title
First Name
Last Name ###

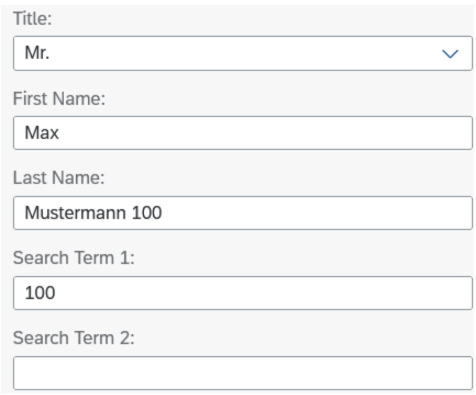
to identify your entry later if persons with the same name have been created. Please enter **US** as the *Country* and **EN** as the *Language*. Confirm your entries with OK.

US
EN



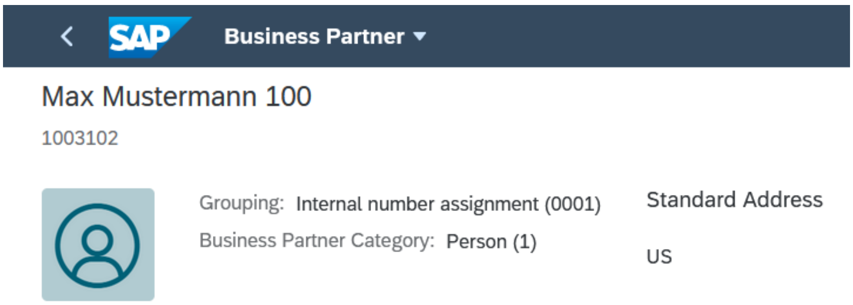
A new overview is generated. In the *General Information* section, add your three-digit number *###* again in the *Search Term 1* field.

###



Click on Create to save your business partner. The SAP system creates the master data record for the new contact person and assigns a unique business partner number (header). Please make a note of this number.

BP Number (Contact Person)



Click on SAP to return to the SAP Fiori launchpad.

☐

Step 3: Create BP Relationship

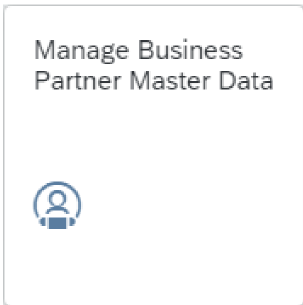
Task Create a BP relationship.	**Time** 5 min
Short Description Use the SAP Fiori Launchpad to maintain a Business Partner relationship.	
Name (Position) Maria Diaz (Sales Person 1 US East)	

Scenario

The contact person created for The Bike Zone needs to be assigned as a business partner within the customer master.

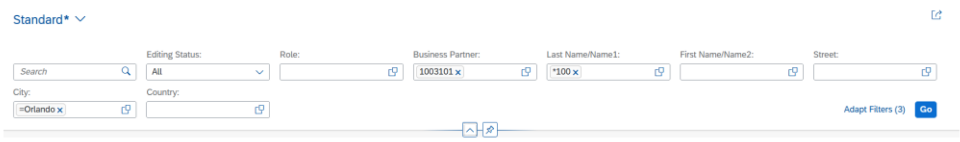
Manage Business Partner Master Data

In the space *Sales Area* in the section *Sales Person* use the *Manage Business Partner Master Data* app again to customise a business partner,

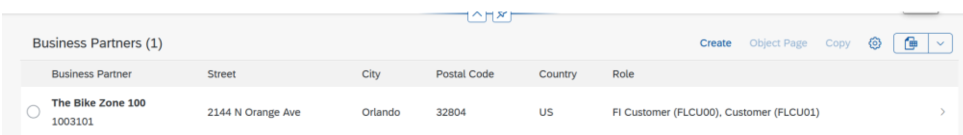


Business Partner Number (Customer) (Orlando) (*###)

In the *Manage Business Partner Master Data* view, enter your **Business Partner Number** (of Step 1) in the *Business Partner* field. Alternatively, you can enter **Orlando** as the *Location* and ***###** as the *Last Name/Name* 1.



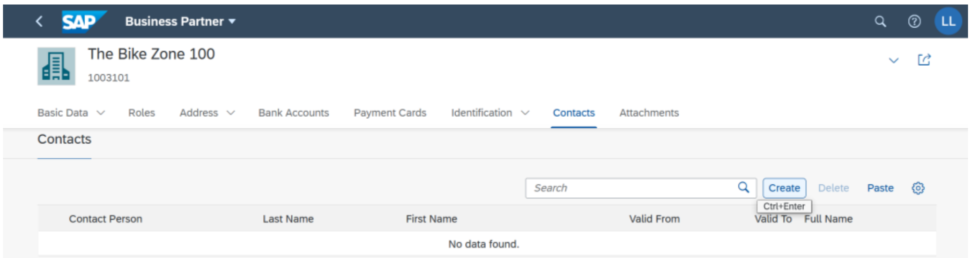
Then press the button Go. Your business partner should be displayed accordingly.



Click on your Business Partner to display the Master Data record. Then press Edit in the upper area. The editing mode opens.

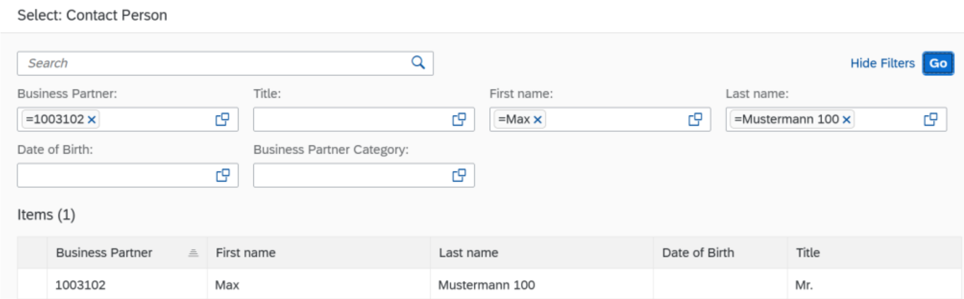
Contacts

Select the *Contacts* tab. Click on Create to create a new row in the Contacts section.



In the *Contact Person* field, click on the value help icon. In the pop-up window that opens, enter the **Business Partner Number** of your contact person in the *Business Partner* field. Alternatively, you can also use the **First Name** and **Name**. Then press the button Go.

BP Number (Contact Person)
(First Name)
(Last Name)



Your business partner is displayed accordingly. Select it with one click to enter it as contact person for your customer (The Bike Zone). Click on Save to apply your changes to the business partner.

Click on SAP to return to the SAP Fiori Launchpad.

☐

Step 4: Create customer request

Task Create a customer inquiry. **Time** 10 min

Short Description Use the SAP Fiori Launchpad to create a customer inquiry.

Name (Position) Matthias Dosch (Sales Person 2 US East)

Scenario

Inquiry

Now, we will enter an inquiry from our new customer, **The Bike Zone**. An inquiry is a customer's request to be provided with a quotation or sales information without obligation. An inquiry can relate to materials or services, conditions, and if necessary delivery dates.

Manage Sales Inquiries

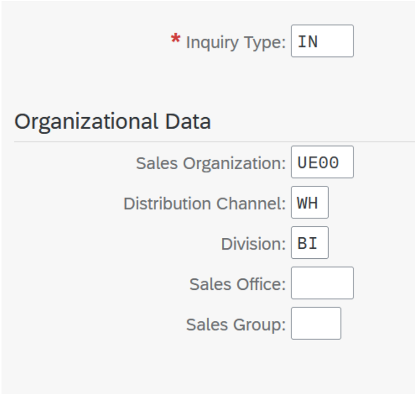
In the space *Sales Area* in the section *Sales Person*, use the *Manage Sales Inquiries* app to create an inquiry.

Note This dynamic Fiori app displays 3. This means that Global Bike currently has 3 different customer requests. The number you see depends on the number of requests that you and the other participants have created before. You will encounter this functionality in other apps as well.

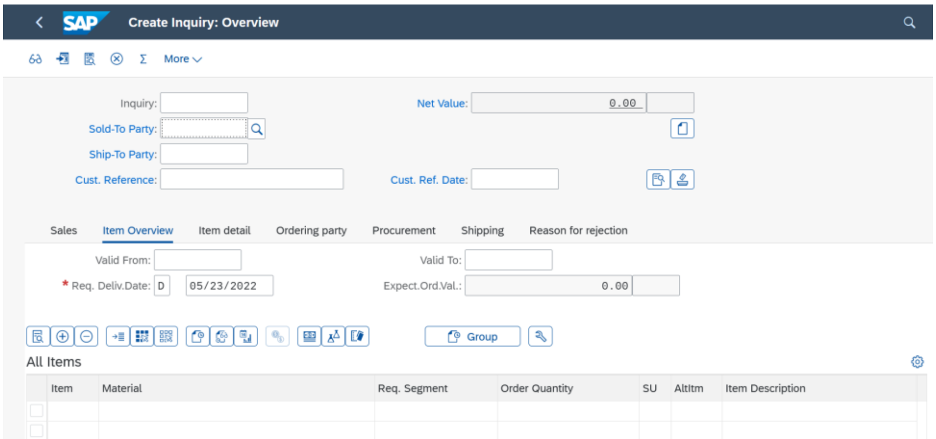
If you want to display all existing sales inquiries, press Go. A list with all inquiries is displayed. If, on the other hand, you want to enter a new sale inquiry, click on Create Inquiry.

IN
UE00
WH
BI

Enter the abbreviation **IN** (*Inquiry*) as the *Inquiry Type* and **UE00** (*US East*) as the *Sales Organization*. Also add **WH** (*Wholesale*) to the *Distribution Channel* field and **BI** (*Bicycles*) to the *Division*.



Compare your entries with the screenshot above. Then select **Continue**, in the lower screen area, to be able to enter further data for the request. This will take you to the following screen.



In the Ordering party field, enter the **Business Partner Number** of your customer **The Bike Zone**.

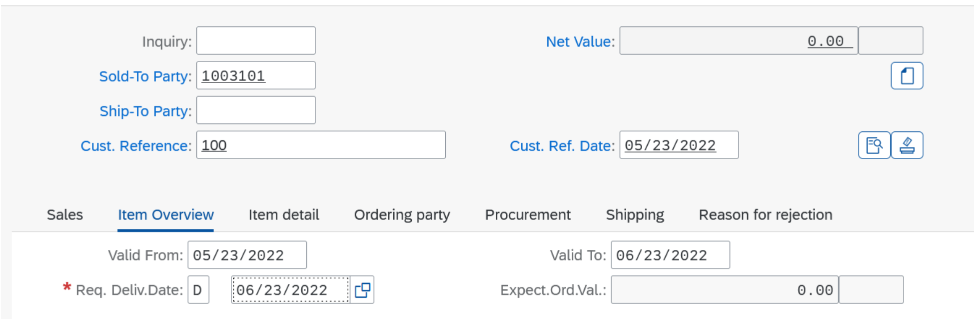
Business Partner Number (Customer)

Note Alternatively, you can search for your GP number by selecting the input help icon in the *Sold-To Party* field. As *Search Term* enter **###**, and as *Location* enter **Orlando**. Confirm your entry with enter to run the search. Double click on the *The Bike Zone* line to add the GP to the request.

###
Orlando

Enter **###** as the *Customer Reference* and enter **today's date** in the fields *Customer reference date* and *Valid from* (F4, then Enter). For the *Valid until* and *Requested delivery* date fields, enter **one month from today**.

