

TRAINING MANUAL

SAP SALES & DISTRIBUTION (SD)

CVL SAP Implementation Project

SAP – Sales & Distribution (SD) Module

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1. SAP Overview

Company Profile & Mission

Crystal Ventures the biggest investment company in Rwanda whose motto is 'Create Wealth, Improve Lives' – has spurred the growth keeping on making a significant impact on the socioeconomic landscape accompanied by the opportunity to venture into unexplored sectors with high returns in the developing economy. With Results Driven Leadership focusing on Innovation and Integrity the Organization has proven Excellence in all its business streams.

The company currently has in excess of 12,000 employees within Rwanda and other markets with the following Business entities –

INYANGE INDUSTRIES - food processing company with a wide range of products from juice, water and milk products

NPD LIMITED - Rwanda's leading provider of civil engineering services, real estate development, construction products and construction equipment leasing

BOURBON COFFEE - an international brand of specialty coffee and the first retail brand to originate from Africa.

ISCO SECURITY - leading provider of security services in Rwanda

RULIBA CLAYS - leading clay works company in Rwanda is the largest producer of clay building materials

REAL CONTRACTORS - deals in construction, mechanical, electrical engineering and infrastructure services

E.A GRANITE INDUSTRIES - the largest granite processor in East Africa

STONE CRAFT – deals in stone (Granite) extraction, processing, design and installation in exterior and interior paving, streets, landscape, gardens, garages, villas, homes, artworks, parks, floors and others.

MUKAMIRA DAIRY - food processing company with a wide range of dairy products

1.2 Business Process - Manual

The Objective of this document is:

To reference manual of the Business process flows pertaining to Sales & Distribution module at CVL, for the Key / end users , which will enable them to perform different business transactions effortlessly.

1.3 Module Details in Brief:

- SAP SD Module handles processes related Sales and Distribution.
- Sales Organization structure and other organization elements are mapped to define the sales structure.
- Robust functionalities in Inquire, Quotation, Sales Orders, Delivery, Invoice and Returns processing.
- Monitoring various important SD processes. Using standard reports for MIS, aiding in the decision-making process and for arriving at management decisions.

1.4 SAP Navigation

SAP Navigation User Menu Screen Quick Reference

SAP S/4 HANA from the Desktop



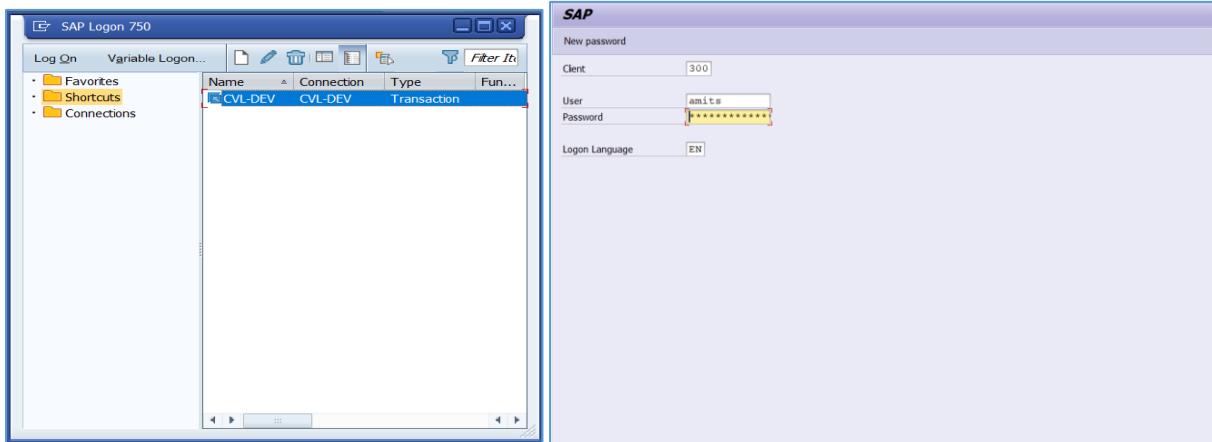
SAPIcon

Procedure

To start the SAP System, choose the icon for the SAP System and double-click it.

Result

The logon screen (in the example below, with the title SAP) appears in a new window. You are now ready to log on.



- **A new window appears**
- **Enter your user-ID**
- **Enter your Password**
The first time you use SAP you need to reset your password.
- **The client number as well as language are entered by your administrator and defaulted**
- **Press Enter on your keyboard**

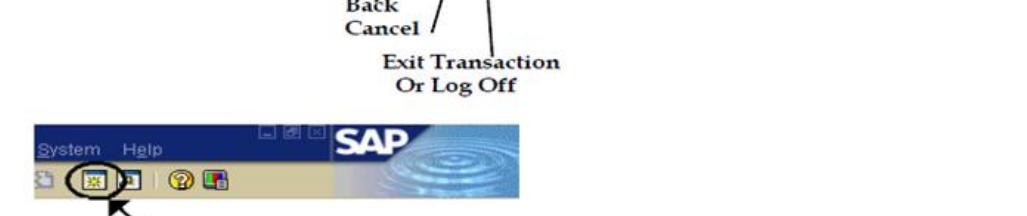


Various Keys & Sessions

Exit Keys

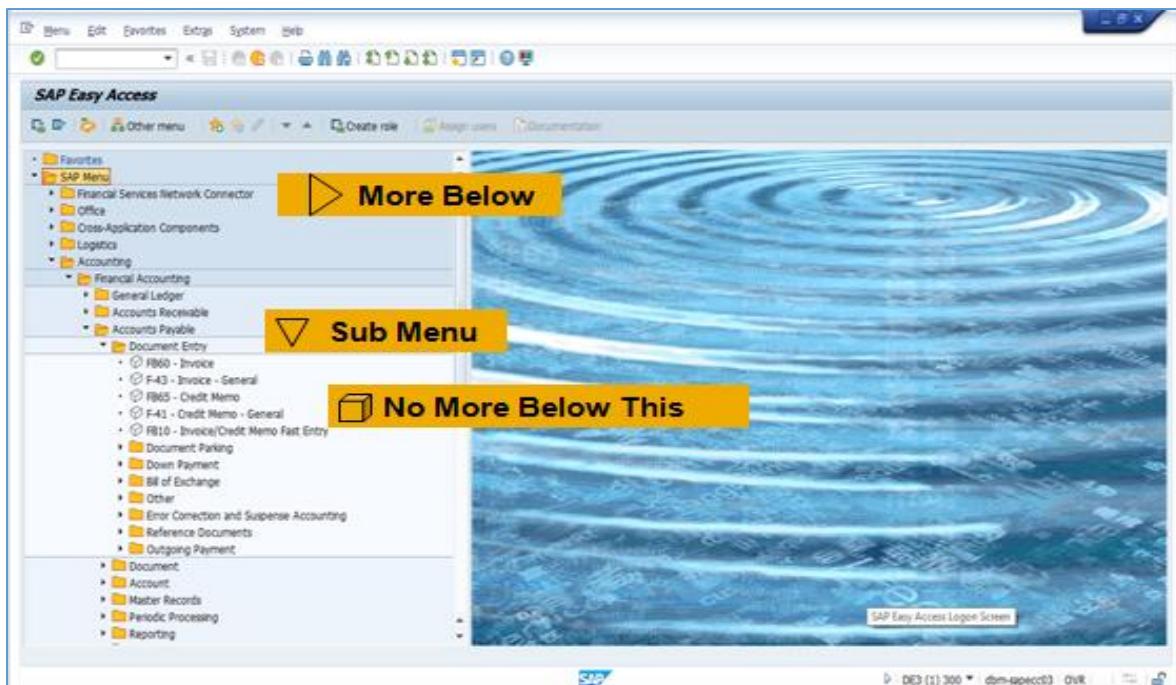
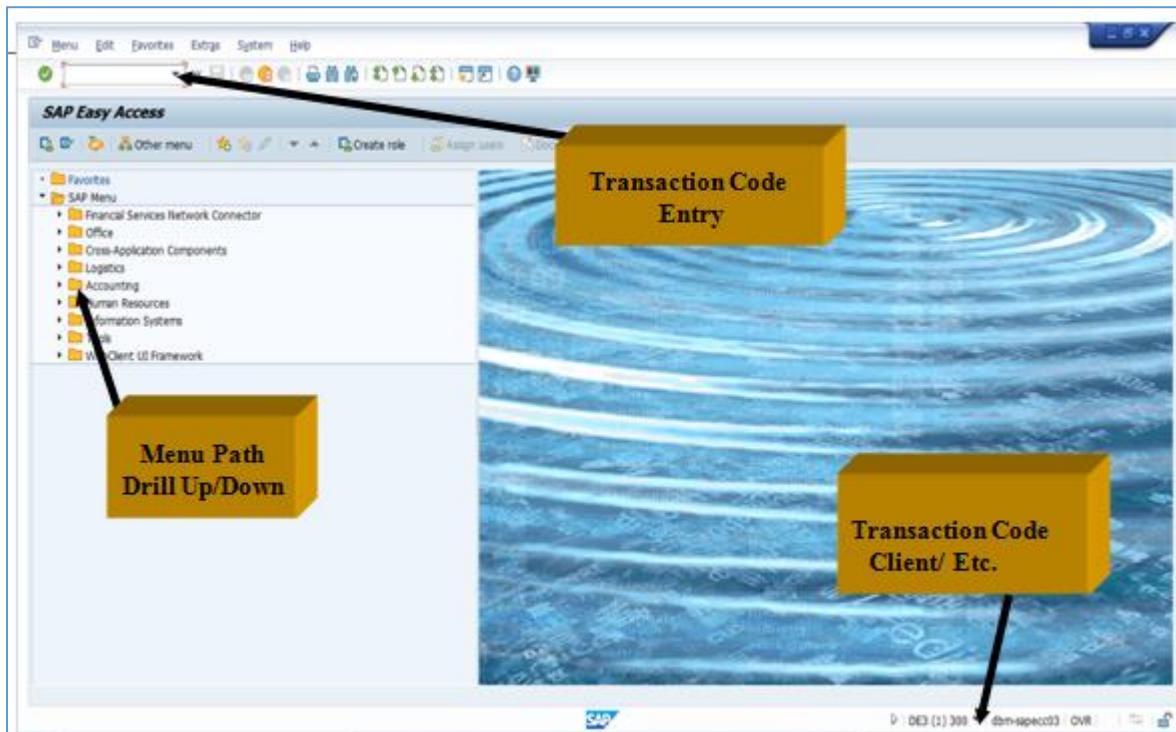


Arrows point from labels to specific buttons on the SAP toolbar: "Back" and "Cancel" point to the green and red circular buttons respectively, while "Exit Transaction Or Log Off" points to the grey circular button.

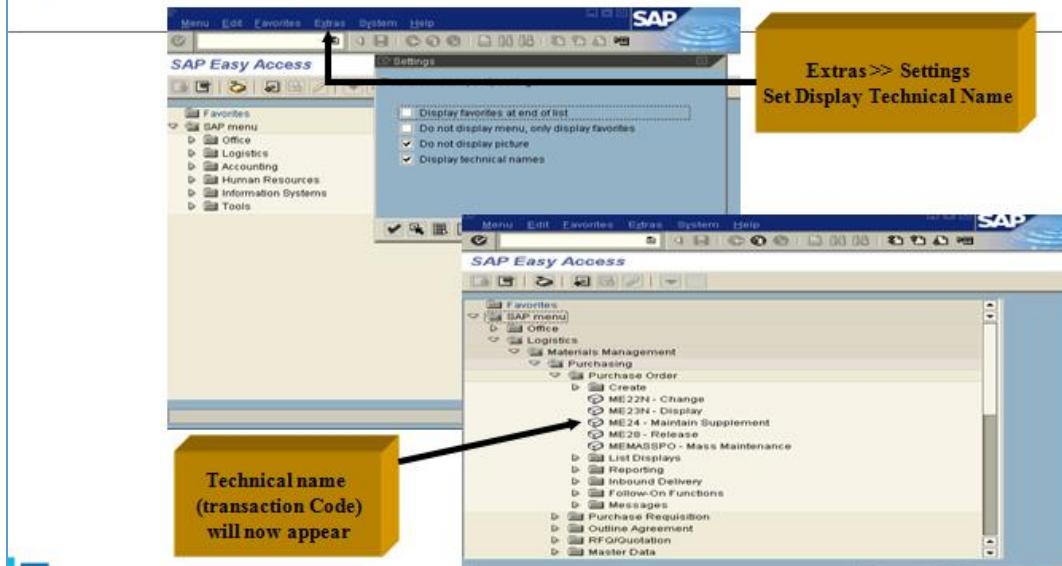


An arrow points from the label "Create New Session icon" to a small icon in the SAP toolbar, which is circled in yellow.

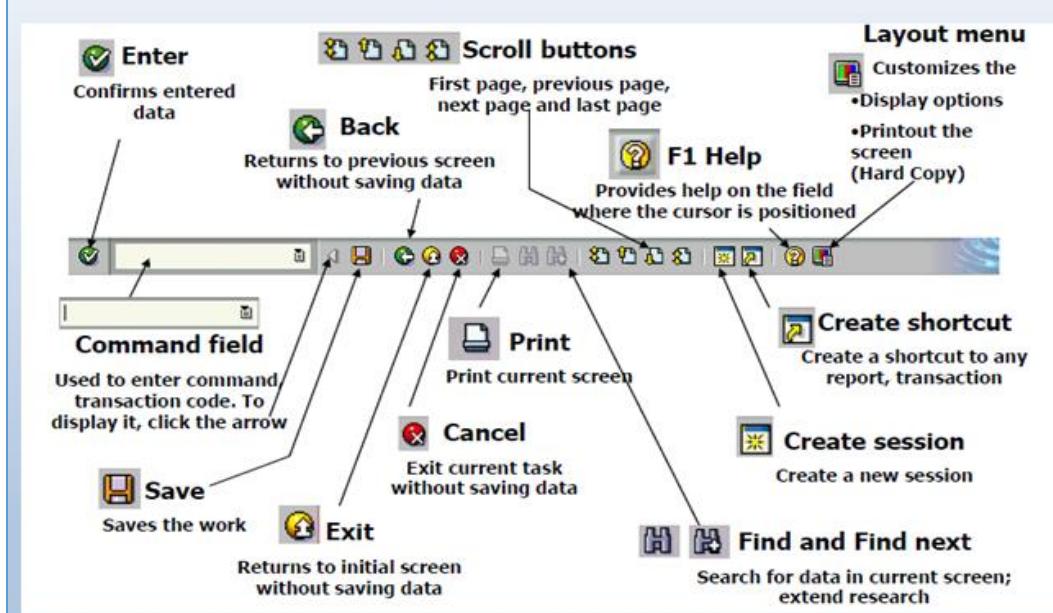
When you sign onto SAP R/3, you create a "session". You are allowed to have more than one session active at the same time. You can "open" a new session any time and from any SAP R/3 screen without losing data in the existing sessions



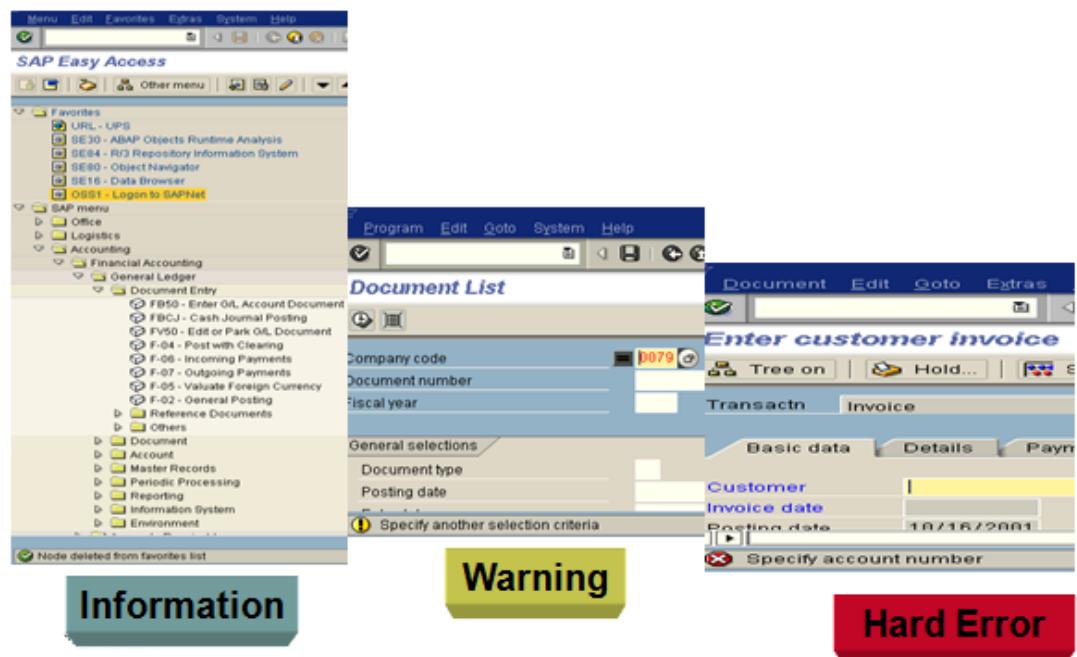
SAP Transactions Codes



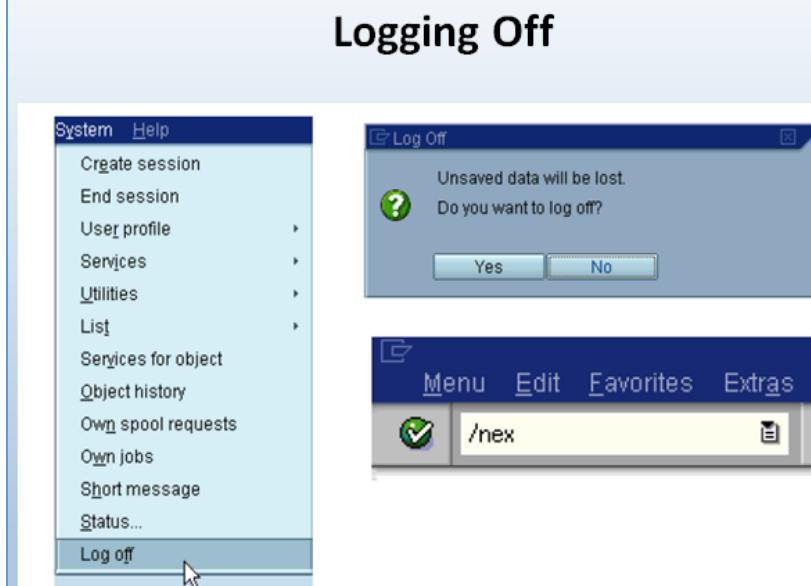
Typical Icons



Types Of Error Message



Logging Off



2. SAP Sales & Distribution (SD): General Overview

SAP SD is an important module of SAP and handles all the process of Order to delivery. SAP SD executes the business process used in the selling, shipping and billing of products and services

The **SAP SD** module is one of the primary ERP module developed by **SAP**. **SAP** service and **distribution** deals in better management of **sales** and customer **distribution** data and processes in organizations. It works closely with other **SAP** modules towards effective process work. Sales and Distribution supports the task and activities carried out in Sales, delivery and billing. Key elements are:

- Inquiry processing
- Quotation processing
- Sales Order processing
- Delivery processing
- Billing and Sales Information System

2.1 Sales and Distribution Components

- Master Data
- Sales
- Shipping
- Billing
- Sales Analytics

2.2 Main Function of Sales and Distribution are

- Inquiries & Quotes
- Sales Order
- Sales Return
- Contract & Scheduling Agreements
- Credit & Debit Memo Request
- Inter & Intra Company Sales
- Export Sales
- Rental Process
- Project Sales
- Make to Order
- Scrap Sales
- Batch recall

3. Master Data

Master data is the core data that is essential to operations in a specific business or business unit. The kinds of information treated as master data varies from transaction to transaction. Master data in SAP is used as a base for any transaction.