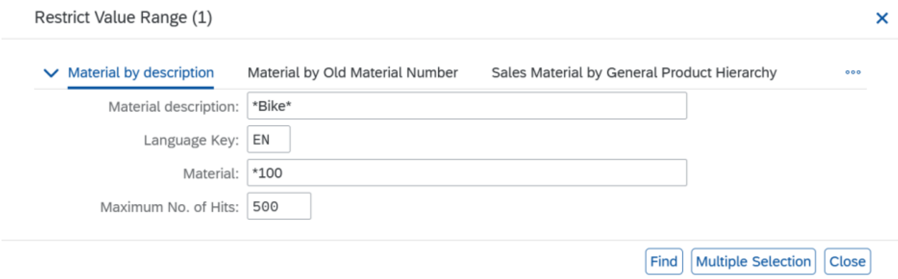
###
today's date
today's date
one month from today
one month from today



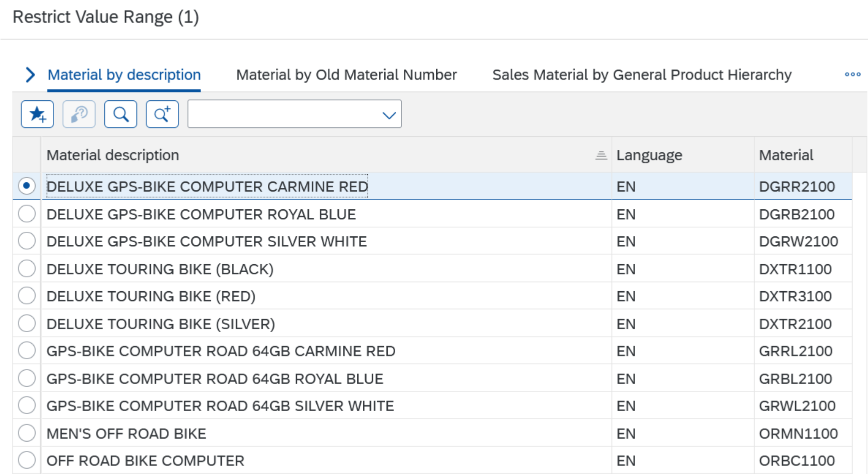
The Bike Zone would like a quote for two products: The Deluxe Touring Bike (black) and the Professional Touring Bike (black). To find these products, use the search function. Click in the *Material* field and then click on the value help icon .

Bike
*###

On the *Material by Description* Tab, enter ***Bike*** as the *Material Description* and ***###** (e.g. *003 if your number is 003) as the *Material*.



Then click on Find to start the search process. You will get results whose material short text contains "Bike" and whose abbreviation ends in "###".

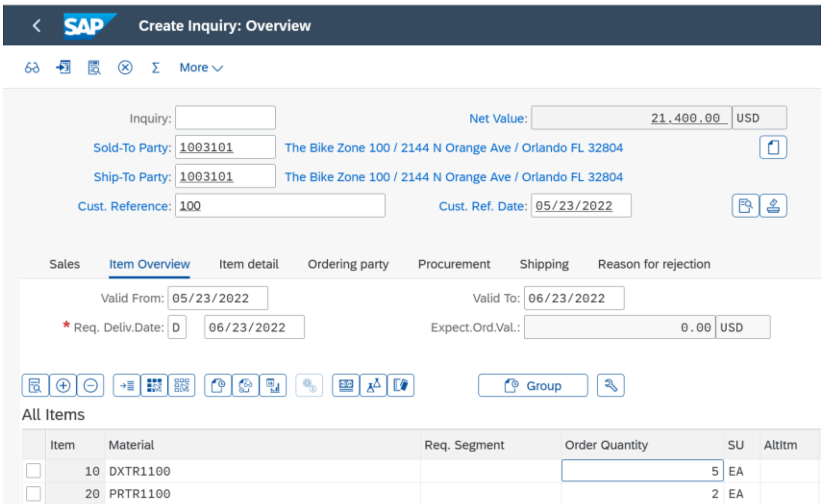


Double click on the **Deluxe Touring Bike (Black)** to select it. In the following screen, enter an *Order Quantity* of **5**.

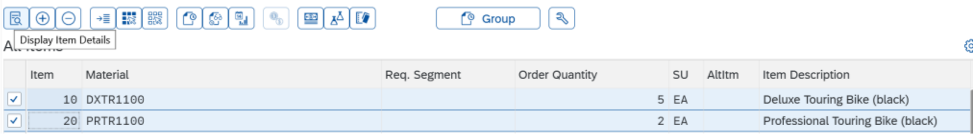
DXTR1###
5

Repeat the process for the second item, searching for **Professional Touring Bike** (**Black**) as the *Material* and entering an *Order Quantity* of **2**. Select Enter to determine the price for this request. Confirm the message that appears.

2
PRTR1###

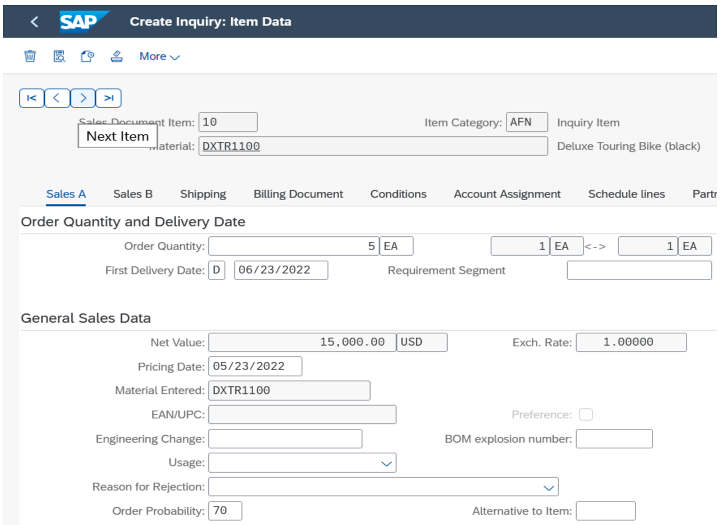


The total price for these 7 bicycles for The Bike Zone is 21,400 USD (net value). The expected order value is a calculated value that multiplies the net value of the order quantity by the probability that a request from this customer will result in an actual order. Select both items and click on .

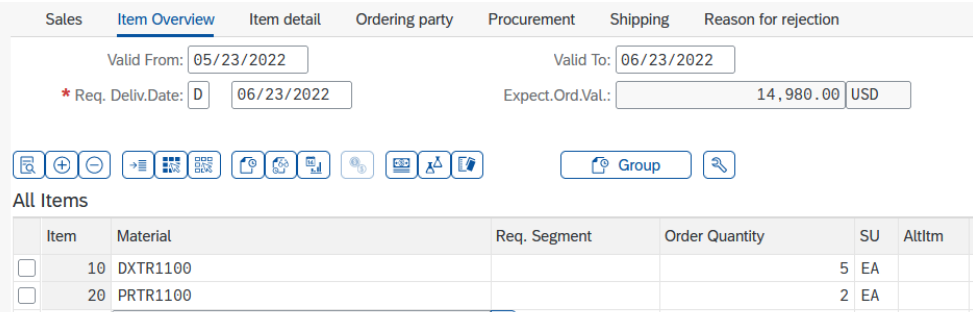


In the lower area of the *General Sales* Data you will find the field *Order Probability*. This expresses the percentage probability that an enquiry or quotation item will result in a sales order. Assuming this order probability would be 30%, the expected order value would be 0.30 x 21,400.00 USD = 6,420.00 USD.

Changing the order probabilities may make sense because different requests from customers have different probabilities. Change the *Order Probability* for the material DXTR### to 70%. Then click on (Next item) in the upper 70
area to go to material PRTR1###.



Also enter an *Order Probability* of **70%** there. Confirm your change with Enter. Click on (Back) to update the request and note the new expected order value of 14,980.00 70



Click on Save to save the request. The SAP system will assign a unique number to the request. Make a note of it.

Inquiry Number

Click on to return to the SAP Fiori launchpad.

☐

Step 5: Create Customer Quotation

Task Create a customer quotation. **Time** 10 min

Short Description Use the SAP Fiori Launchpad to create a customer quotation.

Name (Position) David Lopez (Sales Representative US East)

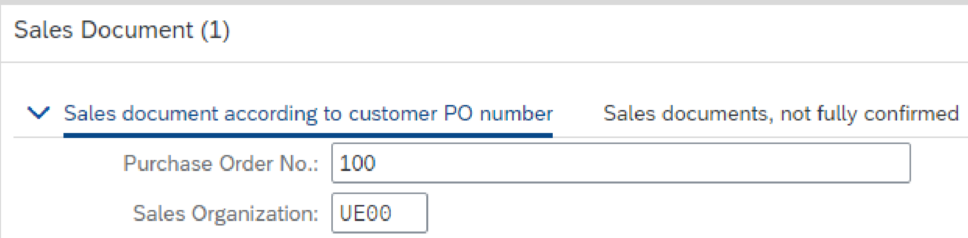
An inquiry presents the terms (price, delivery schedule) to a customer considering a purchase. A quotation is similar, except that it is a legally binding offer for delivering the requested product or services. Quotation

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, in the space *Sales and Distribution* and in the section *Sales Representative*, use the *Manage Sales Quotations* app. Scenario Start

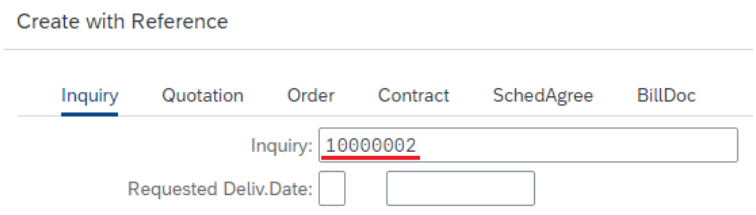
If you want to display all sales quotations, click Go. A list will be displayed accordingly. On the other hand, if you want to create a new sales quotation, click Create Quotation.

In the *Quotation Type* field, please enter the code **QT** (*Quotation*). In the lower screen area, click Create with Reference. In the *Create with Reference* pop-up that opens, you can search your inquiry and thus, copy the data into the quotation. For this purpose, make sure that the *Inquiry* tab is selected. In the *Inquiry* field, enter your **inquiry number**. QT Inquiry Inquiry Number

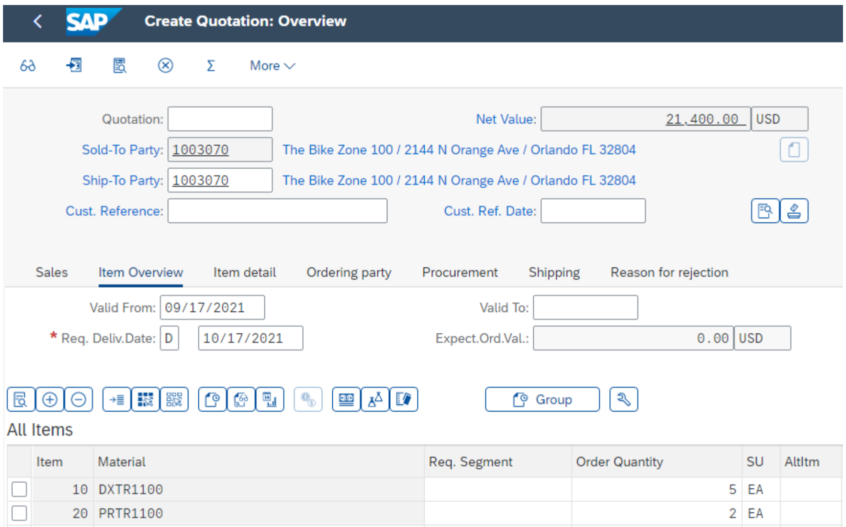
Note Alternatively, if you have forgotten your inquiry number, in the *Inquiry* field click the input help icon. In the *Sales document according to customer PO number* tab, as *Purchase Order No.* enter your number (###). ###



Then click Find and double-click your order. Your inquiry number will be copied to the *Create with Reference* window accordingly.



Click Copy to copy the information from the inquiry to the quote screen. This will produce the following screen.

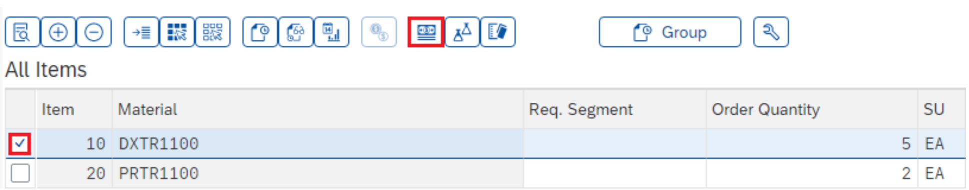


As *Cust. Reference* enter again ### and as *Cust. Ref. Date* type in **today's date**. In the *Valid To* field, please add **one month from today**. Check if the *Req. Deliv. Date* is set to **one month from today**.

###
today's date
one month from today
one month from today

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 (*Item Conditions*). You will get a screen that shows the pricing details for your Deluxe Touring Bike.



Note The condition master data includes prices, surcharges, and discounts, freights, and taxes. You can define condition master data (condition records) to be dependent on various data. You can, for example, maintain a material price customer-specifically. 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 PR00 is a gross price condition.