Master data management (MDM) is a comprehensive method of enabling an enterprise to link all of its critical data to one file, called a master file, which provides a common point of reference. When properly done, MDM streamlines data sharing among personnel and departments. Master Data can change as required.

List of Master data for Hariss International Ltd is detailed as mentioned below:

3.1. SAP- Sales and Distribution Master

- Customer Master
- Material Master – Sales Views
- Price Master

3.2 SAP- SD Business Partner Master Data

- Customer Master-Sold to Party
- Customer Master- Ship to Party
- Customer Master- Bill to Party
- Customer Master- Payer
- Business Partner - General
- Customer,
- Contact Person

4. Overall Process Overview

CVL has various business processes which are common for all companies having different business / industry segment. Following are S4HANA Best practices processes mapped and used for business processes across CVL group.

Process ID	CVL Process Title
CVL_SD_001	Inquiry
CVL_SD_002	Quotation
CVL_SD_003	Normal sales
CVL_SD_004	Service sales
CVL_SD_005	Project sales
CVL_SD_006	Rental sales
CVL_SD_007	Returns sales
CVL_SD_008	Free of charge
CVL_SD_009	Credit memo
CVL_SD_010	Debit memo
CVL_SD_011	Intercompany sales

Key User Training Manual – SD



5. Business Process:

5.1 CVL_SD_001 Inquiry

An Inquiry is a presale offer made for CVL's customer that he/she may be interested in a certain quantity of a product of specific price during a specified period. The Inquiry contains basic quantity and price information but no schedule of specific delivery dates and quantities.

The customer returns and ask for quotation against it. When creating a Quotation with reference to the relevant Inquiry, the system will automatically updates/copies the quantities in the Quotation.

Sales manager will review the Quotation and if it's required, based on instruction from sales manager, quotation can be changed by sales admin.

CVL group companies can use this process who would be capturing initial customer interaction for product inquiry.

Process flow :

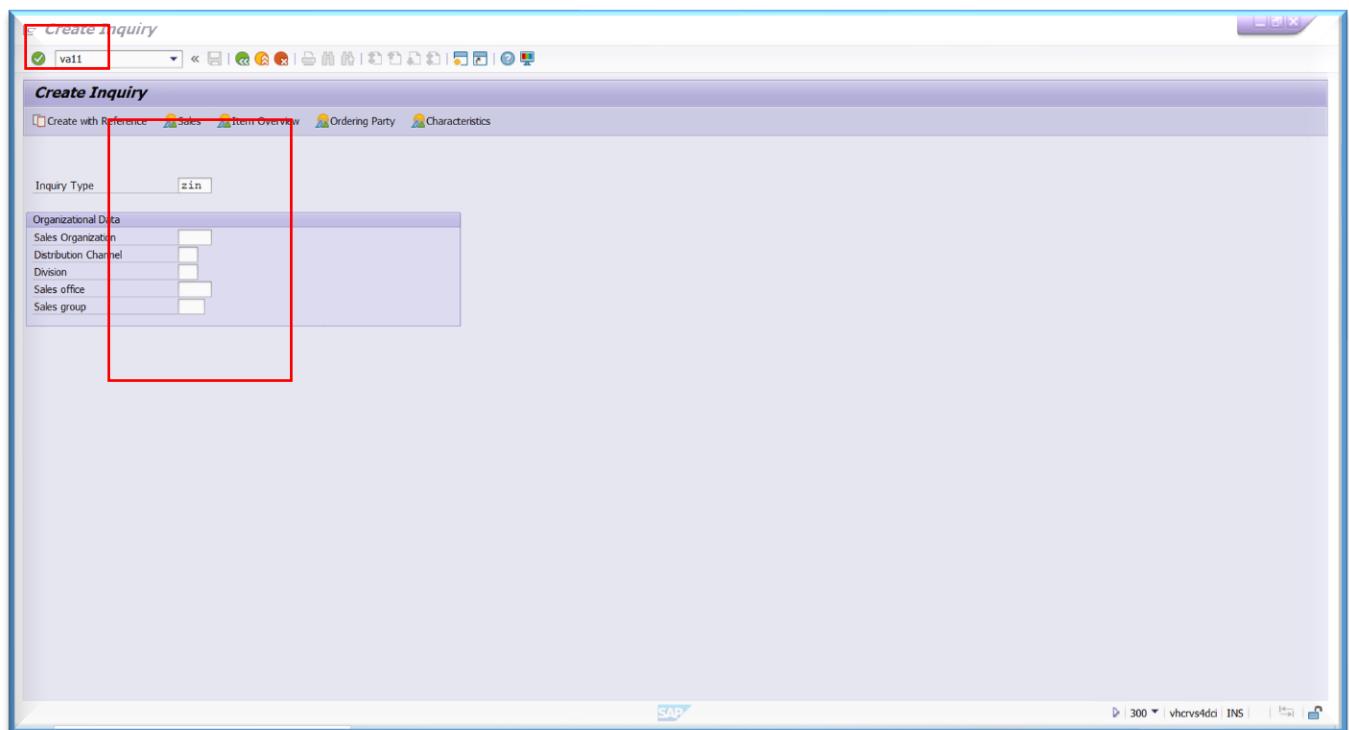


➤ **Inquiry creation Process.**

Enter transaction code VA11 in command area and select enter.



Select the document type “ZIN” and press enter or select



Enter the data as mentioned in table in below screen.

Customer	
Cust Ref & Date	
Material	
Quantity	

Key User Training Manual – SD



Change Inquiry 2: Overview

Inquiry	2	Net Value	2,500 RWF
Sold To Party	1000000000 BBF Ltd / 1287 Kgal		
Ship To Party	1000000000 BBF Ltd / 1287 Kgal		
Cust. Reference	Test IN 1	Cust. Ref. Date	23.05.2020

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

Valid From	23.05.2020	Valid To	23.05.2020
Req. Delv.Date	D	Expect. Ord.Val.	750 RWF

All Items

Item	Material	Req. Segment	Order Quantity	SU	Altitm	Item Description
1011000006			1.000 L			WATER GALLON

Select Item Line and DOUBLE click it

Item	Material	Req. Segment	Order Quantity	SU	Altitm	Item Description
1011000006			1.000 L			WATER GALLON

On the **Condition** tab, Enter the Price (If not maintained in Price master “VK11” tcode)

Key User Training Manual – SD



Sales Document Item 10 Item category AFN Inquiry Item
Material 110000006 WATER GALLON

Sales A Sales B Shipping Bill Document Conditions Account Assignment Schedule lines Partner Texts Order Data Status Structure Additional Data A Additional Data B

Quantity 1.000 L Net 2,500 RWF Tax 0

Condition Record Analysis Update

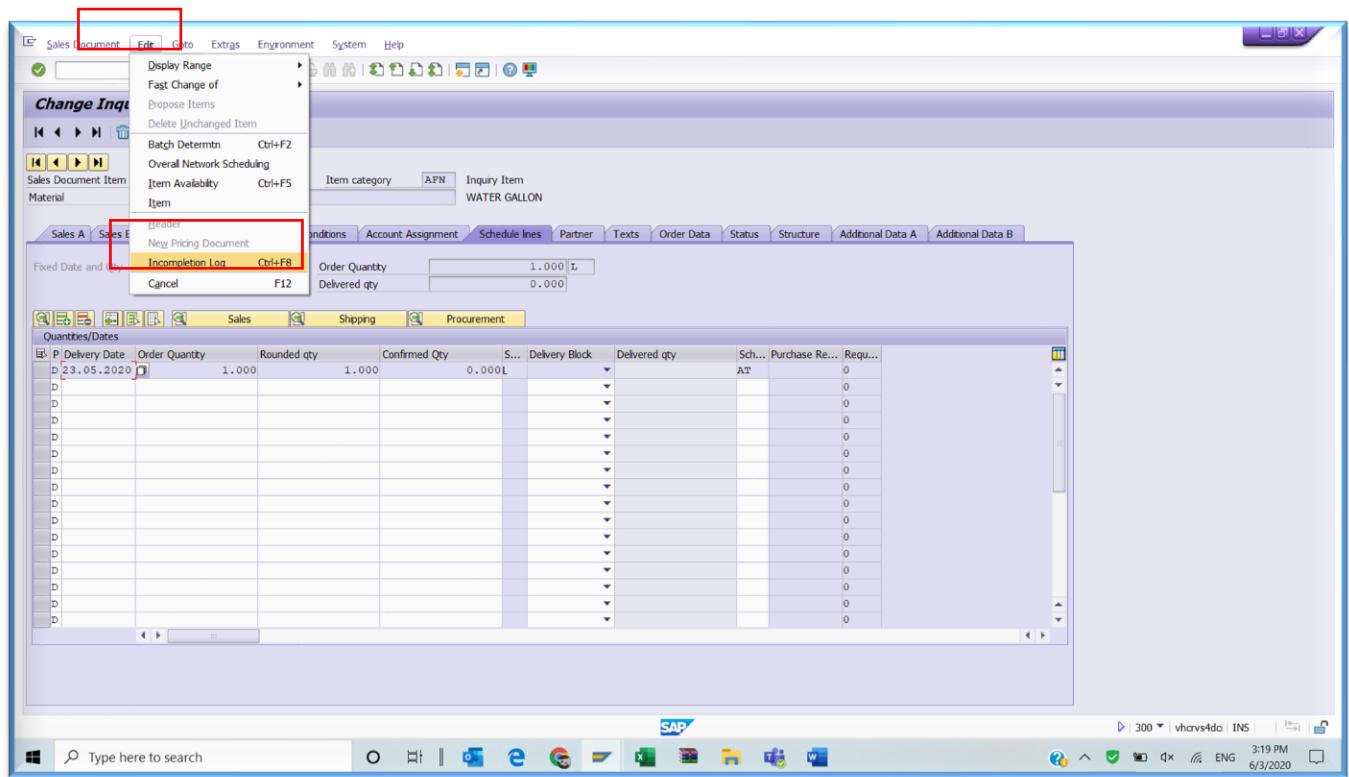
Pricing Elements	I... CnTy Name	Amount	Ctry	per	U...	Condition Value	Curr.	Status	NumCCo	ATO/MTS Component	OUn	CConDe	Un	Condtx
	PPRO Price	2,500	RWF	1L		2,500	RWF	1		L	1L			
	ZK07 Cut2size EAGI+Stone		RWF	1L		0	RWF	1		L	1L			
	ZK08 Grooving-EAGI+Stone		RWF	1L		0	RWF	1		L	1L			
	ZK09 Edge Polish-EAGI+STC		RWF	1L		0	RWF	1		L	1L			
	ZINS Installation charges		RWF			0	RWF	0				0		
	ZBHM Bush hammering		RWF			0	RWF	0				0		
	ZACB Additional charges		RWF			0	RWF	0				0		
	ZFRI Transport Charges		%			0	RWF	0				0		
	PMP0 Manual Price		RWF	1L		0	RWF	1		L	1L			
	Gross Amount	2,500	RWF	1L		2,500	RWF	1		L	1L			
	ZDCS Cut to size discount		%			0	RWF	0				0		
	ZDEP Edge Polish discount		%			0	RWF	0				0		
	ZDGR Grooving discount		%			0	RWF	0				0		
	ZPDC Cust Disc - Header		%			0	RWF	0				0		
	DRQ1 +/- as to Quantity 1		RWF	1L		0	RWF	1		L	1L			
	DRV1 Fixed Amount 1		RWF			0	RWF	0				0		
	DRV1 +/- as to Grss Wght1		RWF	1KG		0	RWF	1		KG	1KG			
	Sum Surcharges/Disco	0	RWF	1L		0	RWF	1		L	1L			

Select “Schedule Line” Tab , to see the system proposed delivery date.

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From Menu , select Edit and click “ Incompletion Log” or press “ Ctrl+f8”



If document is complete system show below Message.

Key User Training Manual – SD



If the document is Incomplete then system shows what is pending select the line and press

To complete the details.

Then save document. System generates an Inquiry number. Note the Number.



Key User Training Manual – SD



Change Inquiry

Sales Item Overview Ordering Party Inquiries |

Inquiry

Search Criteria

Purchase Order No.

Sold-To Party

WBS Element

Material

Search

Inquiry 2 has been saved.

SAP

A screenshot of a SAP application window titled "Change Inquiry". The top navigation bar includes links for Sales, Item Overview, Ordering Party, Inquiries, and various save/cancel icons. Below the header is a search bar with the number "2" entered. A "Search Criteria" section contains four input fields for Purchase Order No., Sold-To Party, WBS Element, and Material. A yellow "Search" button is located below these fields. At the bottom of the screen, a message box displays the text "Inquiry 2 has been saved." with a checkmark icon. The SAP logo is visible in the bottom right corner.

To Display or change document use following Steps

Tcode	Description
VA22	Change Inquiry
VA23	Display Inquiry
Inquiry number	Enter Inquiry number and press enter

5.2 CVL_SD_002 Quotation

Process description

This process is a pre-sales activity where a quotation is created with offer for delivering a product or providing a service within certain fixed conditions. This offer is legally binding CVL and its' customer within a specified time period.

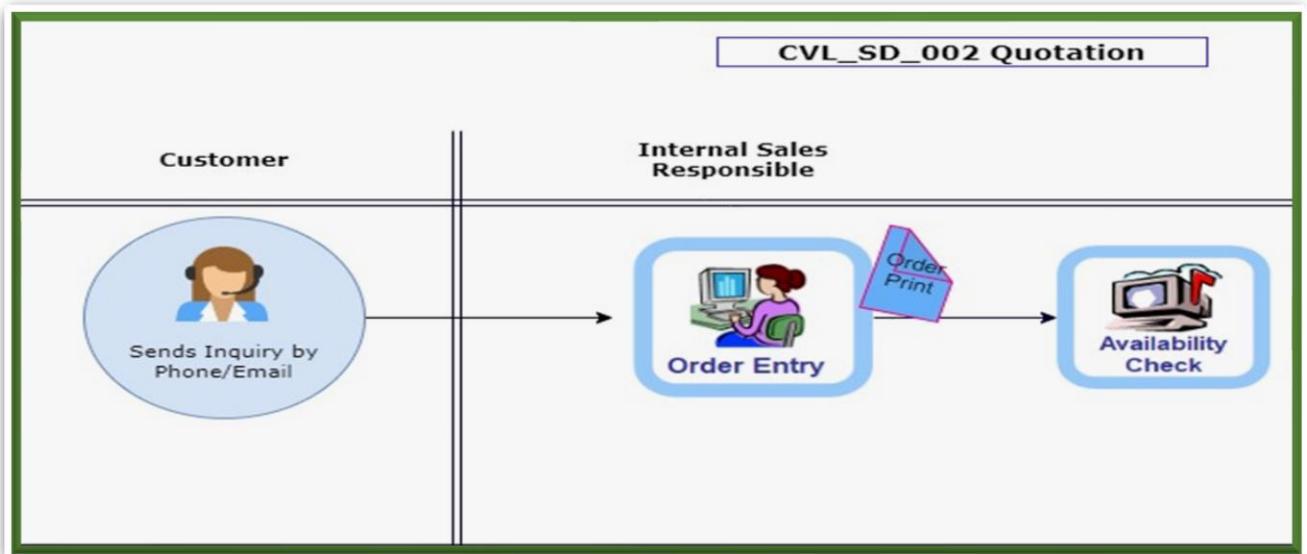
Whenever a customer asks for a quotation for the material and quantity that he/she required, the sales & marketing department will create the quotation in SAP. The sales manager will then review and verify the conditions in the quotation before it is being released to the customer. If there is amendment made in the condition, the customer will be duly informed of the new condition. Subsequently, the final approved quotation will be printed out and sent to the customer.

As long as the quotation is still within the validity period, the customer can always proceed to the actual sales order creation with the conditions specified. The sales & marketing department will then create the sales order in SAP with reference to the quotation. The system will automatically copy all the customer information, material, quantity and pricing condition into the new sales order.

Assumption: This process is neither a must-have process nor a prerequisite to the creation of sales order. Adoption of this process will be the sole discretion of the individual company or business unit in CVL group.

- For Domestic Quote : use Domestic distribution channel in sales area
- For Export Quote : Use Export distribution channel in sales area

Process flow :



Key User Training Manual – SD



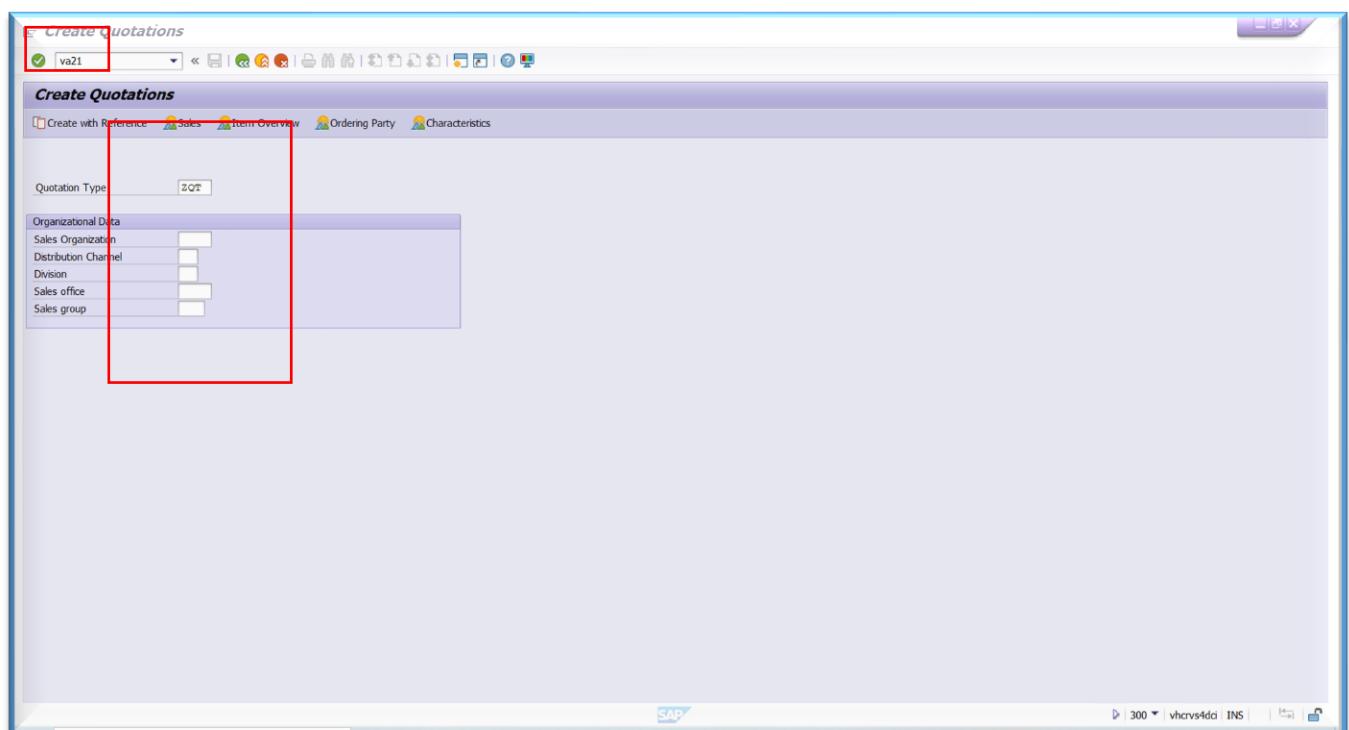
➤ **Quotation creation Process.**

To Create New Quotation Directly.

Enter transaction code VA21 in command area and select enter.



Select the document type “ZQT” and press enter or select

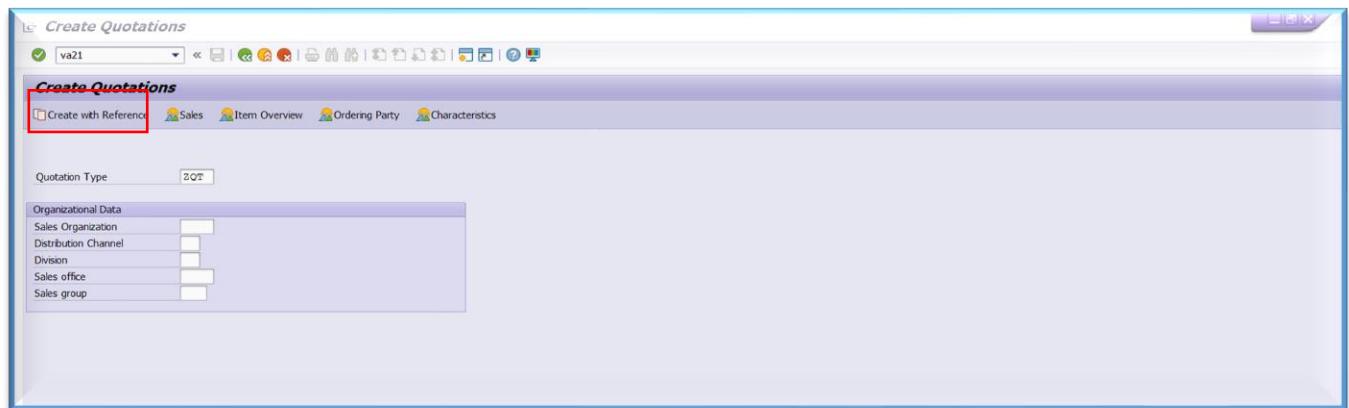


Enter the data as mentioned in table in below screen.

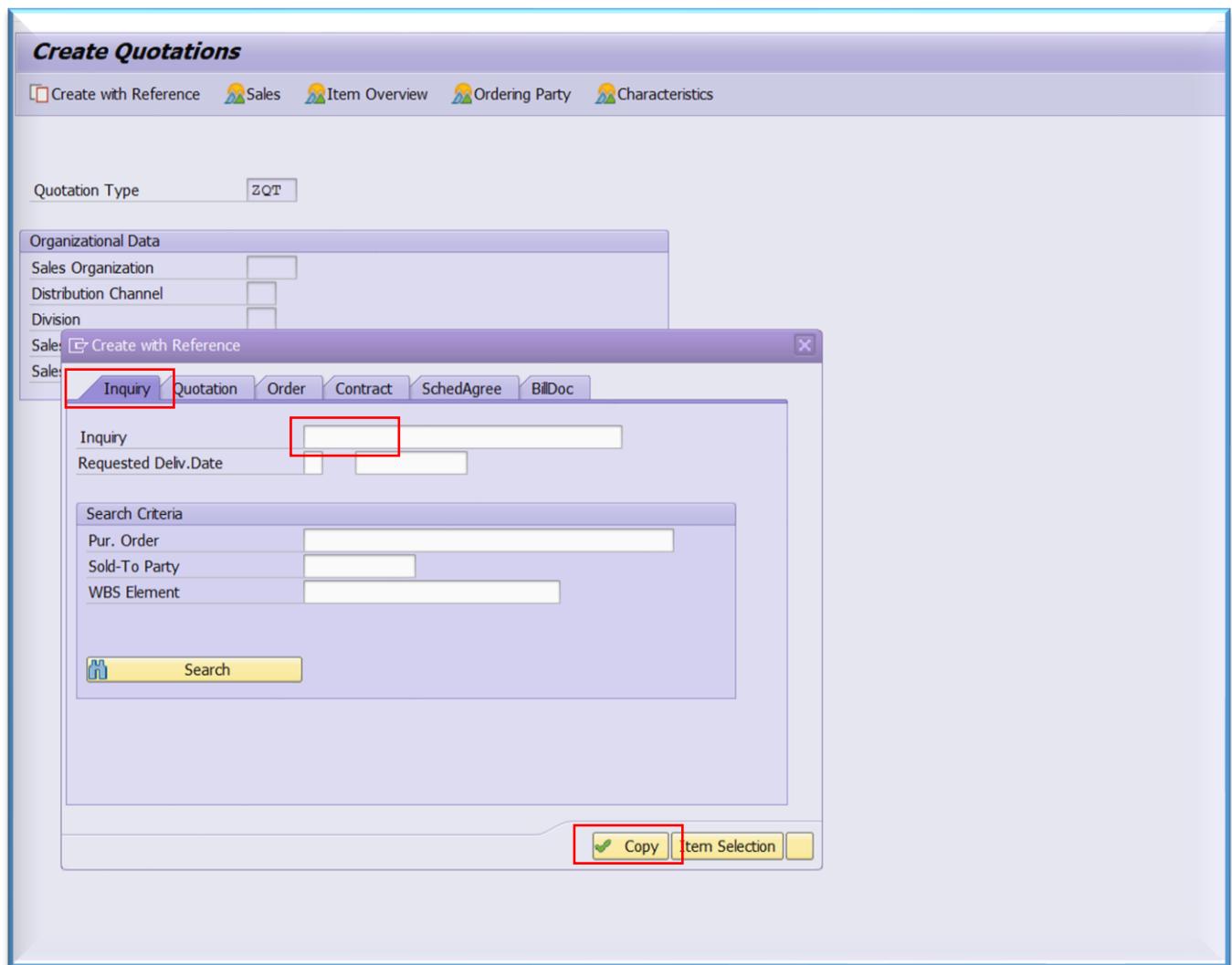
Sales Org	
Distribution Channel	
Division	
Sales group	

To create quotation With Reference to Inquiry. Select Create with Reference on create quotation screen as shown

Key User Training Manual – SD



In Pop window select Inquiry tab and enter your inquiry number and press Copy button



Key User Training Manual – SD



Change Quotation 2000000001: Overview

Quotation	2000000001	Net Value	2,500 RWF
Sold-To Party	1000000000 BBF Ltd / 1287 Kgal		
Ship-To Party	1000000000 BBF Ltd / 1287 Kgal		
Cust. Reference	Test.QT1	Cust. Ref. Date	23.05.2020

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

Valid From	23.05.2020	Valid To	31.05.2020
Req. Delv.Date	D 23.05.2020	Expect.Ord.Val.	1,750 RWF

All Items

Item	Material	Req. Segment	Order Quantity	Aktitm	Item Description
	1011000006		19.0001		WATER GALLON

Select Item Line and DOUBLE click it

All Items

Item	Material	Req. Segment	Order Quantity	SU	Aktitm	Item Description
	1011000006		1.0001	L	0	WATER GALLON

On the **Condition** tab, Enter the Price (If not maintained in Price master “ VK11” tcode)

Key User Training Manual – SD



Sales Document Item 10 Item category AGN Standard Item
Material 110000006 WATER GALLON

Sales A Sales B Shipping Billing Document Conditions Account Assignment Schedule lines Partner Texts Order Data Status Structure Additional Data A Additional Data B

Quantity	19.000 L	Net	2,500 RWF
		Tax	450

Condition Record Analysis Update

Pricing Elements

EP ... City Name	Amount	Ccy	per	U...	Condition Value	Curr.	Status	NumCCo	ATO/MTS Component	OUN	CConDe	Un	Condic
PPRO Price	2,500	RWF	1L		2,500	RWF	1			L	1L		
ZK07 Cut2size EAGI+Stone		RWF	1L		0	RWF	1			L	1L		
ZK08 Grooving-EAGI+Stone		RWF	1L		0	RWF	1			L	1L		
ZK09 Edge Polish-EAGI+STC		RWF	1L		0	RWF	1			L	1L		
ZINS Installation charges		RWF			0	RWF	0					0	
ZBHM Bush hammering		RWF			0	RWF	0					0	
ZACB Additional charges		RWF			0	RWF	0					0	
ZFRI Transport Charges		%			0	RWF	0					0	
PMP0 Manual Price		RWF	1L		0	RWF	1			L	1L		
Gross Amount	2,500	RWF	19L		2,500	RWF	1			L	1L		
ZDCS Cut to size discount		%			0	RWF	0					0	
ZDEP Edge Polish discount		%			0	RWF	0					0	
ZDGR Grooving discount		%			0	RWF	0					0	
ZPDC Cust Disc - Header		%			0	RWF	0					0	
DRQ1 +/- as to Quantity 1		RWF	1L		0	RWF	1			L	1L		
DRV1 Fixed Amount 1		RWF			0	RWF	0					0	
DRW1 +/- as to Grss Wght1		RWF	1KG		0	RWF	1			KG	1KG		
Sum Surcharges/Discos	0	RWF	19L		0	RWF	1			L	1L		

Select “Schedule Line” Tab , to see the system proposed delivery date.

Sales A Sales B Shipping Billing Document Conditions Account Assignment Schedule lines Partner Texts Order Data Status Structure Additional Data A Additional Data B

Fixed Date and Qty	<input type="checkbox"/>	Order Quantity	1.000 L
		Delivered qty	0.000

Sales **Shipping** **Procurement**

Quantities/Dates

P Delivery Date	Order Quantity	Rounded qty	Confirmed Qty	S...	Delivery Block	Delivered qty	Sch...	Purchase Re...	Requ...
D 23.05.2020	1.000	1.000	1.000	0.000 L			AT	0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	
D								0	

Key User Training Manual – SD



In Shipping Tab, Check the Plant and Shipping point, ===== this gives tax calculation by system if entered.

Sales Document Item 10 Item category AGN Standard Item
Material 110000006 WATER GALLON

Sales A Sales B **Shipping** Billing Document Conditions Account Assignment Schedule lines Partner Texts Order Data Status Structure Additional Data A Additional Data B

Ship-to-party 1000000000 BBF Ltd / 1287 Kgal

Shipping

Unloading Point	Receiving Point
Department	Delivery Prior.
Plant 4001 INYG - Masaka	Stor. Loc.
Shipping Point 4001 INYANGE- MASAKA	Part.dlv./item
Route	Max.Part.Delv.
Mat.freight grp	Order Combinat.
MnsOfTrns Type	Shipping Type
MeansTransp.	Spec.Processing
POD-relevant	

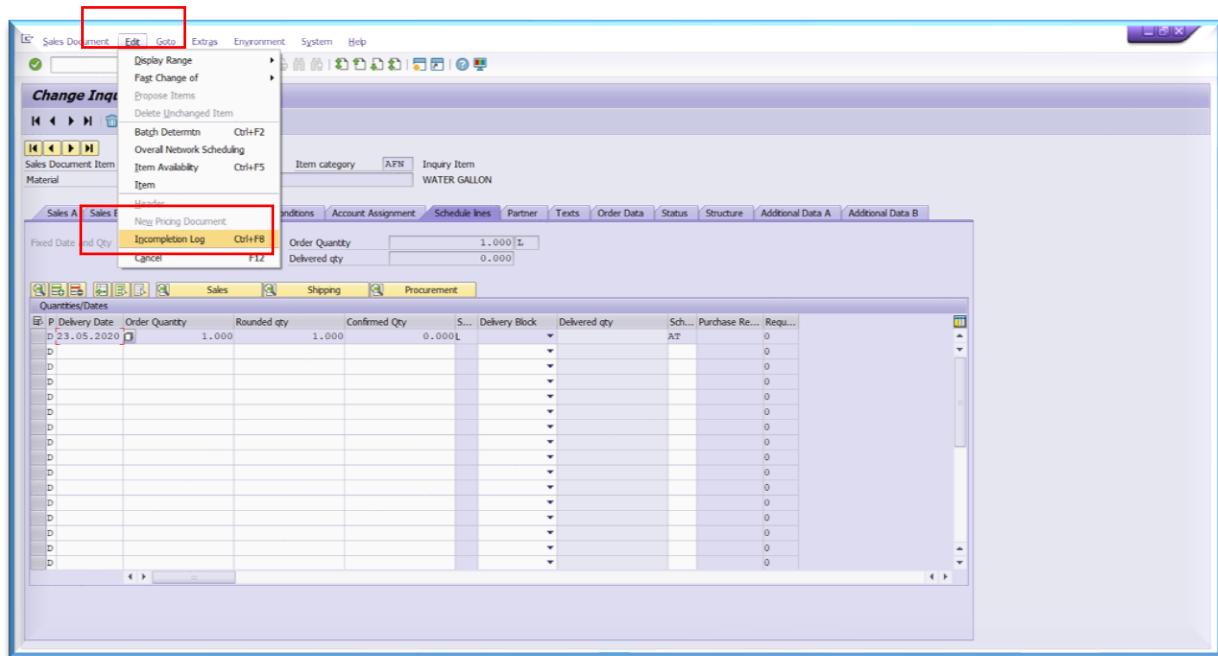
Weight and Volume

Net Weight 18.000 KG	Delivery Tolerance
Gross Weight 21.000	Overdelv. Tolerance %
Volume	Underdel. Tolerance %
	Unlimited Tol.

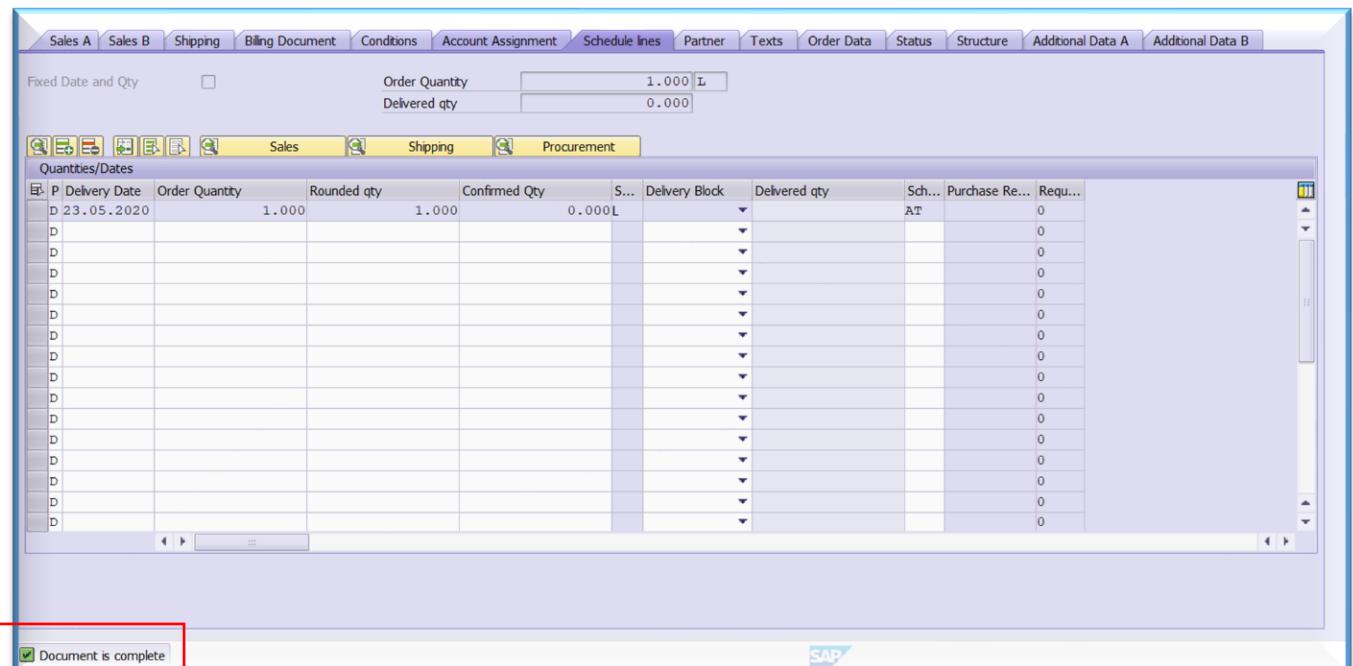
Key User Training Manual – SD



From Menu , select Edit and click “ Incompletion Log ” or press “ Ctrl+f8 ”



If document is complete system show below Message.