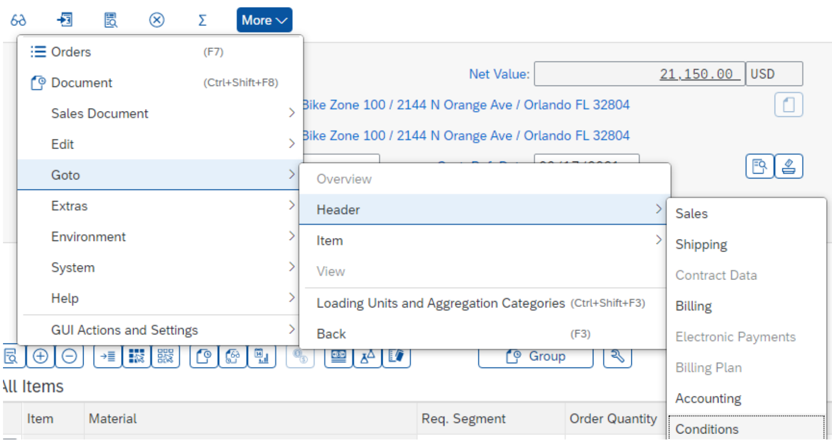
To add a discount, you can add condition type **K004** (*material discount*) with an *amount* of **50** to the pricing procedure. K004 50

I…	CnTy	Description	Amount	Crcy
	PR00	Price	3,000.00	USD
		Gross Value	3,000.00	USD
		Discount Amount	0.00	USD
		Rebate Basis	3,000.00	USD
		Net Value for Item	3,000.00	USD
		Net Value 2	3,000.00	USD
		Total	3,000.00	USD
	SKTO	Cash Discount	0.000	%
	VPRS	Internal price	1,400.00	USD
		Standard - USA /With	1,600.00	USD
	K004		50	

After confirming your entry, a new price for the 5 Deluxe Touring bikes will be calculated.

I…	CnTy	Description	Amount	Crcy	per	UoM	Condition Value	Curr.
	PR00	Price	3,000.00	USD	1	EA	15,000.00	USD
		Gross Value	3,000.00	USD	1	EA	15,000.00	USD
	K004	Material	50.00-	USD	1	EA	250.00-	USD
		Discount Amount	50.00-	USD	1	EA	250.00-	USD
		Rebate Basis	2,950.00	USD	1	EA	14,750.00	USD
		Net Value for Item	2,950.00	USD	1	EA	14,750.00	USD
		Net Value 2	2,950.00	USD	1	EA	14,750.00	USD
		Total	2,950.00	USD	1	EA	14,750.00	USD
	SKTO	Cash Discount	0.000	%			0.00	USD
	VPRS	Internal price	1,400.00	USD	1	EA	7,000.00	USD
		Standard - USA /With	1,550.00	USD	1	EA	7,750.00	USD

Note that the discount is now applied to the order. Click 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**



To apply the 5% discount, enter **RA00** with an amount of **5**. Confirm your entries and note that the price does not yet include the 5% discount. RA00 5

I...	CnTy	Description	Amount	Crcy	per	UoM	Condition Value	Curr.
	PR00	Price					21,400.00	USD
		Gross Value					21,400.00	USD
	K004	Material					250.00-	USD
	RA00	% Discount from Net	5.000-	%			0.00	USD
		Discount Amount					250.00-	USD
		Rebate Basis					21,150.00	USD
		Net Value for Item					21,150.00	USD
		Net Value 2					21,150.00	USD
		Total					21,150.00	USD
	SKTO	Cash Discount					0.00	USD
	VPRS	Internal price					10,000.00	USD
		Standard - USA /With					11,150.00	USD

To include the 5% discount, click Activate. The 5% discount is now applied. Note that it is applied to the price **after** the $50 discount per Deluxe Touring bike.

I...	CnTy	Description	Amount	Crcy	per	UoM	Condition Value	Curr.
	PR00	Price					21,400.00	USD
		Gross Value					21,400.00	USD
	K004	Material					250.00-	USD
	RA00	% Discount from Net	5.000-	%			1,057.50-	USD
		Discount Amount					1,307.50-	USD
		Rebate Basis					20,092.50	USD
		Net Value for Item					20,092.50	USD
		Net Value 2					20,092.50	USD
		Total					20,092.50	USD
	SKTO	Cash Discount					0.00	USD
	VPRS	Internal price					10,000.00	USD
		Standard - USA /With					10,092.50	USD

Quotation Number

____

Click on Save to save the new quotation. The following success message appears. Please write down your quotation number.

Click on SAP to return to the SAP Fiori launchpad.

☐

Step 6: Create Sales Order Referencing a Quotation

Task Create a sales order with reference to a quotation. **Time** 10 min

Short Description Use the SAP Fiori Launchpad to create a sales order.

Name (Position) David Lopez (Sales Representative US East)

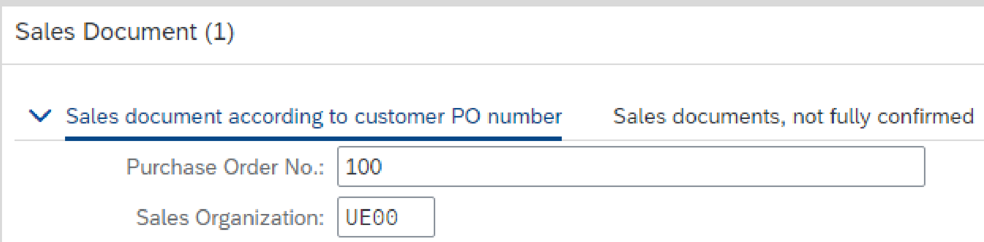
The Bike Zone has agreed to the terms and conditions in the quotation, and wants to order the bikes in the quotation. As a result, we can simplify the order creation process by copying the quotation into a sales order. Scenario

In the space *Sales and Distribution* and in the section *Sales Representative*, you can use the *Manage Sales Orders* app to create a sales order. Start

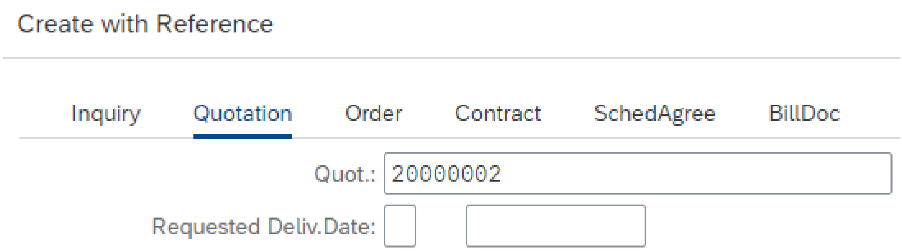
If you want to display all sales orders, click Go. A list will be displayed accordingly. On the other hand, if you want to create a new sales order, use the Create Sales Order - VA01 button.

On the *Create Sales Documents* screen, in the *Order Type* field, please enter the code **OR1** (*Standard order*). In the lower screen area, click on the Create with Reference button. In the *Create with Reference* pop-up that opens, you can search your quotation and thus, copy the data into the order. For this purpose, make sure that the *Quotation* tab is selected. In the *Quot.* field, enter your **quotation number**. OR1 Quotation Quotation Number

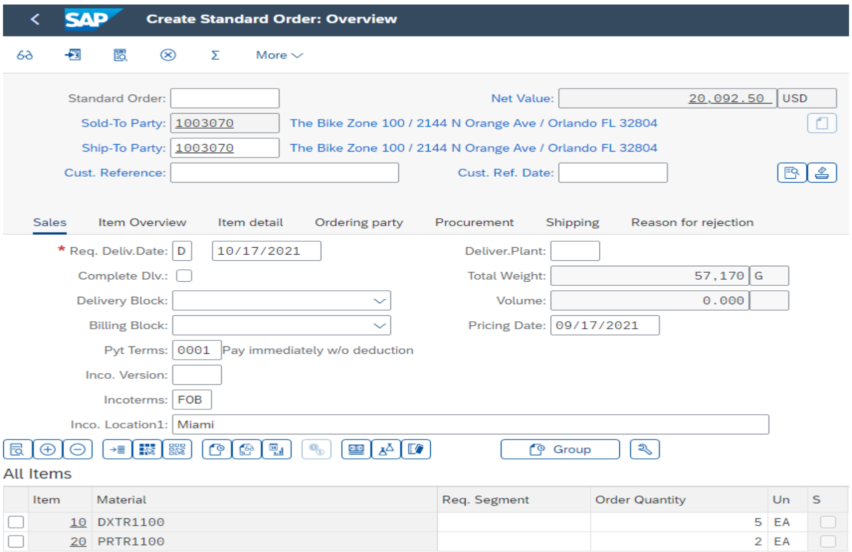
Note Alternatively, if you have forgotten your quotation number, in the *Quot.* field click the input help icon. In the *Sales document according to customer PO number* tab, as *Purchase Order No.* enter your number (###). ###



Then click Find and double-click your order. Your quotation number will be copied to the *Create with Reference* window accordingly.



Click ✓ Copy to copy the information from the quotation to the sales order screen. Due to the discounts granted in the offer, please note the *Net Value* has been reduced.



As *Customer Reference* enter again ### and as *Customer Reference Date* type in **today's date**. Please note that the *Requested Delivery Date* has been copied from the quotation. Click Save and write down the number of your sales order.

today's date

Standard Order Number

____

Click on to return to the SAP Fiori launchpad.

☐

Step 7: Check Stock Status

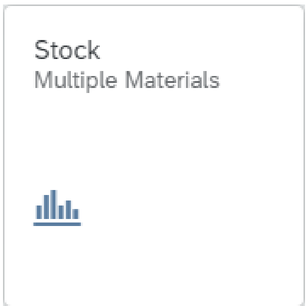
Task Check the inventory. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to check the stock status.

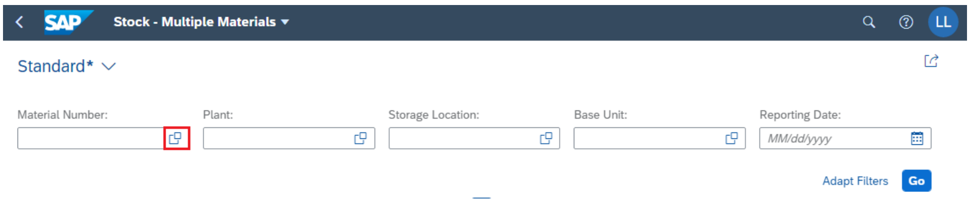
Name (Position) David Lopez (Sales Representative US East)

We can check on the inventory level of the bikes in the sales order for The Bike Zone. For this purpose, in the space *Sales and Distribution* and in the section *Sales Representative*, you can use the *Stock – Multiple Materials* app.

Start

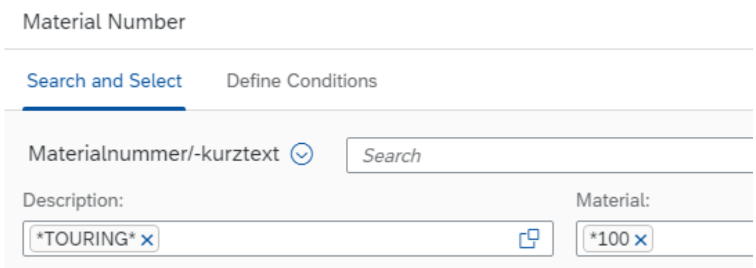


You will see the default screen of the app. Due to the high amount of materials, it is not recommended to search without further restrictions. Therefore, in the *Material Number* field, please use the input help icon.



In the pop-up that opens, as *Description* enter ***TOURING*** and as *Material* type in your number (*###).

TOURING
*###



Click Go to run the search and to generate a result list of all “touring” bikes containing your number “###” in the material code. Select the **Deluxe Touring Bike (black)** and the **Professional Touring Bike (black)**. To copy your selection to the initial screen, click on the OK button.

Items (18)

	Description	La...	Material
☑	DELUXE TOURING BIKE (BLACK)	EN	DXTR1100
☐	DELUXE TOURING BIKE (SILVER)	EN	DXTR2100
☐	DELUXE TOURING BIKE (RED)	EN	DXTR3100
☐	100 PRODUCT GROUP DELUXE TOURIN...	EN	PG-DXTR100
☐	100 PRODUCT GROUP PROFESSIONAL ...	EN	PG-PRTR100
☐	100 PRODUCT GROUP TOURING	EN	PG-TRBK100
☑	PROFESSIONAL TOURING BIKE (BLACK)	EN	PRTR1100
☐	PROFESSIONAL TOURING BIKE (SILVER)	EN	PRTR2100

Back in the *Stock – Multiple Materials* overview, as *Plant* enter **MI00** (*Miami*) and as *Storage Location* type in **FG00** (*Finished Goods*). Click Go to display the corresponding stock levels.