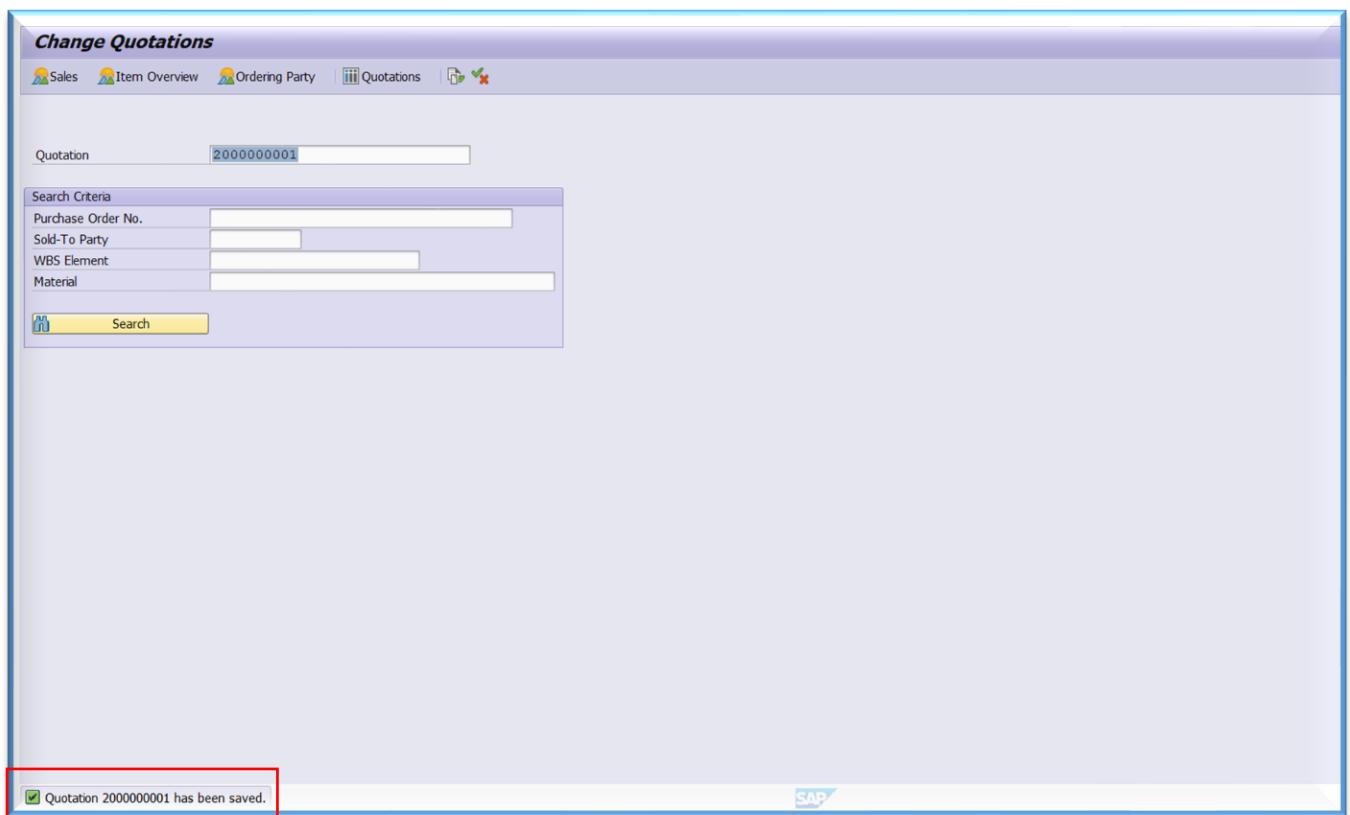


If the document is Incomplete then system shows what is pending select the line and press



To complete the details.

Then save document. System generates an Inquiry number. Note the Number.



To Display or change document use following Steps

Tcode : VA22

Tcode	Description
VA22	Change Quotation
VA23	Display Quotation
Quotation number	Enter Quotation number and press enter

Select the Button to check the Document Flow

Key User Training Manual – SD



Change Quotations

Quotation

Search Criteria

Purchase Order No.	<input type="text"/>
Sold-To Party	<input type="text"/>
WBS Element	<input type="text"/>
Material	<input type="text"/>

The toolbar at the top includes icons for Save, Undo, Redo, Print, Copy, Paste, and others.

Document Flow

Status Overview Display Document Service Documents Additional Links

Business Partner 1000000000 BBF Ltd

Document	On	Time	Status
Inquiry 0000000002	23.05.2020	12:47:00	In Process
Quotation 2000000001	23.05.2020	13:11:11	Open
Normal sales 0010000001		23.05.2020	13:17:49

5.3 CVL_SD_003 Normal sales

i) Process description

This process will constitute the majority of the sales transactions in CVL business. This process starts when the sales order is created with a standard product and its defined quantities. Requested delivery date will be determined by the customer. This process provides automatic or manual pricing, credit check and availability check.

In CVL, there are 2 types that constitute the Normal sales processing:

- Standard order with system pricing
- Standard order with manual pricing

There are several methods for CVL's customers to place their orders. They can do it via salesmen, phone ordering, fax, email. All these will then be either manually entered into SAP system by the sales administrator or processed in referenced from the valid quotation given to customer. The method of order entry will be captured using the field, "Customer reference" in sales order creation screen.

Some of the example types of material that can be sold via normal sales order are:

- Trading goods
- Promotion items
- Samples
- Free-of-charge materials

During order creation, if the customer requested for specific batch of the material (Inyange / Mukamira), this can be entered in the sales order. Information will then flow down to the delivery order so that the specific batch of material will then be picked for the customer. Otherwise, batch will only be determined in delivery stage with pre-define selection

Sales order confirmation can be printed as Pro-forma Invoice and sent to customer for initial payment if required.

Availability check will also be carried out during order processing. CVL can have a few alternatives depending on customer's requirement:

- Customer allows up to N number of partial deliveries
- Customer requires only one complete delivery with no quantity adjustment allowed
- Customer requires only one complete delivery with quantity adjustment allowed

Delivery of goods can be done via two options with different process steps:

- Delivery from location factory stock
- Delivery from a sales office stock

The delivery order will be created reference to the sales order by Delivery/shipping Admin. The physically picked quantity has to be posted for goods issue. Once the goods issue has been posted, invoice is ready to be created.

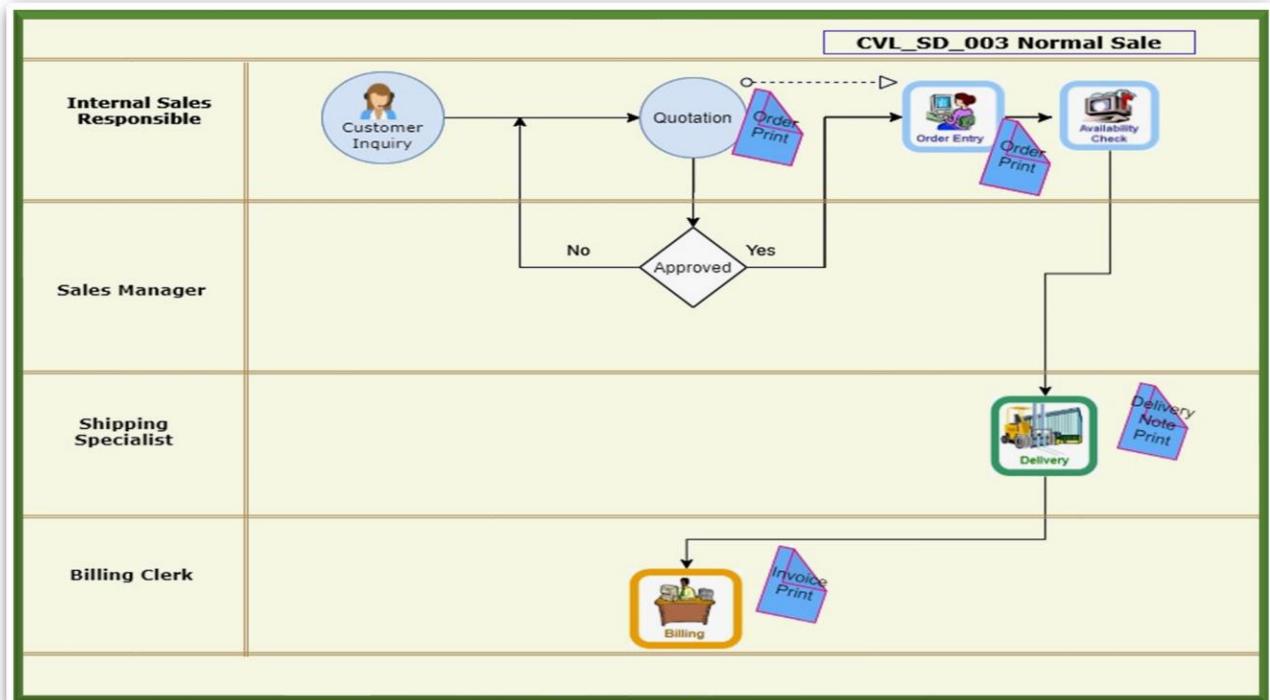
Invoice is created with reference to a preceding document i.e. delivery order. For payment purposes, the invoice consists of billing information such as the payer, the billing date, terms of payment, etc. In CVL, delivery of goods to customer should be accompanied by the invoice along with Delivery Note/Gate pass.

- In case of Inyange, direct sales by cold van will be handled by Normal sales process with distribution channel as Direct sales and each van will be created as one customer .
- A Sales order for each Van will be created every time the Van leave out of premises of company/shop and a return sales order created when the material is returned to the factory store or shop store.
- In Case of Bourbon POS sale, the sale will be managed as direct sales but in case of consideration of Integration(offline), then a manual download of the data for days sales from each store and uploaded in SAP as single invoice for each store each day.

Assumption: The Normal sale process is similar to Export sale process which applicable for all the companies of CVL Group

- For Domestic sales: use Domestic distribution channel in sales area
- For Export sales: Use Export distribution channel in sales area

Process flow :



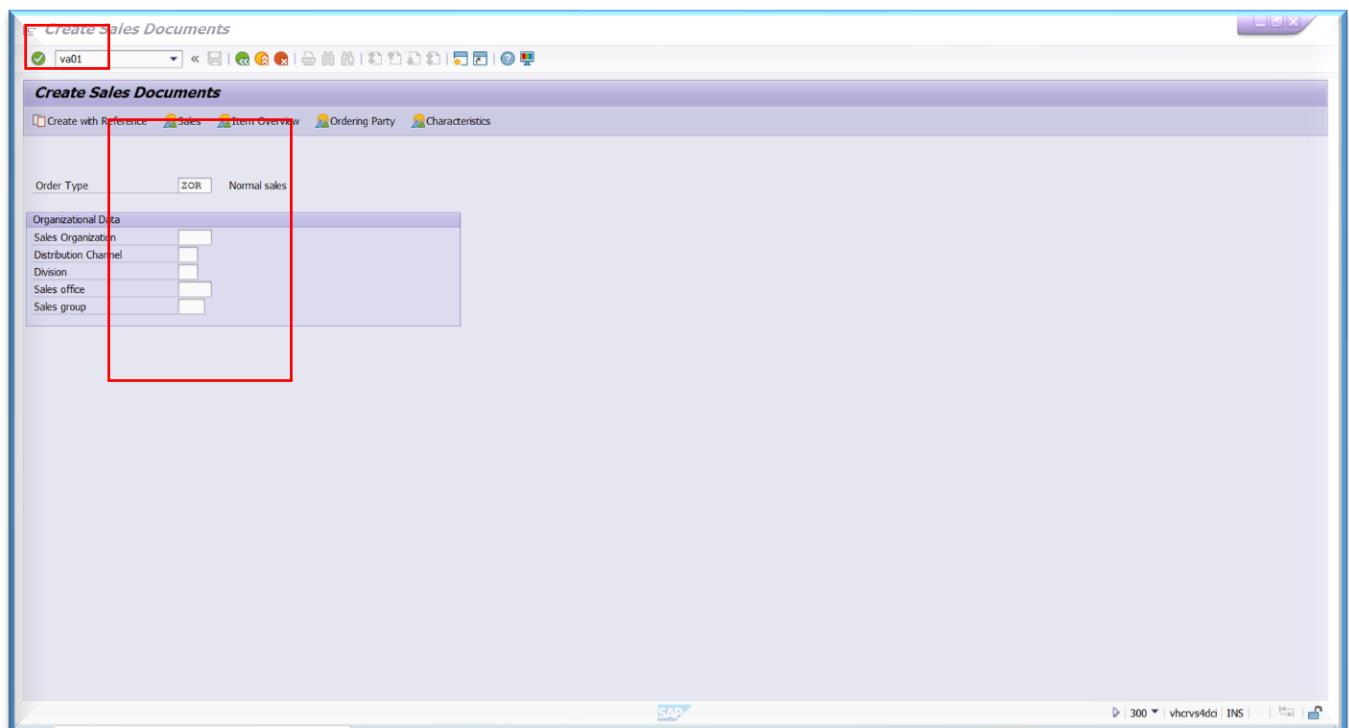
➤ **Normal Sales Process.**

To Create New Sales order Directly.

Enter transaction code VA01 in command area and select enter.



Select the document type “ZOR” and press enter or select



In Pop Up window, Select Customer Sales area. (Double Click)

Sales area for customer

SORG	DC	Dv	Description
1000	00	00	CVL corporate / Common / Common
1000	11	00	CVL corporate / Projects / Common
1000	13	00	CVL corporate / Service / Common
4000	12	32	Inyange Industries / Domestic-sales / Water






Enter the data as mentioned in table in below screen.

Customer Number	
Cust Ref & Date	
Material	
Quantity	

To create SO With Reference to Quotation. Select Create with Reference on create SO screen as shown

Create Sales Documents

 Create with Reference
  Sales
  Item Overview
  Ordering Party
  Characteristics

Order Type	ZOR	Normal sales
Organizational Data		
Sales Organization		
Distribution Channel		
Division		
Sales office		
Sales group		

In Pop window select Quotation tab and enter your quotation number and press Copy button

Key User Training Manual – SD



Create Sales Documents

Sales Organization: [] Distribution Channel: [] Division: []

Sales Order Details

Sales Order Type	ZOR	Normal sales
Quot.	200000006	
Requested Delv.Date		
Search Criteria		
Pur. Order		
Sold-To Party		
WBS Element		
Search		
Copy Item Selection X		

SAP | 300 | vhcrvs4dd | INS | []

Change Normal sales 10000001: Overview

Normal sales: 10000001 Net Value: 5,000 RWF
 Sold-To Party: 1000000000 BBF Ltd / 1287 Kgal
 Ship-To Party: 1000000000 BBF Ltd / 1287 Kgal
 Cust. Reference: Test SO_1 Cust. Ref. Date: 23.05.2020

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

Req. Delv.Date	23.05.2020	Deliver.Plant	Total Weight			
Complete Dlv.			760.000 KG			
Delivery Block		Volume	0.000			
Billing Block		Pricing Date	23.05.2020			
Pty. Terms	2001 Cash Immediate					
Inco. Version	FOB					
Incoterms	Free on board					
Inco. Location1						
All Items	Item Material	Req. Segment	Order Quantity	Unit	Item Description	Customer Material Number

1011000006 38.000 L WATER GALLON

Consider the subsequent documents SAP | 300 | vhcrvs4dd | INS | []

Key User Training Manual – SD



Select Item Line and DOUBLE click it

All Items		Group				
Item	Material	Req. Segment	Order Quantity	SU	AltItem	Item Description
	10110000006		1.000L		0	WATER GALLON

On the **Condition** tab, Enter the Price (If not maintained in Price master “ VK11” tcode)

Sales Document Item

Material	1100000006	Item category	AGN	Standard Item
WATER GALLON				
Sales A Sales B Shipping Billing Document Conditions Account Assignment Schedule lines Partner Texts Order Data Status Structure Additional Data A Additional Data B				
Quantity	19.000 L	Net	2,500 RWF	
Tax			450	

[Condition Record](#) [Analysis](#) [Update](#)

Pricing Elements	Amount	Crcy	per	U...	Condition Value	Curr.	Status	NumCCo	ATO/MTS Component	OUn	CConDe	Un	Conditi
PPRO Price	2,500	RWF		19L		2,500	RWF	1		L	1L		
ZK07 Cut2size FAGI+Stone		RWF		1L		0	RWF	1		L	1L		
ZK08 Grooving-EAGI+Stone		RWF		1L		0	RWF	1		L	1L		
ZK09 Edge Polish-EAGI+STC		RWF		1L		0	RWF	1		L	1L		
ZINS Installation charges		RWF				0	RWF	0				0	
ZBHM Bush hammering		RWF				0	RWF	0				0	
ZACB Additional charges		RWF				0	RWF	0				0	
ZFRI Transport Charges		%				0	RWF	0				0	
PMPO Manual Price		RWF		1L		0	RWF	1		L	1L		
Gross Amount	2,500	RWF	19L		2,500	RWF	1			L	1L		
ZDCS Cut to size discount		%				0	RWF	0				0	
ZDEF Edge Polish discount		%				0	RWF	0				0	
ZDGR Grooving discount		%				0	RWF	0				0	
ZPDC Cust Disc - Header		%				0	RWF	0				0	
DRQ1 +/- as to Quantity 1		RWF		1L		0	RWF	1		L	1L		
DRV1 Fixed Amount 1		RWF				0	RWF	0				0	
DRW1 +/- as to Gross Weight		RWF		1KG		0	RWF	1		KG	1KG		
Sum Surcharges/Discounts	0	RWF	19L		0	RWF	1			L	1L		

Key User Training Manual – SD



Select “Schedule Line” Tab , to see the system proposed delivery date.

A screenshot of a software application window titled "Key User Training Manual – SD". The top menu bar includes tabs such as Sales A, Sales B, Shipping, Billing Document, Conditions, Account Assignment, Schedule Lines (which is highlighted with a red box), Partner, Texts, Order Data, Status, Structure, Additional Data A, and Additional Data B. Below the menu, there are input fields for Fixed Date and Qty (checkbox), Order Quantity (1.000), and Delivered qty (0.000). A toolbar with icons for search, print, and export is visible. The main area shows a grid titled "Quantities/Dates" with columns: P, Delivery Date, Order Quantity, Rounded qty, Confirmed Qty, S..., Delivery Block, Delivered qty, Sch..., Purchase Re..., and Requ... (with the first column P and Delivery Date columns highlighted with red boxes). The grid contains multiple rows of data, with the first row showing "D 23.05.2020" in the Delivery Date column. The bottom of the window has navigation buttons (first, last, previous, next).

Key User Training Manual – SD



In Shipping Tab, Check the Plant and Shipping point, ===== this gives tax calculation by system if entered.

The screenshot shows the SAP Sales Document (SD) interface. The top navigation bar includes icons for document creation, search, and print. Below the bar, the Sales Document Item is set to 10, and the Material is listed as 110000006, categorized as AGN (Standard Item) and WATER GALLON.

The tabs at the top are Sales A, Sales B, **Shipping**, Billing Document, Conditions, Account Assignment, Schedule lines, Partner, Texts, Order Data, Status, Structure, Additional Data A, and Additional Data B. The Shipping tab is currently active.

The main area displays shipping details:

- Ship-to party:** 1000000000 BBF Ltd / 1287 Kgal
- Shipping:**
 - Unloading Point: []
 - Department: []
 - Plant:** 4001 INYG - Masaka (highlighted with a red box)
 - Shipping Point: 4001 NYANGE- MASAKA
 - Route: []
 - Mat.freight grp: []
 - MnsOfTrns Type: []
 - MeansTransp.: []
 - POD-relevant: []
 - Receiving Point: []
 - Delivery Prior.: 2 Normal item
 - Stor. Loc.: []
 - Part.dlv./item: []
 - Max.Part.Delv.: []
 - Order Combinat.:
 - Shipping Type: []
 - Spec.Processing: []
- Weight and Volume:**

Net Weight: 18.000 KG	Delivery Tolerance:
Gross Weight: 21.000	Overdeliv. Tolerance: [] %
Volume: []	Underdel. Tolerance: [] %
	Unlimited Tol. []

Key User Training Manual – SD



In the Additional Data A Tab, select the Material Group.

The screenshot shows a software interface for creating a quotation item. At the top, there's a menu bar with options like Sales Document, Edit, Goto, Extras, Environment, System, and Help. Below the menu is a toolbar with various icons for file operations. The main area is titled "Create Quotation: Item Data". It includes fields for "Sales Document Item" (set to 10) and "Item category" (set to SRVS, which is "Service Item Sales" and "Main Work"). Below these are tabs for Conditions, Account Assignment, Schedule lines, Partner, Order Data, Status, Structure, Additional Data A (which is highlighted with a red box), and Additional Data B. Under the "Additional Data A" tab, there's a section labeled "Additional data" containing a dropdown menu where "Material Group 1" is selected (showing "MaterialGroup1-0"). There are also sections for "Attributes" and "Condition group 1" through "Condition group 5".

Key User Training Manual – SD



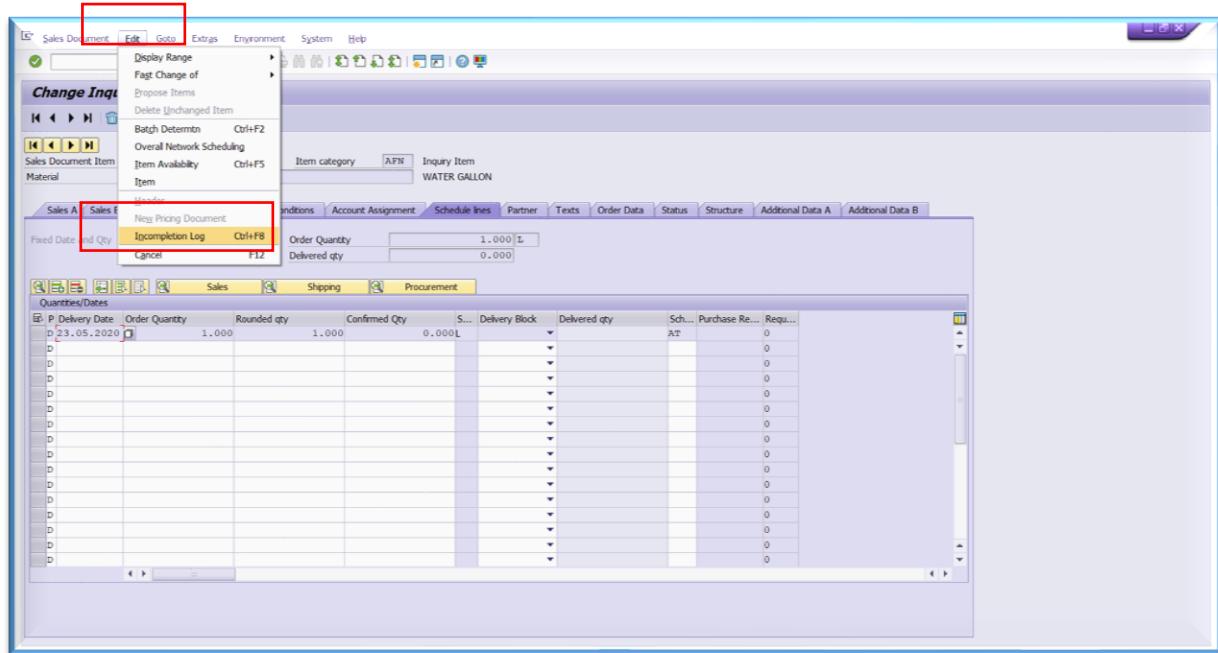
In the Header data, you should mention the **Customer Group** for better reporting.

The screenshot shows the "Create Quotation: Header Data" screen. At the top, there is a toolbar with various icons. Below the toolbar, the "Quotation" section shows the "Sold-To Party" as "1000000003" and the "Customer Reference" as "Project6". The "Customer Reference" field contains the value "MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANN...". A red box highlights the "Additional Data A" tab, which is currently selected. Another red box highlights the dropdown menu for "Customer Group 1", which is set to "Organization".

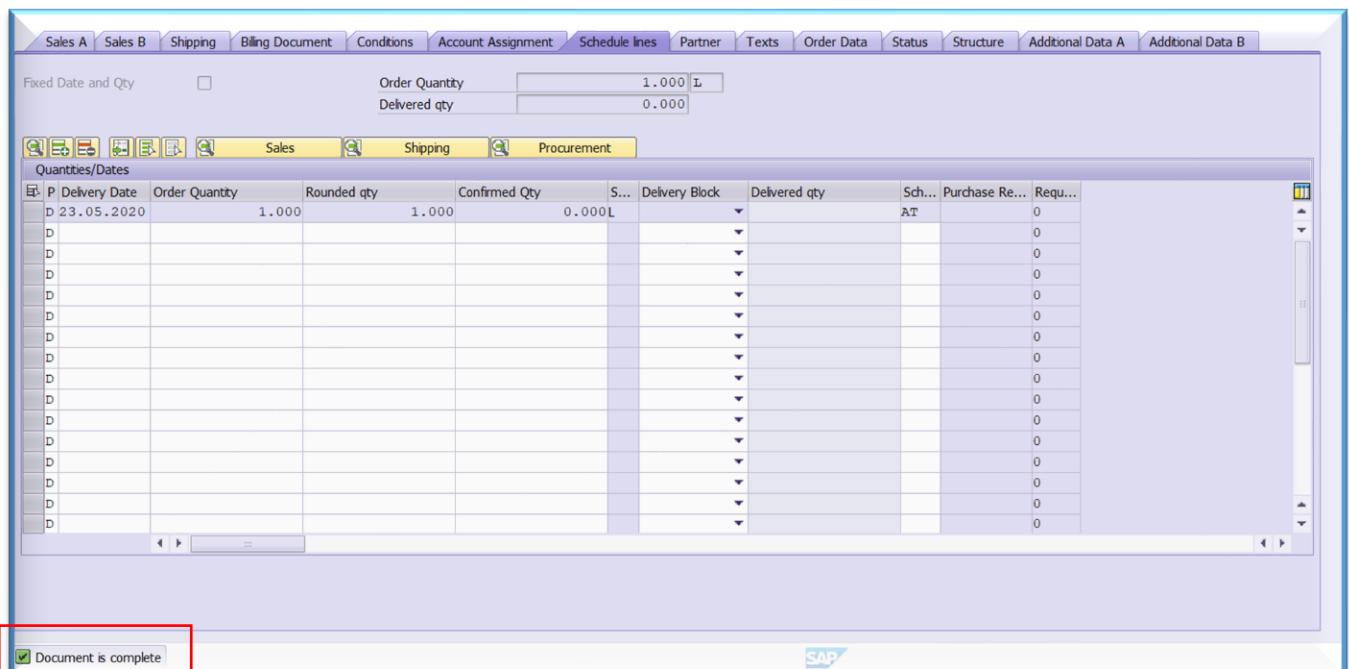
Key User Training Manual – SD



From Menu , select Edit and click “ Incompletion Log ” or press “ Ctrl+f8 ”



If document is complete system show below Message.



Key User Training Manual – SD

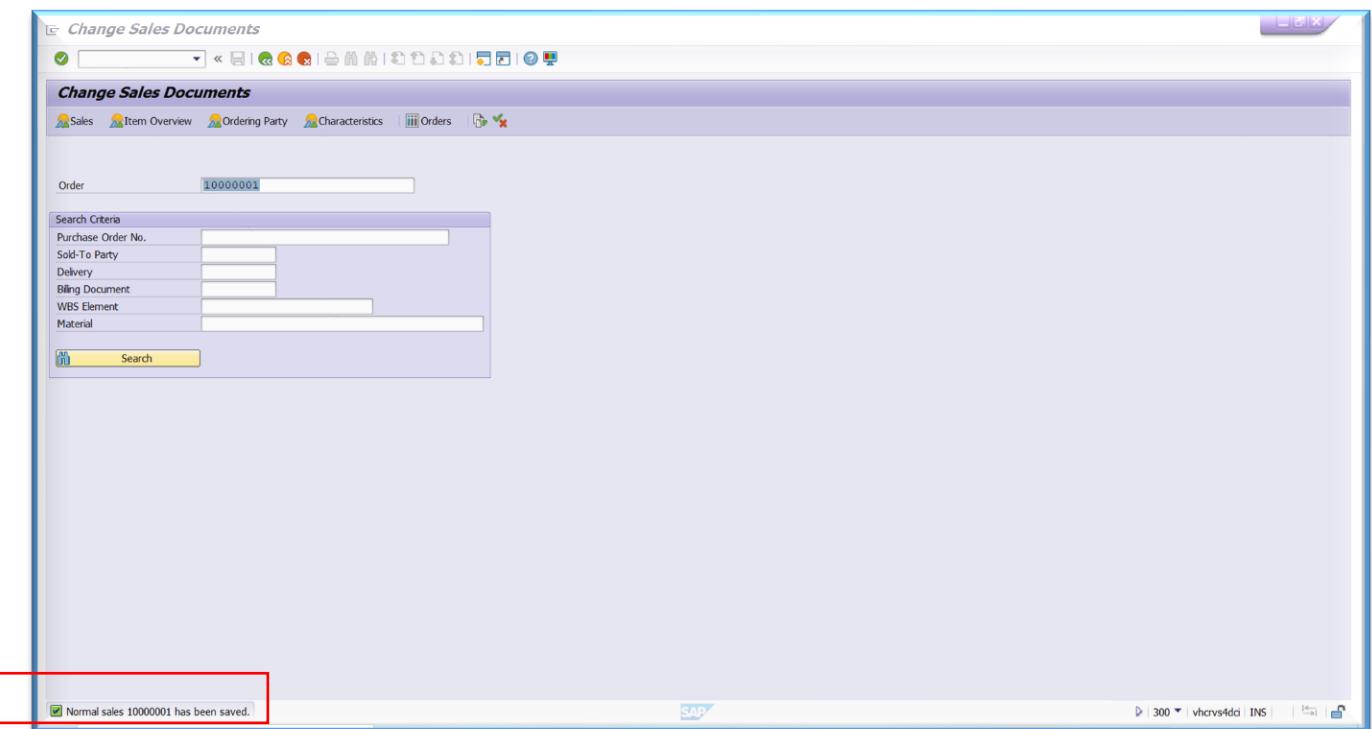


If the document is Incomplete then system shows what is pending select the line and press



To complete the details.

Then save document. System generates an Inquiry number. Note the Number.



To Display or change document use following Steps

Tcode	Description
VA02	Change Normal Sales
VA03	Display Normal Sales
Normal Sales number	Enter Normal Sales number and press enter

Select the Button to check the Document Flow

Key User Training Manual – SD



Change Sales Documents

Sales	Item Overview	Ordering Party	Characteristics	Orders	Print												
Order <input type="text" value="10000001"/> <input type="button" value="Search"/> Search Criteria <table border="1"> <tr> <td>Purchase Order No.</td> <td><input type="text"/></td> </tr> <tr> <td>Sold-To Party</td> <td><input type="text"/></td> </tr> <tr> <td>Delivery</td> <td><input type="text"/></td> </tr> <tr> <td>Billing Document</td> <td><input type="text"/></td> </tr> <tr> <td>WBS Element</td> <td><input type="text"/></td> </tr> <tr> <td>Material</td> <td><input type="text"/></td> </tr> </table>						Purchase Order No.	<input type="text"/>	Sold-To Party	<input type="text"/>	Delivery	<input type="text"/>	Billing Document	<input type="text"/>	WBS Element	<input type="text"/>	Material	<input type="text"/>
Purchase Order No.	<input type="text"/>																
Sold-To Party	<input type="text"/>																
Delivery	<input type="text"/>																
Billing Document	<input type="text"/>																
WBS Element	<input type="text"/>																
Material	<input type="text"/>																

Document Flow

Document	On	Time	Status
Inquiry 0000000002	23.05.2020	12:47:00	In Process
Quotation 2000000001	23.05.2020	13:11:11	Open
Normal sales 0010000001	23.05.2020	13:17:49	Completed
Outbound Delivery 0080000000	25.05.2020	20:02:19	Completed
Picking Request 20200525	25.05.2020	20:02:51	Completed
GD generation delivery 4900000003	25.05.2020	20:03:00	Complete
Invoice 0090000000	25.05.2020	20:04:38	Completed
Journal Entry 0090000000	26.05.2020	19:29:40	Not Cleared
Credit Memo Request 0025000000	28.05.2020	21:46:40	Completed
Credit Memo 0090000010	28.05.2020	21:48:22	Completed
Journal Entry 0090000010	28.05.2020	21:48:36	Not Cleared
Returns 0020000003	02.06.2020	15:37:59	In Process
Returns Delivery 0084000001	02.06.2020	15:38:48	Completed
GD ret.del. returns 4900000063	02.06.2020	15:38:57	Complete

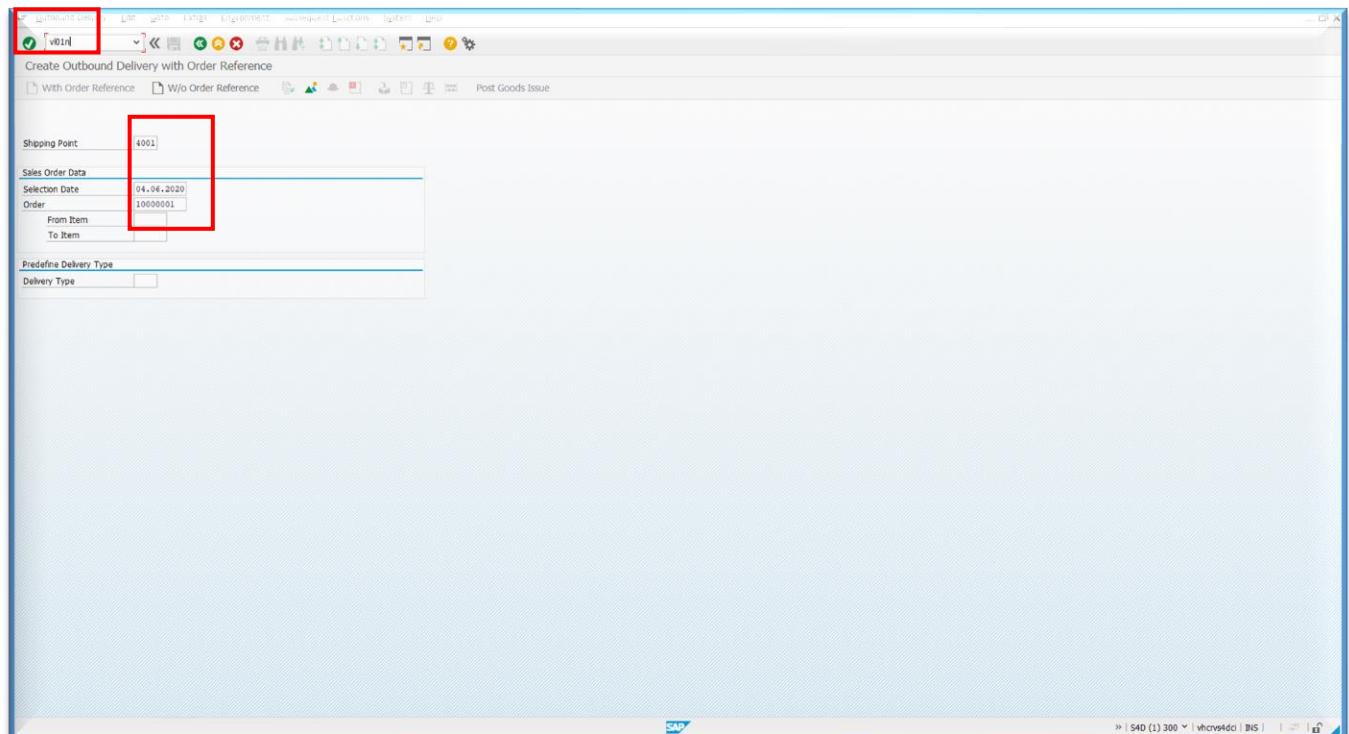
➤ Create Delivery for the Normal Sales order

Enter transaction code VL01N in command area and select enter.

Key User Training Manual – SD



Select the SO document and press enter or select

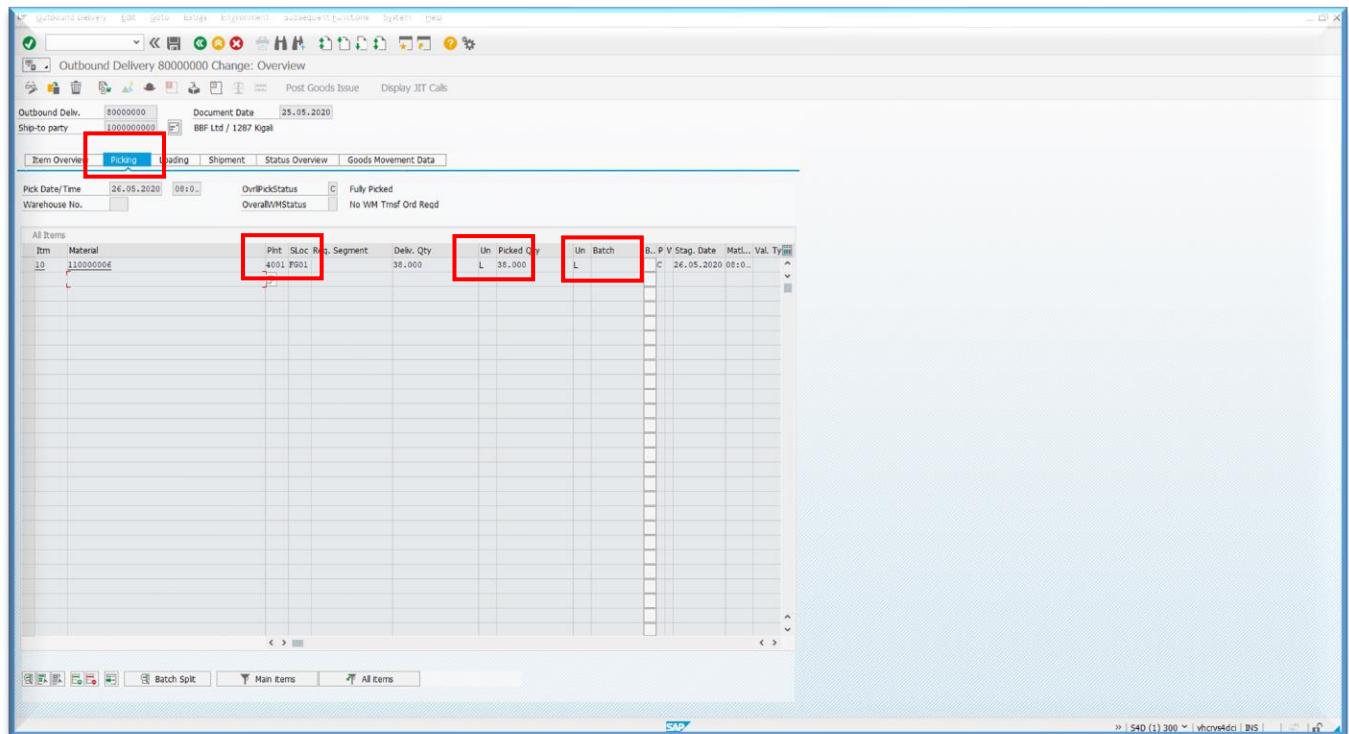


Key User Training Manual – SD

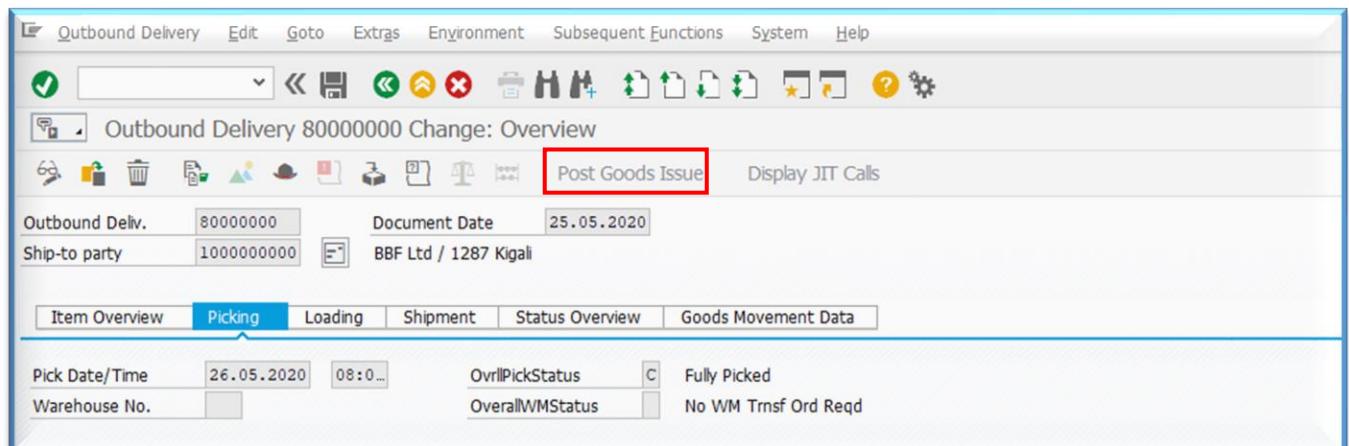


In Picking tab enter the Picking quantity and the storage location.