MI00
FG00

Materials (2)

Material Number	Material Description
PRTR1100	Professional Touring Bike (black)
DXTR1100	Deluxe Touring Bike (black)

This report shows the stock levels for the plant in Miami. Scroll to the right to see the unrestricted stock.

Unrestricted Stock
80.000 EA
100.000 EA
180.000 EA

Click on SAP to return to the SAP Fiori launchpad.

☐

Step 8: Track Sales Order

Task Track the processing status of the sales order.

Time 5 min

Short Description Use the SAP Fiori Launchpad to track a sales order.

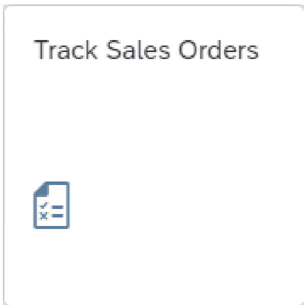
Name (Position) David Lopez (Sales Representative US East)

Scenario

With relatively little user input, the sales order for The Bike Zone has been created. The *Track Sales Orders* app provides the opportunity to review the order in detail.

Start

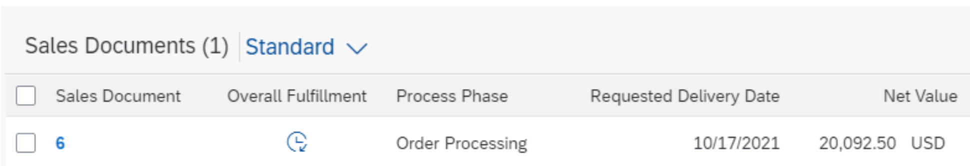
To display and track a sales order, in the space *Sales and Distribution* and in the section *Sales Representative*, please use the *Track Sales Orders* app.



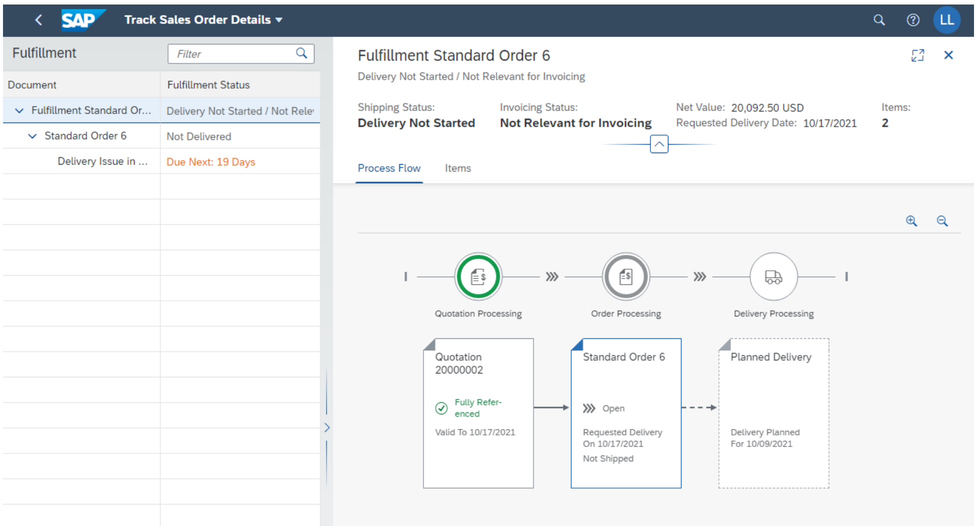
###

You will see the standard view of the app. In the *Search* field, enter your number (###) and click Go to run the search process.

Your order will be displayed in the result list. There you can already see first details like *the Overall Fulfillment* status or the *Net Value*.



Please click on the line containing your sales order. You will be forwarded to the *Track Sales Order Details* screen, where you can see all the details of the order.



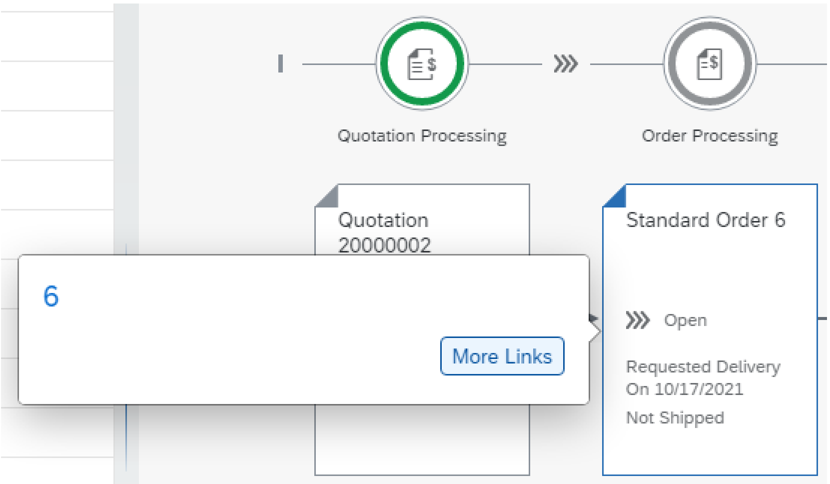
For example, you can see that the quotation processing has been fully processed (“fully referenced”), but that the processing of the standard order is currently still “open”. You can also see the requested delivery date of the order and the planned delivery in the overview.

Afterward, please click on the *Items* tab. There you will see a list of the ordered bikes and the quantity shipped or already invoiced. Items

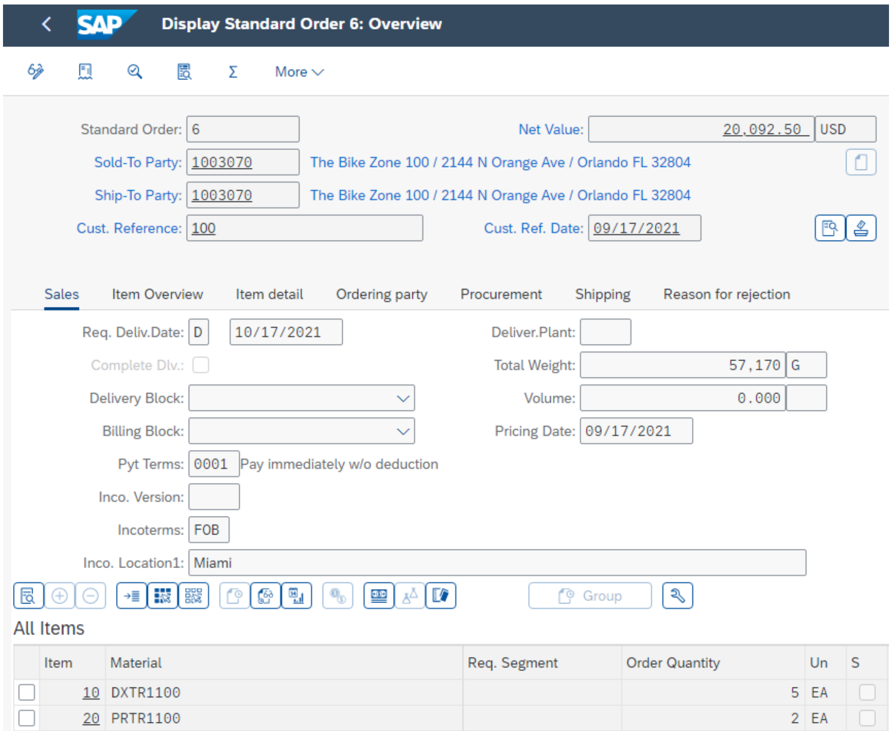
Item Processing Details (2) Standard

Sales Document Item	Product	Order Quantity	Shipped Quantity	Invoiced Quantity
10	Deluxe Touring Bike (black) (DXTR1100)	5.000 EA	0.000 EA	0.000 EA
Shipping Status: Delivery Not Started				
Invoicing Status: Not Invoiced				
20	Professional Touring Bike (black) (PRTR1100)	2.000 EA	0.000 EA	0.000 EA
Shipping Status: Delivery Not Started				
Invoicing Status: Not Invoiced				

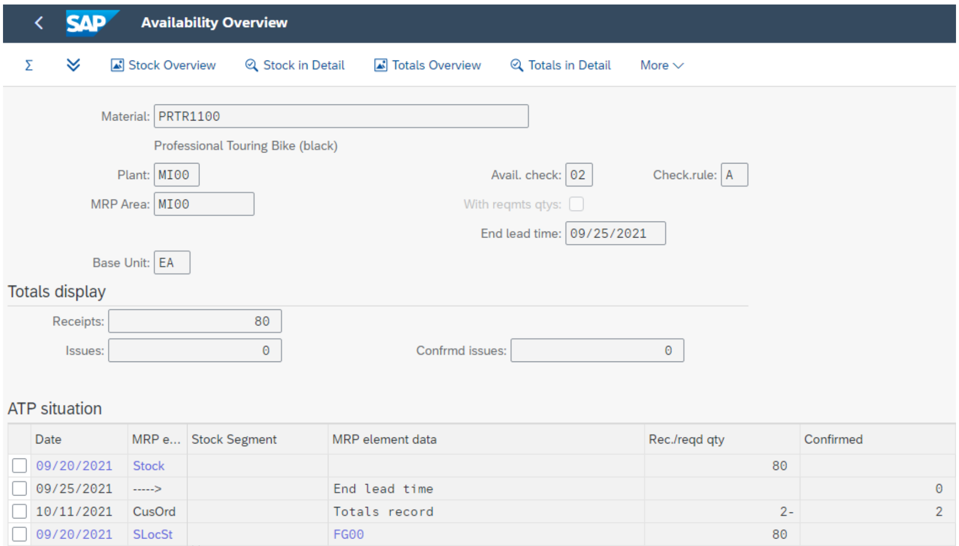
Go back to the *Process Flow* tab and click on your Standard Order. The following context menu opens. Process Flow



Choose More Links, and in the pop-up that opens, please select the entry *Display Sales Order - VA03*. You will be forwarded to the corresponding app.



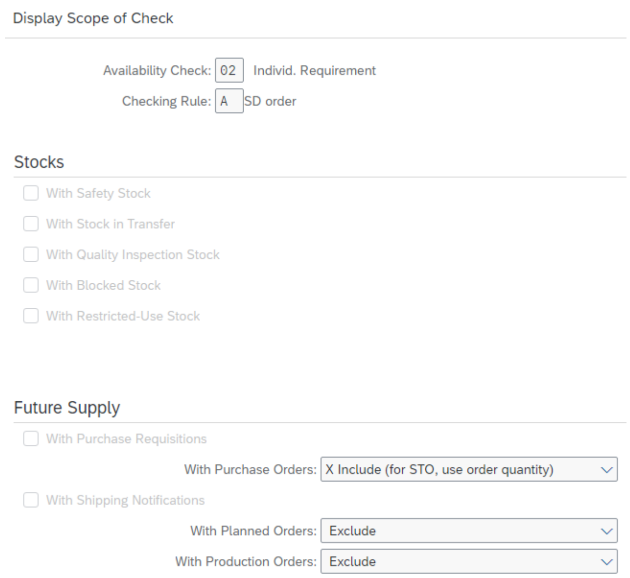
In the *All Items* section, select the line with the Professional Touring Bike and click (*Display Availability*) to check availability in detail.



The *Availability Overview* screen shows that, in this case, there are actually 80 bikes in stock and the order you are displaying will use 2 of these.

Note Your ATP situation could show other inventory quantities.

Choose Scope of check. If this button is not displayed, you will find the entry in the pull-down menu under: **More ▶ Scope of check**. The following screen will be displayed.



This screen displays the elements considered when performing the availability check. For example, *With Purchase Orders* is selected, which means that a purchase order will be considered as available stock from its receipt date onward. Click to close the pop-up window and click to return to the appointment order overview.

Select the Deluxe Touring Bike and click (*Item Conditions*) to view the conditions again. Note that the two discounts have been manually applied to this item.