Also if the material is Batch Managed then enter batch by selecting the drop down or F4.



Click the “Post Goods Issue “ Tab to save the delivery and posting inventory.



Key User Training Manual – SD



Display Document: Data Entry View

Display Currency General Ledger View

Data Entry View

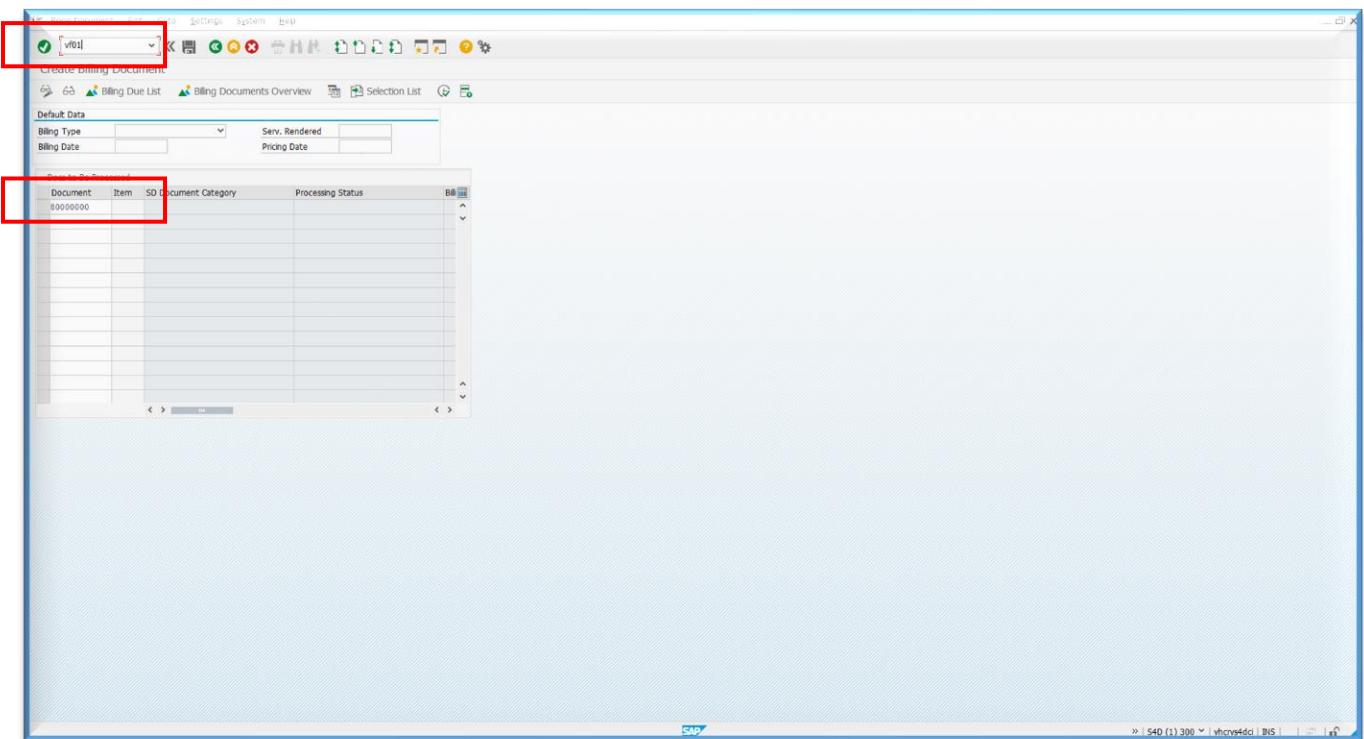
Document Number	4900000003	Company Code	4000	Fiscal Year	2020
Document Date	25.05.2020	Posting Date	25.05.2020	Period	5
Reference	0080000000	Cross-Comp.No.			
Currency	RWF	Texts Exist		Ledger Group	

CoCd Item Key S Account Description Amount Curr Tx

CoCd	Item	Key S	Account	Description	Amount	Curr	Tx
4000	1	99	1020103001	Inv-Finished Product	380-	RWF	
	2	81	5170109000	Inv Crng COGS W/CE	380	RWF	

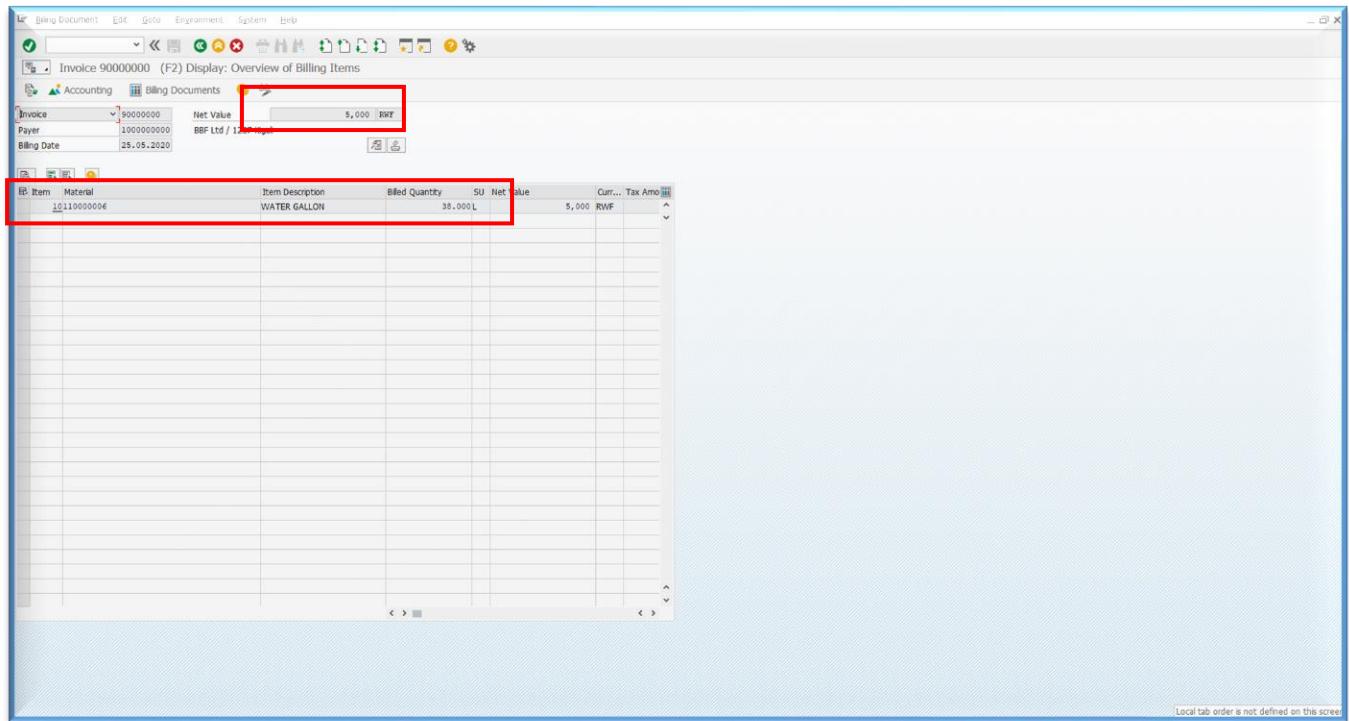
➤ **Create Invoice for the Normal sales order with reference to Delivery.**

Enter Tcode “VF01” and enter the delivery number in the field shown and press enter.

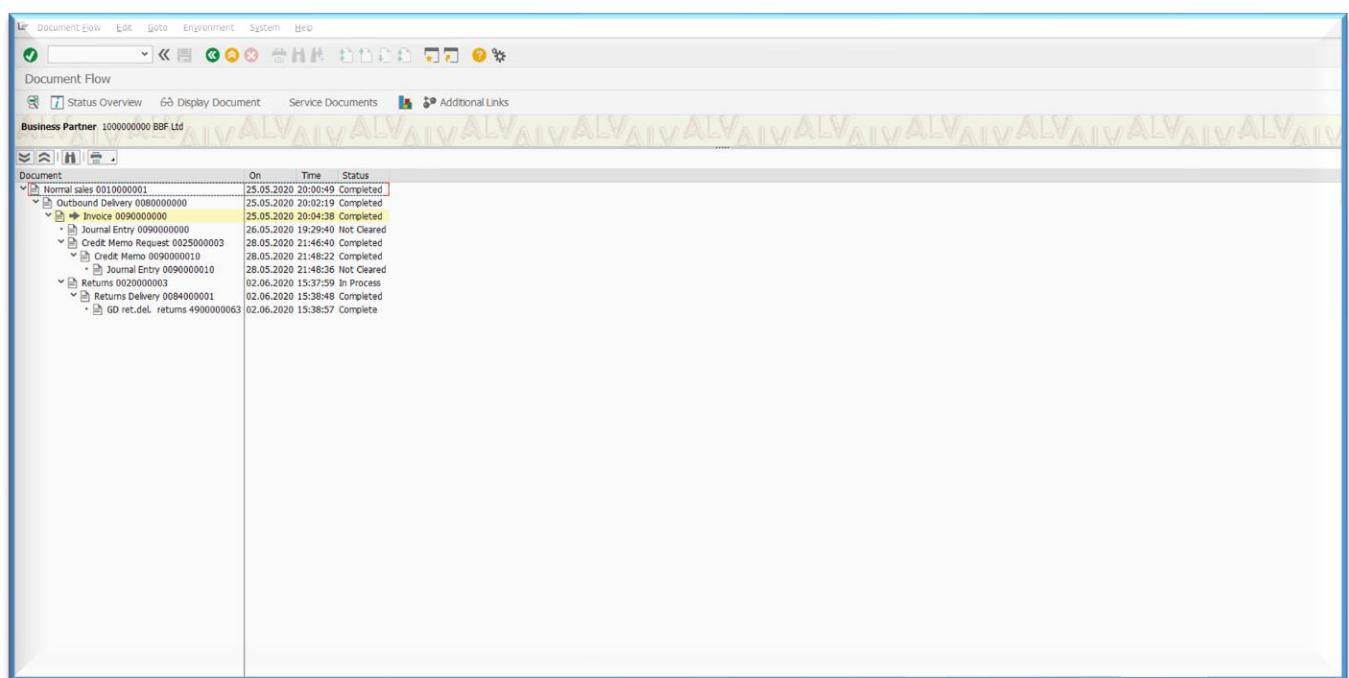


Now once you see the item line with Net Value “Save” the document.

Key User Training Manual – SD



To See the document flow click ...



5.4 CVL_SD_004 Service sales

ii) Process description

This process will constitute the majority of the Services sales transactions in CVL business. This process starts when the sales order is created with a Service product and its defined quantities. This process provides automatic or manual pricing, credit check and availability check.

In CVL, there are 2 types that constitute the service sales processing:

- Service order with system pricing
- Service order with manual pricing

There are several methods for CVL's customers to place their orders. They can do it via salesmen, phone ordering, fax, email. All these will then be either manually entered into SAP system by the sales administrator or processed in referenced from the valid quotation given to customer. The method of order entry will be captured using the field, "Customer reference" in sales order creation screen.

Some of the example types of material that can be sold via Service sales order are:

- Lab testing services
- Guard Services
- Site survey services
- Design Services
- Scrap material

Sales order confirmation can be printed as Pro-forma Invoice and sent to customer for initial payment if required.

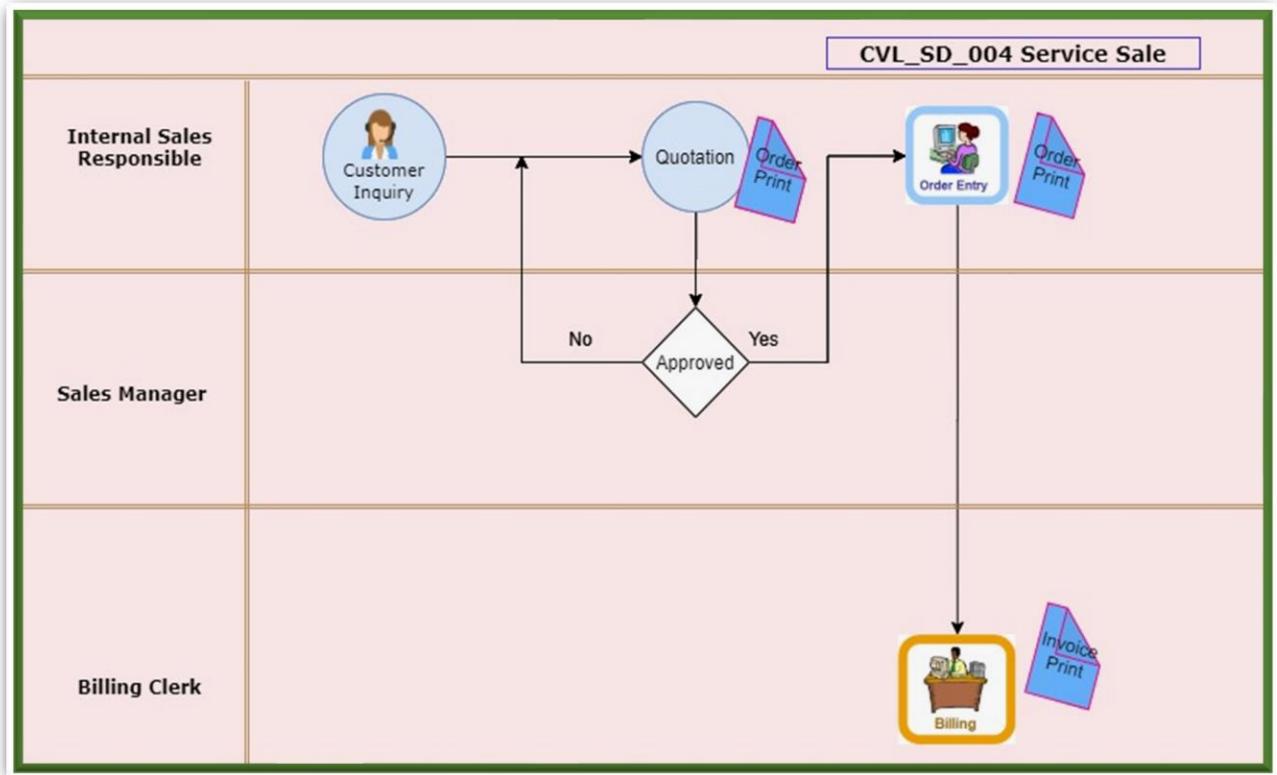
Invoice is created with reference to a preceding document i.e. Service sales order. For payment purposes, the invoice consists of billing information such as the payer, the billing date, terms of payment, etc.

In Case of Service contracts of value based or having longer duration the Service sales will start by creating the Service contract (ZMV) followed by coping contract to Service sales order for the monthly billing.

Assumption: The Service Sales is applicable for EAGI, ISCO, Stone craft, NPD, Real companies of CVL Group

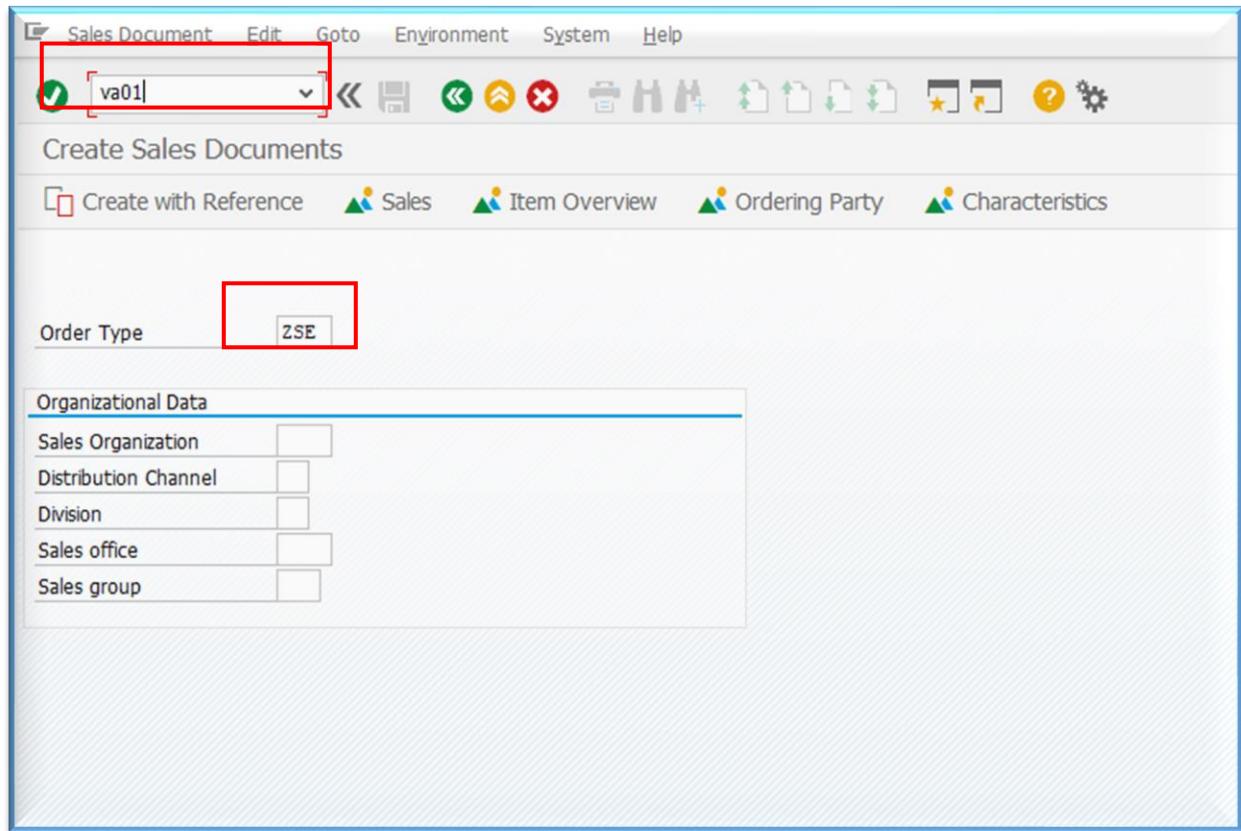
In CVL Group companies scrap sales will be handled through the service order process.

Process flow :



➤ **Create Service Order**

Use Tcode VA01 then order type as ZSE



Enter Customer, Material and quantity (Hours, Days,...).

Key User Training Manual – SD



Sales Document Edit Goto Extras Environment System Help

Create Service sales: Overview

Service sales 0 RWF

Sold-To Party	100000005 BASABOSE (IKIVUGUTO) / 12345 Kigali
Ship-To Party	100000005 BASABOSE (IKIVUGUTO) / 12345 Kigali
Cust. Reference	Rental 3 Cust. Ref. Date 05.06.2020

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

Req. Deliv.Date 05.06.2020 Deliver.Plant

Complete Delv. Total Weight 0.000 KG

Delivery Block Volume 0.000

Billing Block Pricing Date 05.06.2020

Pvt Terms 2003 15 days Credit

Inco. Version

Incoterms FOB

Inco. Location1 Free Carrier

Inco. Location2

Order Reason

Sales Area 1500 / 13 / 02 NPD, Service, Renting

All Items Group

Item	Material	Req. Segment	Order Quantity	UoS	Item Description	Customer Material Number
	1081000003			H	Rental Equipment - Excavator	

Double click the material number to edit pricing conditions and add ZSER (mandatory)

Key User Training Manual – SD



Sales Document Edit Goto Extras Environment System Help

Create Service sales: Item Data

Sales Document Item 10 Item category SRVS Service Item Sales
Material 81000003 Rental Equipment - Excavator

Sales A Sales B Shipping Billing Document **Conditions** Account Assignment Schedule lines Partner Order Data Status Structure

Quantity 2 H Net 0 RWF
Tax 0

Condition Record Analysis Update

I... CnTy Name	Amount	Cry	per	U...	Condition Value	Curr.	Status	Num...	ATO/MTS Component	OUn	CCon...	Un	Cor
ZACB Additional charges		RWF				0 RWF		0				0	
ZPDB Damages -Item		RWF				0 RWF		0				0	
ZFRI Transport Charges		RWF				0 RWF		0				0	
ZFUE Fuel Charge		RWF				0 RWF		0				0	
ZMAT Maintenance charge		RWF				0 RWF		0				0	
Net Amount	0 RWF		1 H			0 RWF		0		H	0 H		
ZPDC Cust Disc - Header		%				0 RWF		0				0	
ZADR Advance deduction		%				0 RWF		0				0	
Discount Amount	0 RWF		1 H			0 RWF		0		H	0 H		
Total Amount	0 RWF		1 H			0 RWF		0		H	0 H		
ZSER					5000								

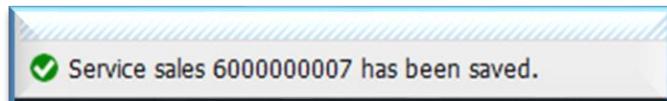
Go to Shipping tab and select from which Plant the material will be picked.

Key User Training Manual – SD



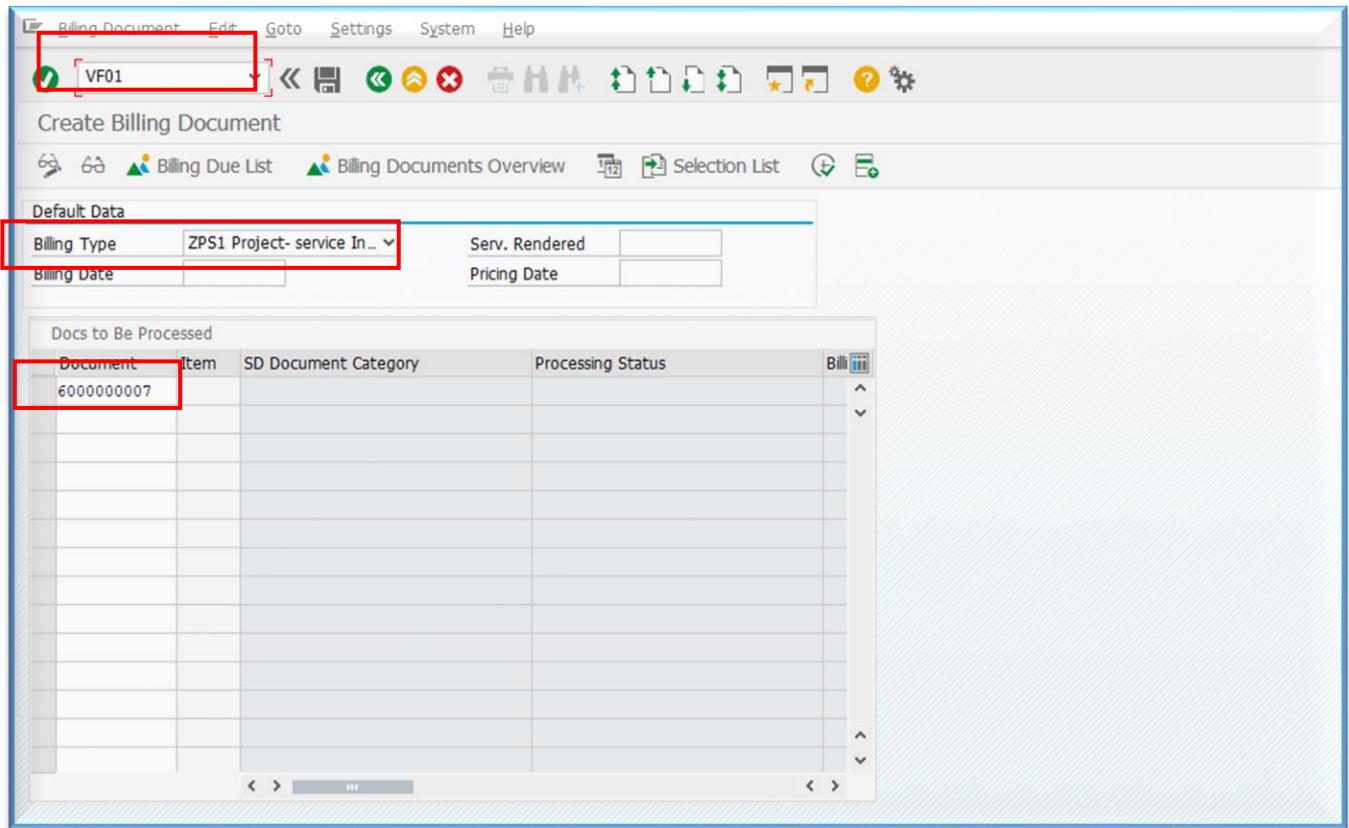
The screenshot shows the "Create Service sales: Item Data" screen. At the top, there are various menu options like Sales Document, Edit, Goto, Extras, Environment, System, and Help. Below the menu is a toolbar with icons for file operations. The main area is titled "Create Service sales: Item Data". It displays a "Sales Document Item" (10) and "Material" (810000003) with an "Item category" of "SRVS" (Service Item Sales) and "Rental Equipment - Excavator". A navigation bar at the bottom includes tabs for Sales A, Sales B, **Shipping**, Billing Document, Conditions, Account Assignment, Schedule lines, Partner, Order Data, Status, and Structure. The "Shipping" tab is currently active. A sub-section titled "Ship-to party" shows the value "1000000005 BASABOSE (IKIVUGUTO) / 12345 Kigali". The main panel contains several sections: "Shipping" (with fields for Unloading Point, Delivery Point, Department, Plant, etc.), "Weight and Volume" (Net Weight, Gross Weight, Volume), and "Delivery Tolerance" (Overdelv. Tolerance, Underdel. Tolerance, Unlimited Tol.). A red box highlights the "Plant" field, which is set to "1501 NPD - Kicukiro".

Hit save and the Service Order will be created and generate a Service Order Number

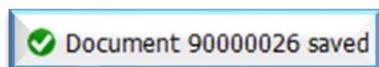


➤ Create Invoice for the Service

Use Tcode VF01 and select ZPS1 and Billing type. Then select the Service Order



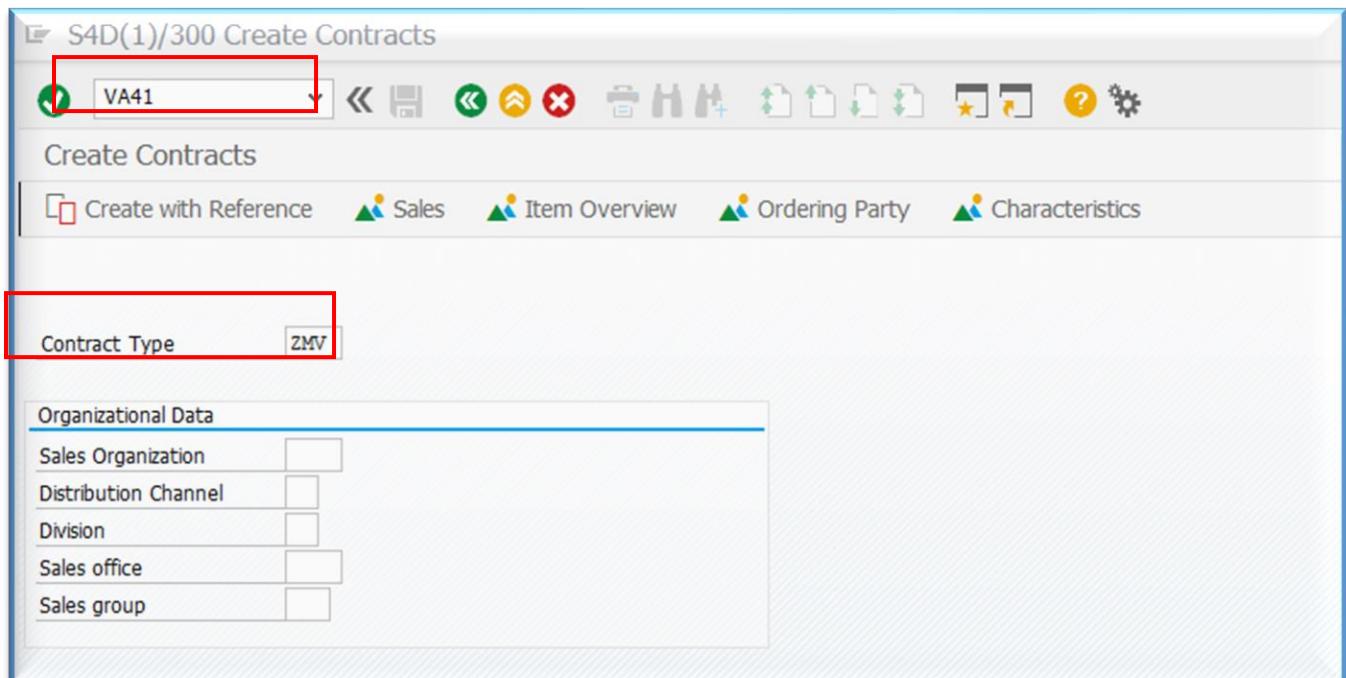
Hit Save button to create the Invoice.



➤ Guard Services

- Create Contract

Use TCode VA41 and ZMV as Contract Type.



Then enter Customer details and select the relevant Sales area for the customer.

Key User Training Manual – SD



S4D(1)/300 Create Rent / Serv Contract: Overview

Create Rent / Serv Contract: Overview

Rent / Serv Contra...	Net Value	0.00	
Sold-To Party	1000000003		
Ship-To Party			
Cust. Reference	ContractService2	Cust. Ref. Date	11.06.2020

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

Description

Contract Start	Contract End		
S4D(1)/300 Sales area for customer			
SORG	DC	Dv	Description
1500	11	01	NPD / Projects / Construction Project
1500	12	03	NPD / Domestic-sales / Concrete Products
1500	13	02	NPD / Service / Renting
1500	13	14	NPD / Service / Value Added service

All Items Item Material

Customer Material Numb ItCa

Enter material details

S4D(1)/300 Create Rent / Serv Contract: Overview

Create Rent / Serv Contract: Overview

Rent / Serv Contra...	Net Value	0 RWF	
Sold-To Party	1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNE ...		
Ship-To Party	1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNE ...		
Cust. Reference	ContractService2	Cust. Ref. Date	11.06.2020

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

Description

Guard service with gun - Night shift			
Contract Start	15.06.2020	Contract End	15.06.2021
Billing Block	02 Compi Confirm Miss...	Pricing Date	15.06.2020
Order Reason			
Sales Area	1500 / 13 / 02 NPD, Service, Renting		
Master Contract			
Shp.Cond.	01 standard		
Business Area			

All Items Item Material

10.810000010	Target Quantity	U... Item Description	Customer Material Numb	ItCa
		12 MO_Guard with gun - Night Shift	MVN	

Double click to enter the item details and go to Shipping tab to enter the plant

Key User Training Manual – SD



S4D(1)/300 Create Rent / Serv Contract: Item Data

Create Rent / Serv Contract: Item Data

Sales Document Item 10 Item category MVN Lease Item
Material 810000010 Guard with gun - Night Shift

Sales A Sales B Contract data **Shipping** Billing Document Billing plan Conditions Account Assignment Partner Texts Order Data

Ship-to party 1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE D...

Shipping

Unloading Point	Receiving Point
Department	Delivery Prior.
Plant 1501	2 Normal item
Shipping Point	Stor. Loc.
Route	Part.dlv./item
Mat.freight grp	Max.Part.Deliv.
MnsOfTrns Type	Order Combinat. <input checked="" type="checkbox"/>
MeansTransp.	Shipping Type
POD-relevant	Spec.Processing

Weight and Volume

Net Weight	KG	Delivery Tolerance
Gross Weight		Overdelv. Tolerance <input type="text"/> %
Volume	HRs	Underdel. Tolerance <input type="text"/> %
Unlimited Tol. <input type="checkbox"/>		

Go to Conditions Tab to enter the ZSER base pricing condition

Key User Training Manual – SD



S4D(1)/300 Create Rent / Serv Contract: Item Data

Create Rent / Serv Contract: Item Data

Sales Document Item: 10 Item category: MVN Lease Item: Guard with gun - Night Shift

Material: 810000010

Conditions tab (highlighted with a red box)

Sales A	Sales B	Contract data	Shipping	Billing Document	Billing plan	Conditions	Account Assignment	Partner	Texts	Order Data
Quantity	12 MON	Net	0 RWF							
		Tax	0							

Condition Record Analysis Update

Pricing Elements

I... CnTy Name	Amount	Crcy	per	U...	Condition Value	Curr.	Status	Num...	ATO/MTS Component	OUn	CCon...	Un	Cor
ZSER CVL -Service Price	0 RWF			1 MO...		0 RWF		1		MON	1 MON		
ZACB Additional charges		RWF				0 RWF		0					0
ZPDB Damages -Item		RWF				0 RWF		0					0
ZFRI Transport Charges		RWF				0 RWF		0					0
ZFUE Fuel Charge		RWF				0 RWF		0					0
ZMAI Maintanance charge		RWF				0 RWF		0					0
Net Amount	0 RWF			1 MO...		0 RWF		0		MON	0 MON		
ZPDC Cust Disc - Header		%				0 RWF		0					0
ZADR Advance deduction		%				0 RWF		0					0
Discount Amount	0 RWF			1 MO...		0 RWF		0		MON	0 MON		
MWST Output Tax	18.000 %					0 RWF		0					0
Total Amount	0 RWF			1 MO...		0 RWF		0		MON	0 MON		
ZSER	20000												

Go to header to enter Contract data

Rent / Serv Contra...	Net Value	3,120,000 RWF
Sold-To Party	1000000003	MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE ...
Ship-To Party	1000000003	MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE ...
Cust. Reference	ContractService2	Cust. Ref. Date 11.06.2020

Key User Training Manual – SD



Go to Contract Data Tab and enter data

S4D(1)/300 Create Rent / Serv Contract: Header Data

Create Rent / Serv Contract: Header Data

60 Sold-to Party

Rent / Serv Contract	Customer Reference	ContractService2
Sold-To Party	100000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANN...	

Contract data

Val.period

Contract Start Date	15.06.2020		
Contract end date	15.06.2021		
Val.Period.Category	02 1 year		
Contract Val.Period	1 4 Year		
Installation Date		Acceptance Date	
Contract Signed		Dismantling Date	
Action			
Action date			

Termination

Cancellation Proced.	0001 Canc to ValidPrdEnd, yrly withdrawlRight		
Reason for Cancel.			
Receipt of Canc.		Cancellation Party	
Req.Cancellat.Date		Date of Canc.Doc.	
Cancel.Doc.for Part.			

Check incompleteness log

Sales Document

Create Rent / S...