Pricing Elements

I...	CnTy	Description	Amount	Crcy	per	UoM	Condition Value	Curr.
	PR00	Price	3,000.00	USD	1	EA	15,000.00	USD
		Gross Value	3,000.00	USD	1	EA	15,000.00	USD
	K004	Material	50.00-	USD	1	EA	250.00-	USD
	RA00	% Discount from Net	5.000-	%			737.50-	USD
		Discount Amount	197.50-	USD	1	EA	987.50-	USD
		Rebate Basis	2,802.50	USD	1	EA	14,012.50	USD
		Net Value for Item	2,802.50	USD	1	EA	14,012.50	USD
		Net Value 2	2,802.50	USD	1	EA	14,012.50	USD
		Total	2,802.50	USD	1	EA	14,012.50	USD
	SKTO	Cash Discount	0.000	%			0.00	USD
	VPRS	Internal price	1,400.00	USD	1	EA	7,000.00	USD
		Standard - USA /With	1,402.50	USD	1	EA	7,012.50	USD

Click on SAP to return to the SAP Fiori launchpad.

Step 9: Start Delivery Process

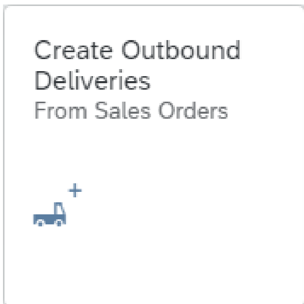
Task Start the delivery process. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to start the delivery process.

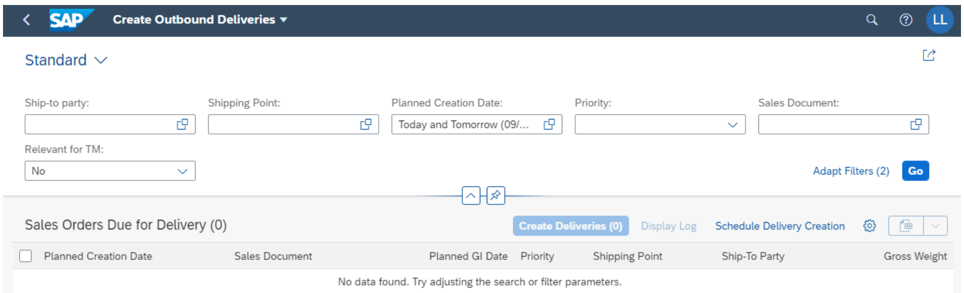
Name (Position) Sergey Petrov (Warehouse Employee)

Create Outbound Deliveries – From Sales Orders

To start the process that will fulfill The Bike Zone's order, we need to create a delivery document. To do this, in the space *Sales and Distribution* and in the section *Warehouse employee*, use the *Create Outbound Deliveries – From Sales Orders* app.



The app starts with a collapsed header area. Please expand it by clicking (*Expand Header*).



Shipping Point

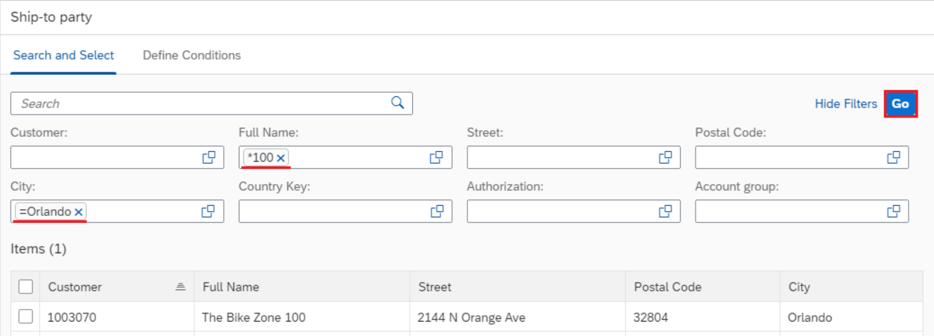
Note You trigger shipping activities by creating deliveries. The responsible organizational unit for creating deliveries is the **shipping point**. The shipping point can be a loading ramp, a mail depot, or a rail depot. It can also be, for example, a group of employees responsible (only) for organizing urgent deliveries.

Business Partner Number (Customer)

On the *Create Outbound Deliveries* screen, in the *Ship-to party* field please enter your business partner number (The Bike Zone).

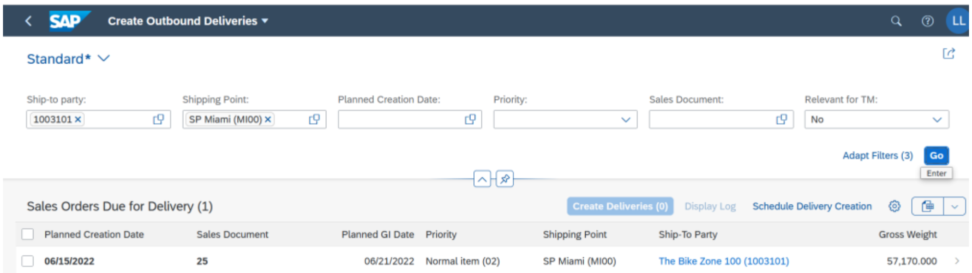
*###
Orlando

Note Alternatively, you can search for your GP number by selecting the input help icon in the *Ship-to party* field. A pop-up screen will open. As *Full Name* enter ***###**, and as *City* enter **Orlando**. Click Go to run the search.



Select your customer and apply the entry to the initial screen by clicking OK.

In addition, as *Shipping Point* please enter **MI00**, and remove the *Planned Creation Date*. Click Go to run the search. The sales order will be displayed. MI00



Select the sales document and choose the button Create Deliveries (1). You will see that the sales document is no longer available. Additionally, you will receive a confirmation that your outbound delivery has been created.

Click on SAP to return to the SAP Fiori launchpad.

Step 10: Track Sales Order

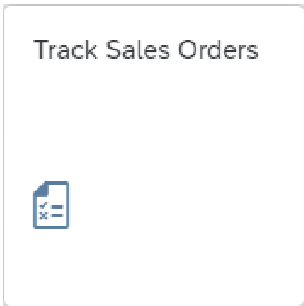
Task Track the processing status of the sales order. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to track a sales order.

Name (Position) David Lopez (Sales Representative US East)

To display and track a sales order, in the space *Sales and Distribution* and int the section *Sales Representative*, use the *Track Sales Orders* app again.

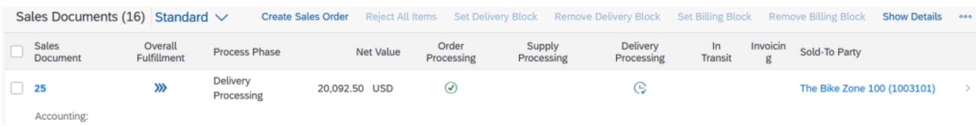
Track Sales Orders



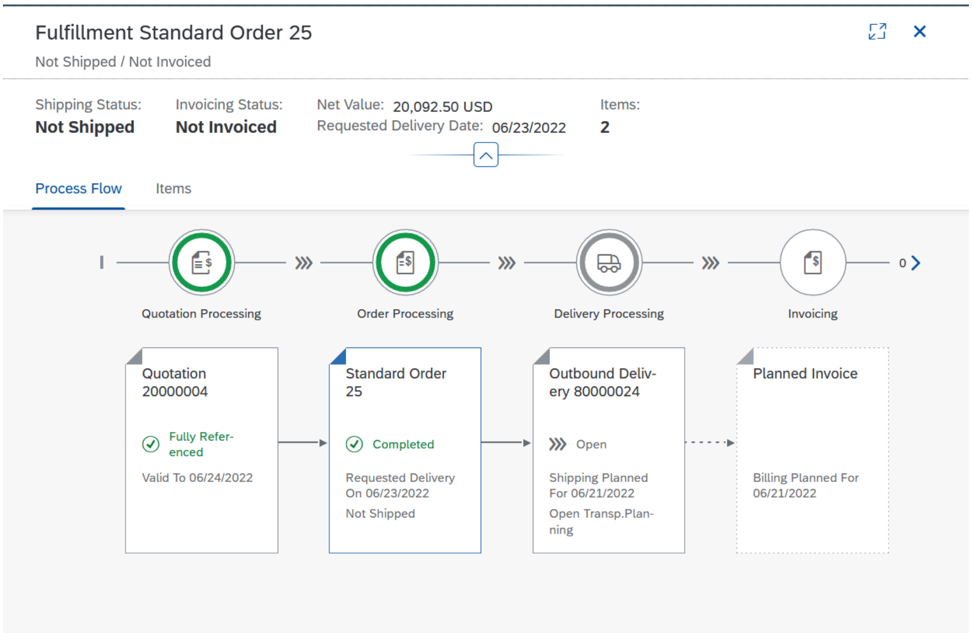
You will see the standard view of the app. In the *Search* field, enter your number (###) and click Go to run the search process.

###

Your order will be displayed in the result list. You can now see changes from the previous state. The *Overall Fulfillment* is now set to *Partially processed* and the *Order Processing* is *completely processed*.



Please click on the line containing your sales order. You will be forwarded to the *Track Sales Order Details* screen, where you can see all the details of the order.



In the overview that opens, you can see the completed standard order and the delivery that is still "open". In addition, billing has already been planned automatically by the system. In the header area, the shipping status (*Not shipped*; previously: *Delivery Not Started*) and the billing status (*Not invoiced*, previously: *Not Relevant for Invoicing*) have also changed.

Click on to return to the SAP Fiori launchpad.

Step 11: Pick Materials and Post Goods Issue

Task Pick materials on delivery note. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to pick materials and to post a goods issue.

Name (Position) Sandeep Das (Warehouse Supervisor)

Picking a material changes the outbound delivery document, while goods issue subsequently changes the ownership of the material from Global Bike to The Bike Zone. To do this, in the space *Sales and Distribution* and in the section *Warehouse employee* use the *Manage Outbound Deliveries* app.

Manage Outbound Deliveries

The app starts with a collapsed header area. Please expand it by clicking . In the *Ship-to party* field, please enter your **business partner number**.

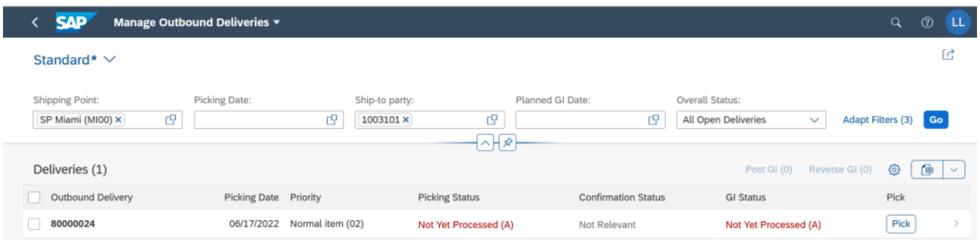
Business Partner Number (Customer)

Note If you have forgotten your GP number, proceed as in the steps before.

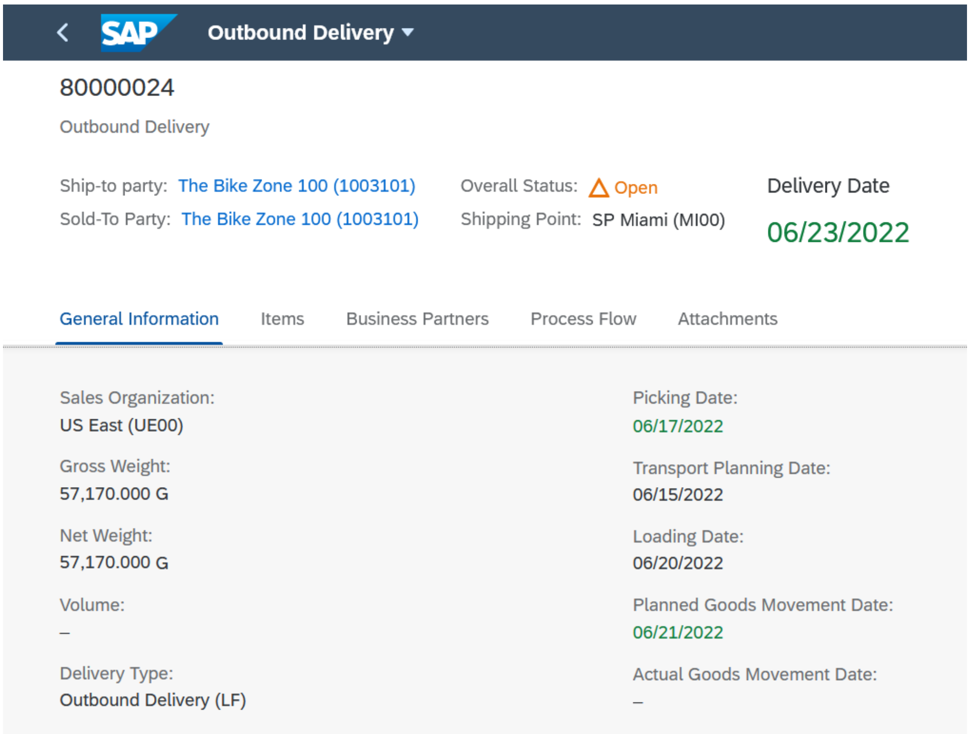
In addition, as the Shipping Point enter **MI00** and as Overall Status select **All Open Deliveries**. To run the search, click Go. Your outbound delivery is now displayed.

MI00

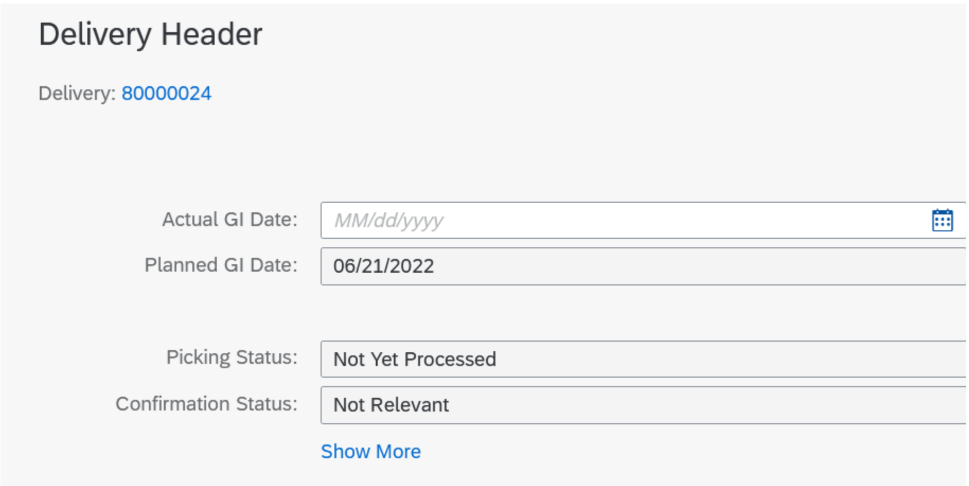
All Open Deliveries



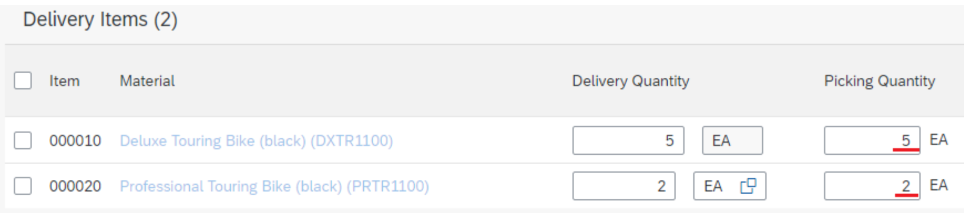
You can see that neither picking nor goods issue has been processed yet. Click on the line that contains your outbound delivery to get more details.



Please return to the *Deliveries* overview by clicking <. Then, select Pick to start picking. You will automatically be forwarded to the *Pick Outbound Delivery* app. Your outbound delivery is already preselected.



In the *Delivery Items* area, enter the appropriate quantities in the *Picking Quantity* fields: For your DXTR1### **5** and for your PRTR1### **2**. 5 2

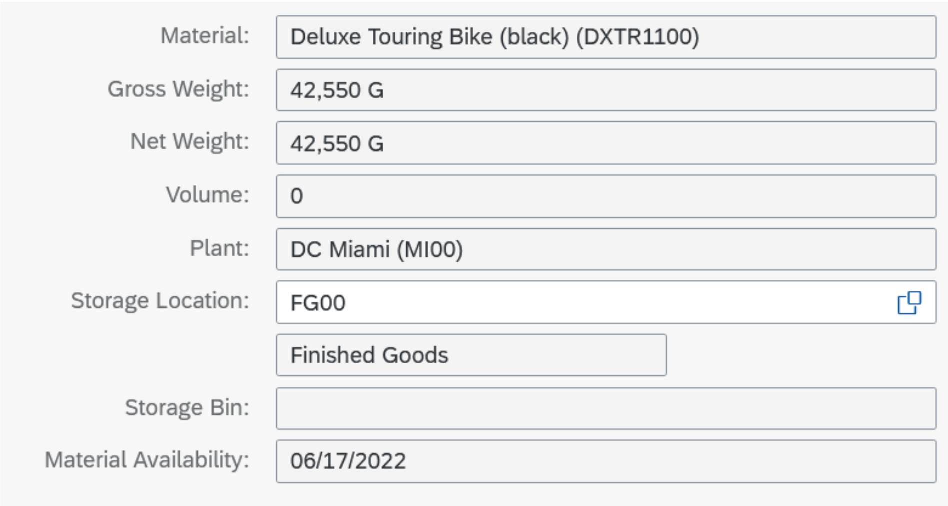


Picking is the process of preparing or staging goods for delivery to the customer, with particular attention to dates, quantity and quality.

Picking

At the end of the Deluxe Touring Bike row, select >. In the *Delivery Item 1 of 2* screen, in the *Storage Location* field, enter **FG00** (*Finished Goods*).

FG00

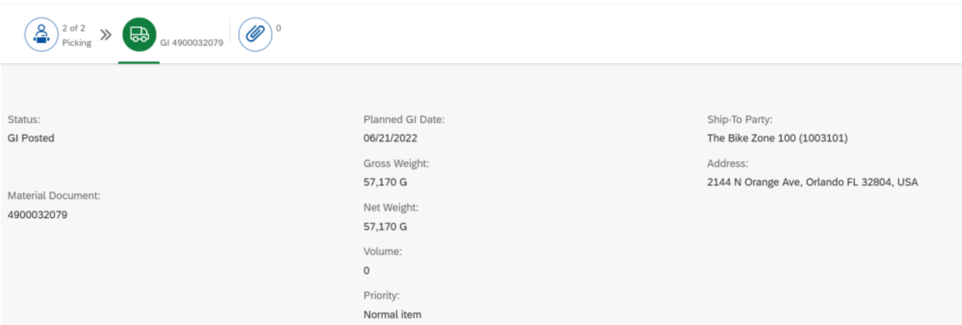


Click Apply and repeat this step for the **PRTR1###** material.

PRTR###

Back in the *Pick Outbound Delivery* screen, please choose Save. You will receive a corresponding message from the system. In addition, the screen content changes. Picking is now complete and goods issue is ready.

In the lower screen area, you can now click Post GI to post the goods issue. The screen content changes again. Both picking and goods issue are now complete.



Click on SAP to return to the SAP Fiori launchpad.

Step 12: Check Stock Status

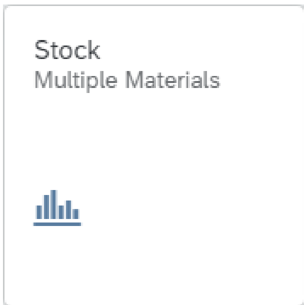
Task Check the inventory once again. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to check the stock status.

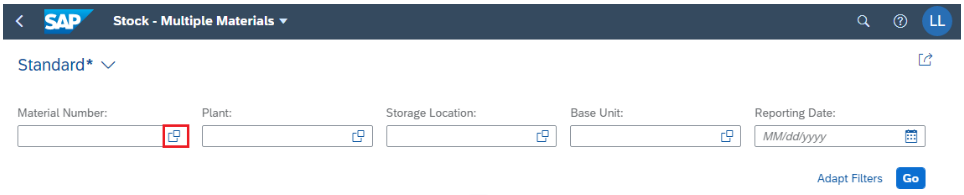
Name (Position) David Lopez (Sales Representative US East)

Stock – Multiple Materials

The goods issue of the order has an impact of the inventory level of the bikes for Global Bike. To have a look at it, in the space *Sales and Distribution* and in the section *Sales representative*, use the *Stock – Multiple Materials* app.

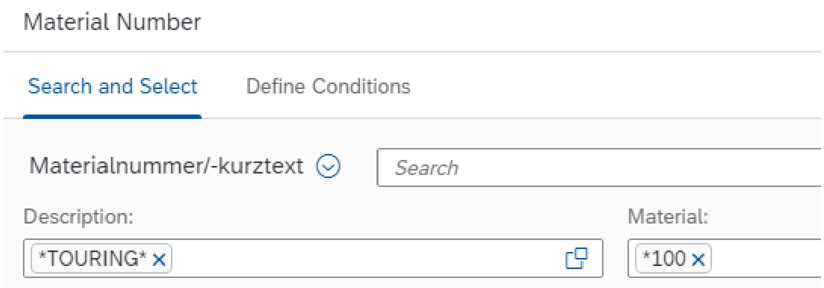


You will see the default screen of the app. Due to the high amount of materials, it is not recommended to search without further restrictions. Therefore, in the *Material Number* field, please use the input help icon.



TOURING
*###

In the pop-up that opens, as *Description* enter ***TOURING*** and as *Material* type in your number (*###) again.



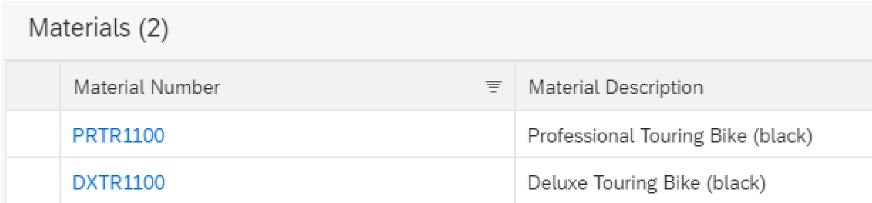
Click Go to run the search and to generate a result list of all “touring” bikes containing your number “###” in the material code. Select the **Deluxe Touring Bike (black)** and the **Professional Touring Bike (black)**. To copy your selection to the initial screen, click on the OK button.


Items (18)

	Description	La...	Material
☑	DELUXE TOURING BIKE (BLACK)	EN	DXTR1100
☐	DELUXE TOURING BIKE (SILVER)	EN	DXTR2100
☐	DELUXE TOURING BIKE (RED)	EN	DXTR3100
☐	100 PRODUCT GROUP DELUXE TOURIN...	EN	PG-DXTR100
☐	100 PRODUCT GROUP PROFESSIONAL ...	EN	PG-PRTR100
☐	100 PRODUCT GROUP TOURING	EN	PG-TRBK100
☑	PROFESSIONAL TOURING BIKE (BLACK)	EN	PRTR1100
☐	PROFESSIONAL TOURING BIKE (SILVER)	EN	PRTR2100

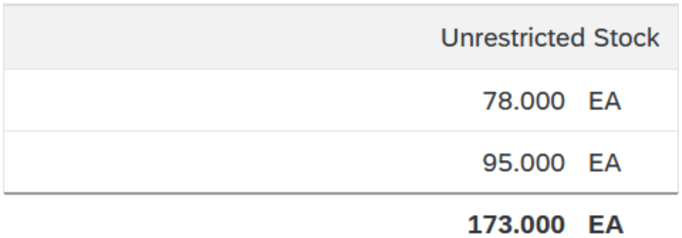
Back in the *Stock – Multiple Materials* overview, as *Plant* enter **MI00** (*Miami*) and as *Storage Location* type in **FG00** (*Finished Goods*). Click Go to display the corresponding stock levels again.

MI00
FG00


Materials (2)

Material Number	Material Description
PRTR1100	Professional Touring Bike (black)
DXTR1100	Deluxe Touring Bike (black)

This report shows the stock levels for the plant in Miami. Scroll to the right to see the unrestricted stock. The inventory was reduced by the quantity for which the goods issue was posted.



Unrestricted Stock
78.000 EA
95.000 EA
173.000 EA

Click on SAP to return to the SAP Fiori launchpad.

Step 13: Create billing document for Customer

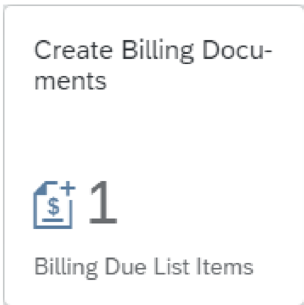
Task Create a billing document for a customer. **Time** 10 min

Short Description Use the SAP Fiori Launchpad to create a customer billing document.

Name (Position) Stephanie Bernard (AR Accountant)

Create Billing Documents

With the delivery complete, the customer can be invoiced. To do this, in the space *Sales and Distribution* and in the section *AR Accountant*, use the *Create Billing Documents* app.

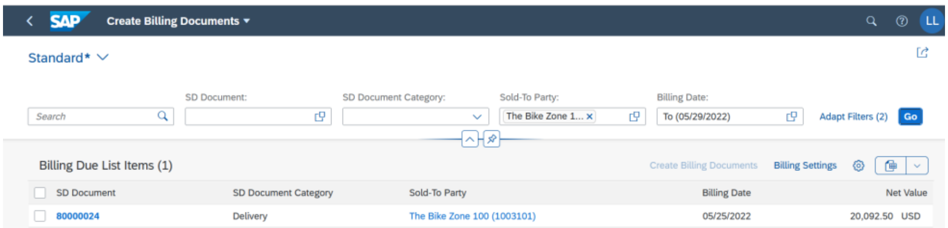


Business Partner Number (Customer)

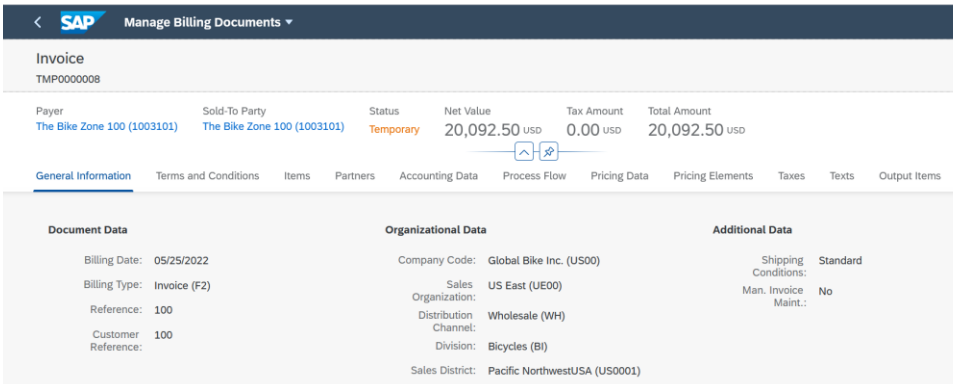
In the *Create Billing Documents* screen, all *Billing Due List Items* are automatically listed. For a better overview, the listing should be filtered. To do this, in the *Sold-to party* field, enter your **business partner number**.

Note If you have forgotten your GP number, proceed as in the steps before.

Apply the new filter. Therefore, click on Go to restrict the result list. Your sales document will be the only one displayed.

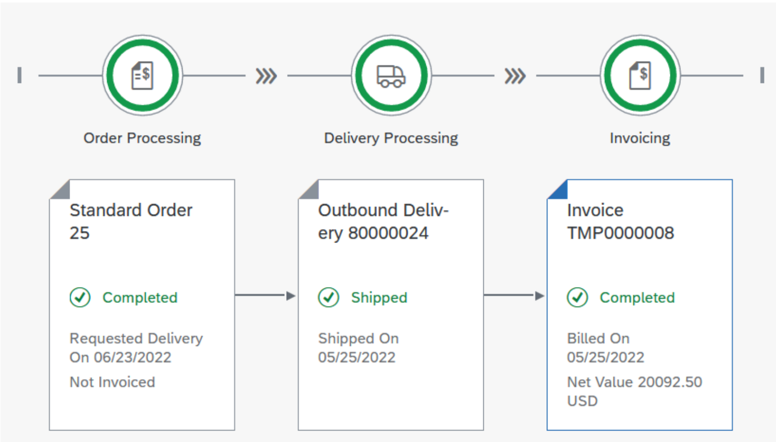


Select your sales document and choose Create Billing Documents. The system prepares the customer invoice: The date and sold-to party are copied from the previous selection.



Process Flow

Choose the *Process Flow* tab. There you can track the steps taken in advance that are relevant for the customer invoice.



Pricing Elements

Continue to the *Pricing Elements* tab. As a billing clerk, you can view the discounts granted in the quotation creation and how the total price is thus composed.

Condition type	Description	Amount	Currency	Pricing Unit	Condition Unit	Condition Basis	Cndn Basis Unit
PR00	Price	0.00				0.00	USD
	Gross Value	0.00	USD			0.00	USD
K004	Material	-50.00	USD			5	EA
RA00	% Discount from Net	-5.000	%			21,150.00	USD
	Discount Amount	0.00	USD			0.00	USD
	Rebate Basis	0.00	USD			0.00	USD
	Net Value for Item	0.00	USD			0.00	USD
	Net Value 2	0.00	USD			0.00	USD
	Total	0.00	USD			0.00	USD
SKTO	Cash Discount	0.000	%			20,092.50	USD
VPRS	Internal price	0.00				0.00	USD
	Standard - USA /With Jur.Code	0.00	USD			0.00	USD

To save the new customer invoice, select **Save**.

Click on SAP to return to the SAP Fiori launchpad.

Step 14: Display Billing Document and Post Customer Invoice

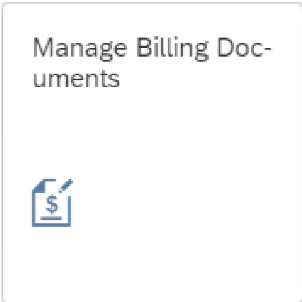
Task Display a billing document and a customer invoice. **Time** 5 min

Short Description Use the SAP Fiori Launchpad to display a billing document/customer invoice.

Name (Position) Stephanie Bernard (AR Accountant)

Now that the billing document has been created, it needs to be posted. Therefore, in the space *Sales and Distribution* and in the section *AR Accountant*, use the *Manage Billing Documents* app.

Manage Billing Documents



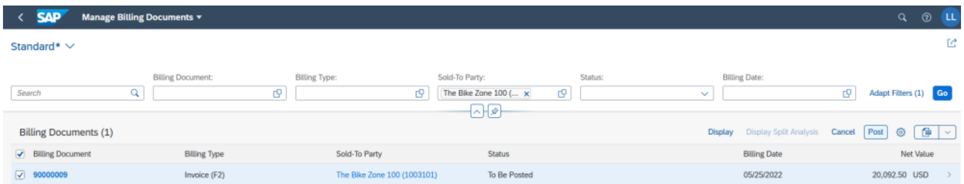
On the *Manage Billing Documents* screen, in the *Sold-to party* field, please enter your **business partner number**.

Business Partner Number (Customer)

Note Alternatively, in the *Sold-to party* field, click the input help icon and search for your business partner using your number (###) as in the previous step.

###

Select Go to display your invoice.



Select your entry and choose Post. This will send the invoice to the customer.

Click on to return to the SAP Fiori launchpad.

☐

Step 15: Post Receipt of Customer Payment

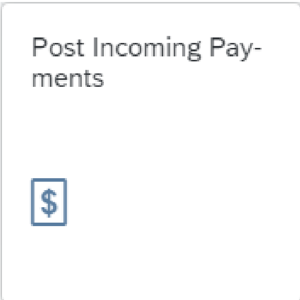
Task Post a customer payment receipt. **Time** 10 min

Short Description Use the SAP Fiori Launchpad to post a customer payment receipt.

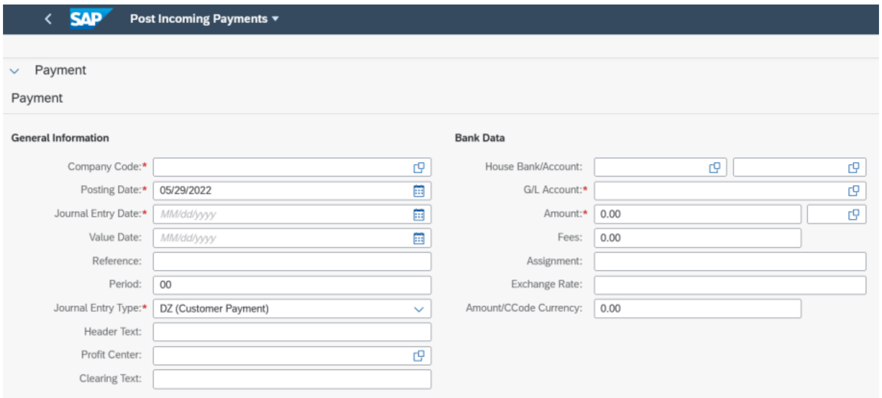
Name (Position) Stephanie Bernard(AR Accountant)

After The Bike Zone mails its payment, it needs to be recorded. To do this, in the space *Sales and Distribution* and in the section *AR Accountant* use the *Post Incoming Payments* app.

Post Incoming Payments



You will be directed to the following screen.



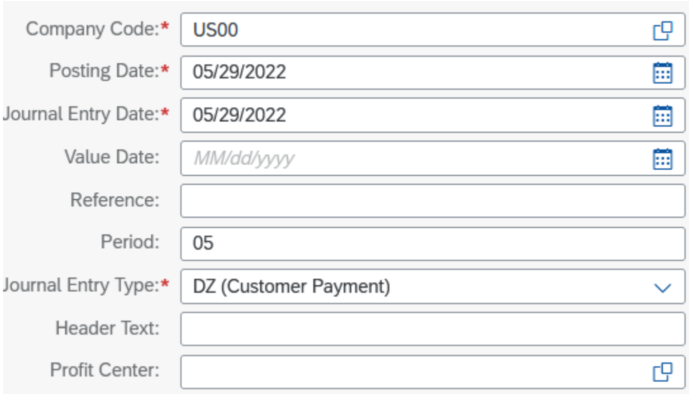
In the *General Information* area, as *Company Code* enter **US00** (*Global Bike Inc.*). In the fields *Posting Date* and *Journal Entry Date*, use (*Open Picker*) to enter the **current date**. Also, in the *Period* field, select the **current period** (for example, 09 for September). As the *Journal Entry Type* make sure that **DZ** (*Customer Payment*) is selected.

US00

Current Date

Current Period

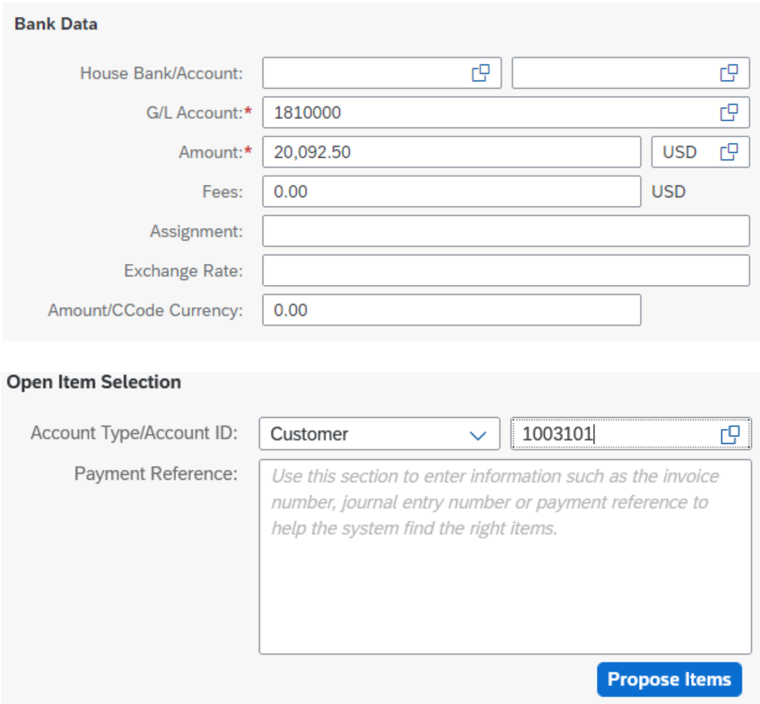
DZ



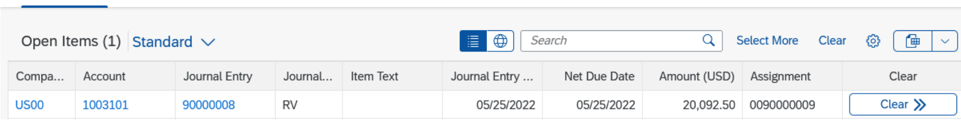
In the *Bank Data* area, as G/L account select **1810000** (*Bank 1*). Please also add the amount **20,092.50 USD**. In the *Open Item Selection* area, as the *Account Type* select **Customer**, and add in the field directly next to it your **business partner number**. Compare your entries with the following screenshots.

1810000
20,092.50 USD

Customer
Business Partner
Number (Customer)



Click on Propose Items. In the upper part of the screen, you can see that the balance has changed to Balance: -20,092.50 USD. This is due to the open customer invoice. In the *Open Items* area, the posting document from the previous steps will also be proposed to you.



Compa...	Account	Journal Entry	Journal...	Item Text	Journal Entry ...	Net Due Date	Amount (USD)	Assignment	Clear
US00	1003101	90000008	RV		05/25/2022	05/25/2022	20,092.50	0090000009	Clear

Select Clear in the line of the posting document. The open items are added to the *Items to be Cleared* with the recorded incoming payment.

Items to Be Cleared (1) | Standard | Remove All

Remove	Journal Entry	Open Amount (USD)	Allocated Amount	Discount Amount
«	90000005	20,092.50	20,092.50 USD	0.00 USD

Since the incoming payment covers the full amount, the balance is cleared again (**Balance: 0.00** USD). Click **Post** to save the incoming payment. The system will automatically assign a number to it.

Success

Journal entry 1400000018 (2022, US00) successfully posted

Display | Post Next Payment

Journal Entry Incoming Payment:

Choose Display to additionally display the posting document. In the *Manage Journal Entries* screen, you can view individual posting items.

Click on SAP to return to the SAP Fiori launchpad.

Step 16: Review Document Flow

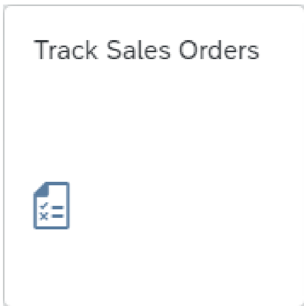
Task Review the document flow.	**Time** 5 min
Short Description Use the SAP Fiori Launchpad to review the document flow.	
Name (Position) David Lopez (Sales Representative US East)	

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.

Document Flow

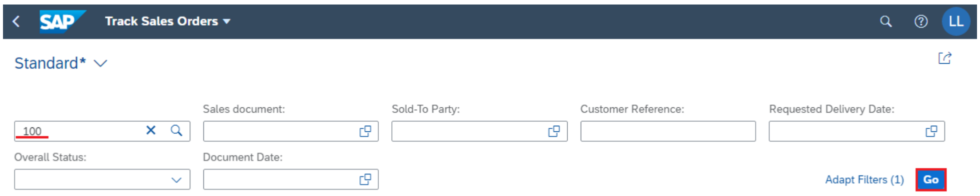
To display and track a sales order, in the space *Sales and Distribution* and in the section *Sales representative* use the *Track Sales Orders* app again.

Track Sales Orders

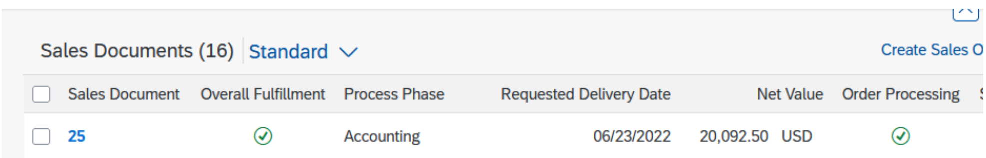


You will see the standard view of the app. In the *Search* field, enter your number (###) and click Go to run the search process.

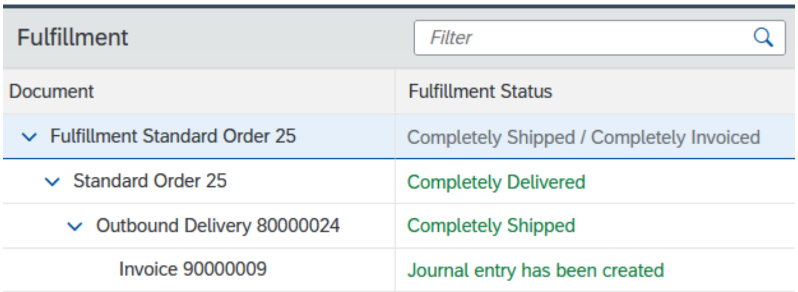
###



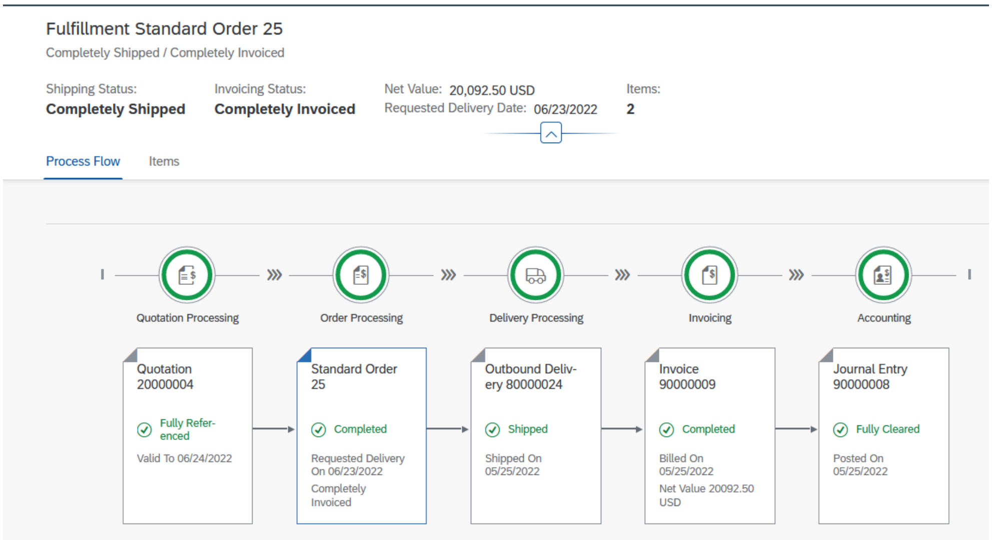
Your order will be displayed in the result list. Again, you can see changes from the previous state. The *Overall Fulfillment* is now set to *Completely Processed*.



Please click on the line containing your sales order. You will be forwarded to the *Track Sales Order Details* screen, where you can see all the details of the order. For example, in the *Fulfillment* area the document flow for the sales order is displayed. All related documents are completely generated and recorded.



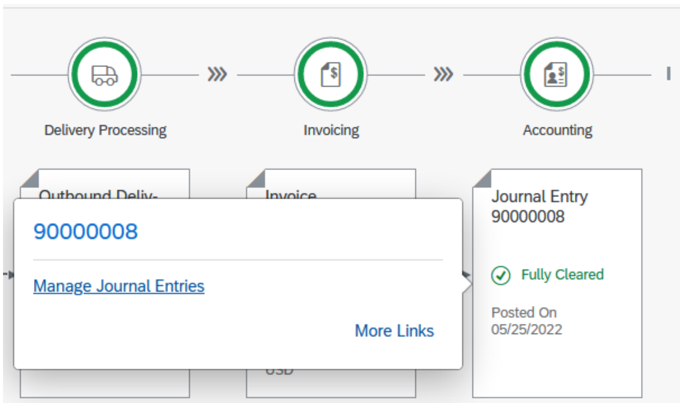
Depending on which document is selected, the content of the right screen changes. Thus, information on the delivery or the invoice can be viewed directly. Choosing the *Fulfillment Standard Order*, the steps from the quotation to the journal entry are displayed as a process flow. The respective documents can also be called up from here.



As you can see, in the header area, both the shipping status (*Completely Shipped*) and the invoicing status (*Completely Invoiced*) have changed again. Finally, on the *Process Flow* tab, select the journal entry to open the context menu. Click *Manage Journal Entries* to access the corresponding app.

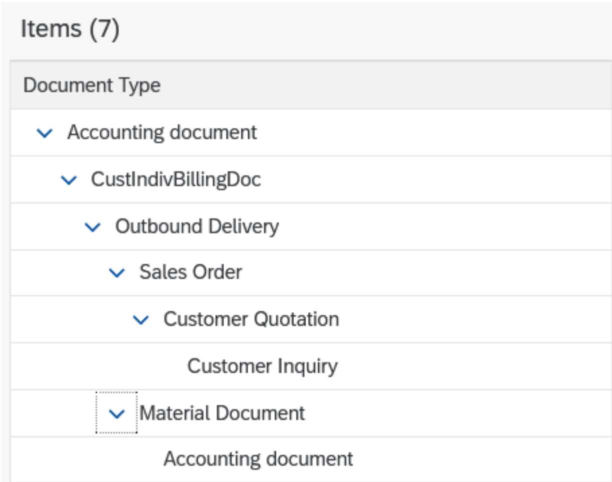
Process Flow

Manage Journal Entries



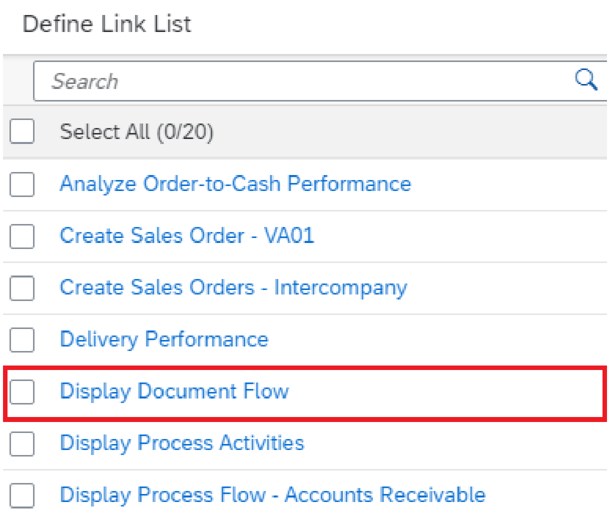
Related Documents

You can see the line items in the header data of the journal entry. However, choose the *Related Documents* tab. Then expand the document flow completely.

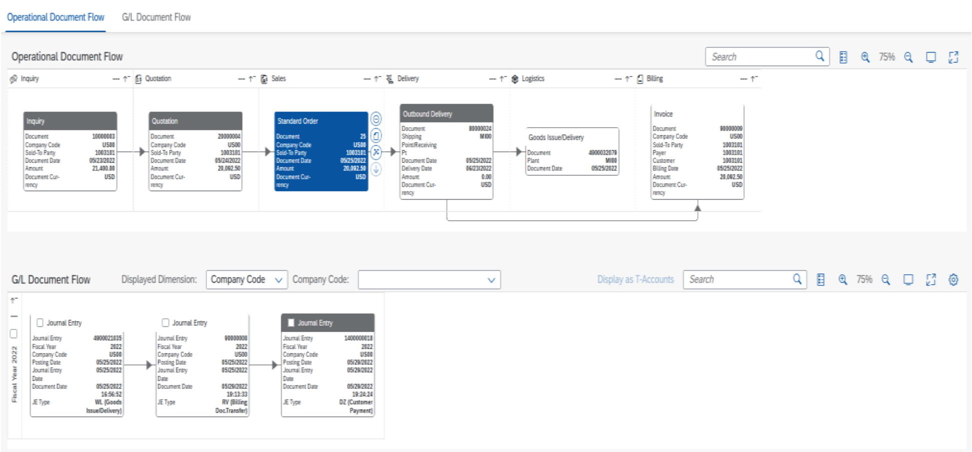


Except for the incoming payment, you can see all documents generated for the sales order. This additionally includes the customer inquiry, as well as the material document including the accounting document of the delivery.

Click the document number of the sales order to open the context menu and choose More Links. In the pop-up that opens, select the *Display Document Flow* app.



In the following screen you can see both the operational document flow and the G/L document flow.



Click on SAP to return to the SAP Fiori launchpad.

SD Challenge

Learning Objective Understand and perform an integrated order-to-cash-process. **Time** 75 min

Motivation Having successfully completed the case study *Sales and Distribution*, you should be able to perform the following task independently.

Scenario One of your existing customers has opened an independent offshoot Alster Adventures in Hamburg and would like to benefit from your new promotion with this, in which there is a free off-road helmet for each mountain bike ordered. Individual items can be marked as a free item (AGNN) in the item details of the appointment order. Make sure that off-road helmets belong to a different division. Create a new customer Alster Adventures using Alster Cycling (customer 14000) as a template. Have your new customer supplied from the factory in Hamburg (HH00) via the sales organization Germany North (DN00). Remember that the Euro is the common means of payment in Europe. Companies in Germany are subject to tax. Also expand Alster Adventures so that orders can be placed for accessories and across divisions.

Then, as Alster Adventures, order five mountain bikes for men and five mountain bikes for women. As a long-term customer, Alster Adventures will receive a discount of $50 per bike on the order and 3% of the net price on the entire purchase.

Task Information Perform a complete order-to-cash-process including the incoming payment of your customer. Since this task is based on the case study *Sales and Distribution*, you are allowed to use it for support. It is however recommended to solve this advanced task without support to test the newly gained knowledge.

☐