60 Sold-to Party

Sale

Description: GUARD service with gun - night shift
 Contract Start: 15.06.2020 Contract End: 15.06.2021
 Billing Block: 02 Compl Confirm Mass... Pricing Date: 15.06.2020
 Order Reason: Sales Area: 1500 / 13 / 02 HPD, Service, Renting

Document Log

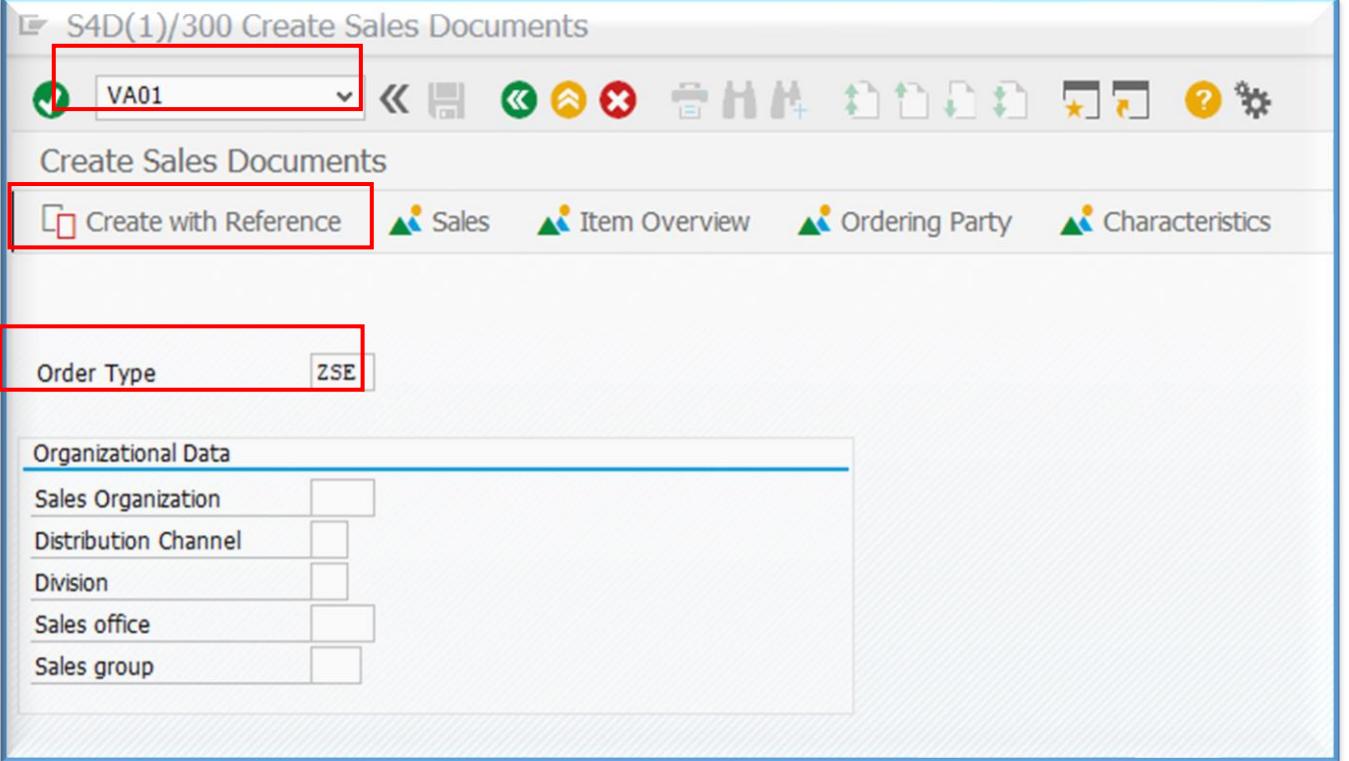
Document is complete

Click Save



- **Create Service Order from the Contract**

Use TCODE VA01 and ZSE as Order type



S4D(1)/300 Create Sales Documents

VA01

Create with Reference

Order Type ZSE

Organizational Data

Sales Organization

Distribution Channel

Division

Sales office

Sales group

Key User Training Manual – SD



S4D(1)/300 Create with Reference/Release from Contract

Inquiry	Quotation	Order	Contract	SchedAgree	BillDoc
Contract	670000004				
Releasing Partner					
Requested Deliv.Date	D	15.06.2020			
Search Criteria					
Pur. Order					
WBS Element					
<input type="button" value="Search"/>					
<input checked="" type="button"/> Copy	<input type="button"/> Item Selection	<input type="button"/> Contracts	<input type="button"/> Partners	<input type="button"/> X	

S4D(1)/300 Rent / Serv Contract 670000004: Selection List for Reference Document

Rent / Serv Contract 670000004: Selection List for Reference Document							
<input checked="" type="button"/> Copy							
Reference							
Rent / Serv Contract	670000004	Guard service with gun - Night shift					
Sold-To Party	1000000003	MUSANZE URBAN ROADS (SECONDARY CITI)					
All Items							
S	Item	HglVlt	Material	Open quantity	SU	AltItm	Item Description
<input checked="" type="checkbox"/>	10		810000010	12 MO...			Guard with gun - Night Shift

Key User Training Manual – SD



S4D(1)/300 Change Service sales 6000000018: Overview

Change Service sales 6000000018: Overview

Service sales 6000000018 Net Value 0 RWF
 Sold-To Party 1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE...
 Ship-To Party 1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE...
 Cust. Reference ContractService2 Cust. Ref. Date 11.06.2020

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

Req. Deliv.Date	D 15.06.2020	Deliver.Plant	
Complete Delv.	<input type="checkbox"/>	Total Weight	0.000 KG
Delivery Block	<input type="checkbox"/>	Volume	0.000 HRS
Billing Block	02 Compl Confirm Miss...	Pricing Date	15.06.2020
Pyt Terms	2003 15 days Credit		
Inco. Version			
Incoterms	CFR		
Inco. Location1	Cost and freight		
Inco. Location2			
Order Reason			
Sales Area	1500 / 13 / 02	NPD, Service, Renting	

All Items

Item	Material	Req. Segment	Order Quantity	Un	S	Item Description	Customer Material Number
	10810000010			1	10	Guard with gun - Night Shift	

Enter ZREN pricing condition

Key User Training Manual – SD



S4D(1)/300 Change Service sales 600000018: Item Data

Change Service sales 600000018: Item Data

Sales Document Item	10	Item category	SRVS	Service Item Sales																																																																																																																																																																																																			
Material	810000010	Guard with gun - Night Shift																																																																																																																																																																																																					
Sales A Sales B Shipping Billing Document Conditions Account Assignment Schedule lines Partner Order Data Status Structure																																																																																																																																																																																																							
Quantity	1 MON	Net	20,000 RWF																																																																																																																																																																																																				
		Tax	3,600																																																																																																																																																																																																				
Condition Record Analysis Update																																																																																																																																																																																																							
Pricing Elements <table border="1"> <thead> <tr> <th>I...</th> <th>CnTy Name</th> <th>Amount</th> <th>Cry</th> <th>per</th> <th>U...</th> <th>Condition Value</th> <th>Curr.</th> <th>Status</th> <th>Num...</th> <th>ATO/MTS Component</th> <th>OUn</th> <th>CCon...</th> <th>Un</th> <th>Cor</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>ZREN Rental charges</td> <td>20,000</td> <td>RWF</td> <td></td> <td>1 MO...</td> <td>20,000</td> <td>RWF</td> <td></td> <td>1</td> <td></td> <td>MON</td> <td></td> <td>1 MON</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZACB Additional charges</td> <td>0</td> <td>RWF</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZPDB Damages -Item</td> <td>0</td> <td>RWF</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZFRI Transport Charges</td> <td>0</td> <td>RWF</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZFUE Fuel Charge</td> <td>0</td> <td>RWF</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZMAI Maintanance charge</td> <td>0</td> <td>RWF</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td></td> <td>Net Amount</td> <td>20,000</td> <td>RWF</td> <td></td> <td>1 MO...</td> <td>20,000</td> <td>RWF</td> <td></td> <td>1</td> <td></td> <td>MON</td> <td></td> <td>1 MON</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZPDC Cust Disc - Header</td> <td>0</td> <td>%</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>ZADR Advance deduction</td> <td>0</td> <td>%</td> <td></td> <td></td> <td>0</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td></td> <td>Discount Amount</td> <td>0</td> <td>RWF</td> <td></td> <td>1 MO...</td> <td>0</td> <td>RWF</td> <td></td> <td>1</td> <td></td> <td>MON</td> <td></td> <td>1 MON</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>MST Output Tax</td> <td>18.000</td> <td>%</td> <td></td> <td></td> <td>3,600</td> <td>RWF</td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td></td> <td>Total Amount</td> <td>23,600</td> <td>RWF</td> <td></td> <td>1 MO...</td> <td>23,600</td> <td>RWF</td> <td></td> <td>1</td> <td></td> <td>MON</td> <td></td> <td>1 MON</td> <td></td> </tr> </tbody> </table>					I...	CnTy Name	Amount	Cry	per	U...	Condition Value	Curr.	Status	Num...	ATO/MTS Component	OUn	CCon...	Un	Cor	<input checked="" type="checkbox"/>	ZREN Rental charges	20,000	RWF		1 MO...	20,000	RWF		1		MON		1 MON		<input checked="" type="checkbox"/>	ZACB Additional charges	0	RWF			0	RWF		0				0		<input checked="" type="checkbox"/>	ZPDB Damages -Item	0	RWF			0	RWF		0				0		<input checked="" type="checkbox"/>	ZFRI Transport Charges	0	RWF			0	RWF		0				0		<input checked="" type="checkbox"/>	ZFUE Fuel Charge	0	RWF			0	RWF		0				0		<input checked="" type="checkbox"/>	ZMAI Maintanance charge	0	RWF			0	RWF		0				0			Net Amount	20,000	RWF		1 MO...	20,000	RWF		1		MON		1 MON		<input checked="" type="checkbox"/>	ZPDC Cust Disc - Header	0	%			0	RWF		0				0		<input checked="" type="checkbox"/>	ZADR Advance deduction	0	%			0	RWF		0				0			Discount Amount	0	RWF		1 MO...	0	RWF		1		MON		1 MON		<input checked="" type="checkbox"/>	MST Output Tax	18.000	%			3,600	RWF		0				0			Total Amount	23,600	RWF		1 MO...	23,600	RWF		1		MON		1 MON	
I...	CnTy Name	Amount	Cry	per	U...	Condition Value	Curr.	Status	Num...	ATO/MTS Component	OUn	CCon...	Un	Cor																																																																																																																																																																																									
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	Total Amount	23,600	RWF		1 MO...	23,600	RWF		1		MON		1 MON																																																																																																																																																																																										

- Create Billing Document from the Service Order (for just one month)

Use TCode VF01 and ZFV as Billing Type

S4D(1)/300 Create Billing Document

VF01

Create Billing Document

Billing Due List Billing Documents Overview Selection List

Default Data	
Billing Type	ZFV Invoice Contract
Billing Date	
Serv. Rendered	
Pricing Date	

Docs to Be Processed

Document	Item	SD Document Category	Processing Status	Bill
6000000018				

Hit Save



5.5 CVL_SD_005 Project sales

iii) Process description

This process will constitute the majority of the Project sales transactions in CVL group companies like NPD & Real contractor's business. This process starts when the quotation order is created based on the tender bid submitted to client with a BOQ as Service product and its defined quantities. This process provides automatic or manual pricing, credit check.

In CVL, there are 3 order types that constitute the Project sales processing:

- Project sales contract with manual pricing for quantity based projects (ZCBQ)
- Project sales contract with manual pricing for Value based projects (ZCWK)
- Project Bill submission with manual change of quantity (ZPSB)
- Project Bill Confirmation with manual change of quantity (ZPSC)

a.

When CVL companies bid in tender processing they create quotation in and on winning the Bid CVL will create Project sales contract with the final BOQ list with quantities and agreed price. This contract will contain all price information and duration etc.

The method of order entry will be captured using the field, "Customer reference" in sales order creation screen.

When the quantity surveyor submits completed work quantity to sales for billing then first step is copy the contract to the Bill Submission sales order and fill in the QS quantities. Send the print of Bill submittal to 3rd party confirmation and on confirmation copy the bill submittal to Bill confirmation and then do the invoice and submit to client for payment.

This entire process will help CVL to track the WIP (work in progress) quantities and as well the track the RA bill (running account bill) receivables.

Some of the example types of projects that can be handled via Project sales are:

- Road Project
- Construction Project
- Road maintenance projects
- Remeasurement

Sales order confirmation can be printed as Pro-forma Invoice and sent to customer for initial payment if required.

Invoice is created with reference to a preceding document i.e. Bill Confirmation sales order. For payment purposes, the invoice consists of billing information such as the payer, the billing date, terms of payment, etc.

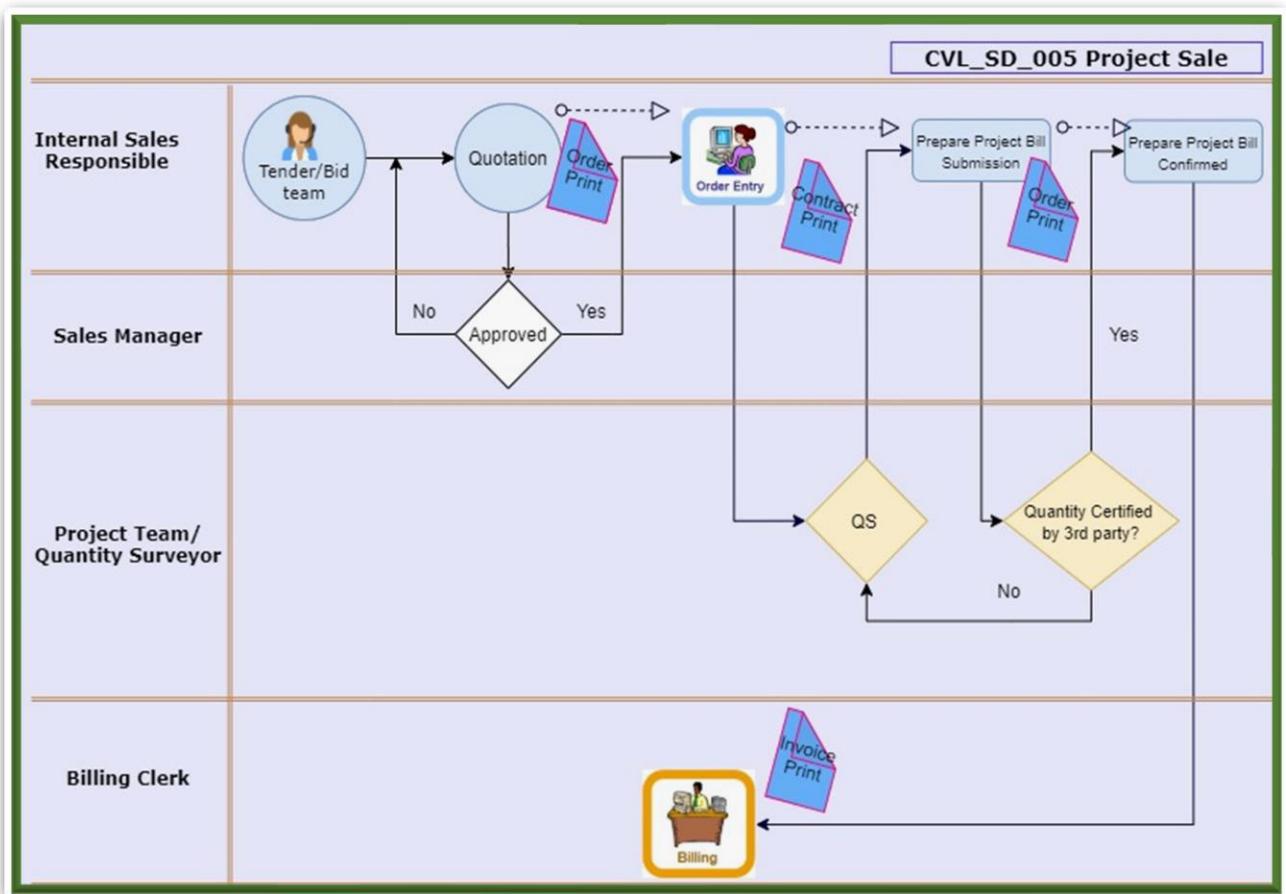
"b".

In Case of real Contractor having a contract / project which is value based the Project sales will start by creating Value contract and rest of the process followed as mentioned above in point "a".

All the advance and advance deduction along with the retention amount will be managed at Header level pricing.

Assumption: any change order or scope change will be having a separate quotation and on acceptance of quotation by customer, a line item will be added in original contract and rest of the process will be followed as mentioned in point "a".

Process flow :

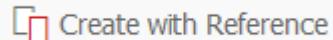


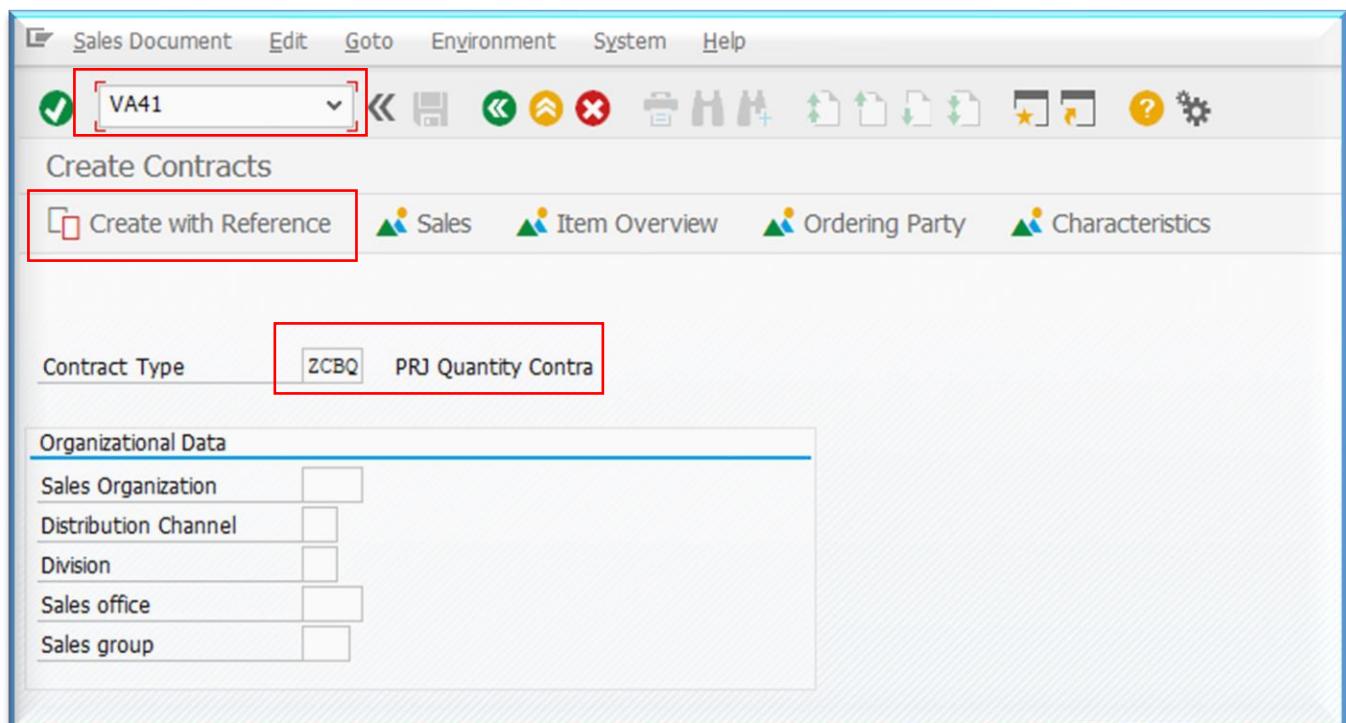
➤ **Create Quotation**

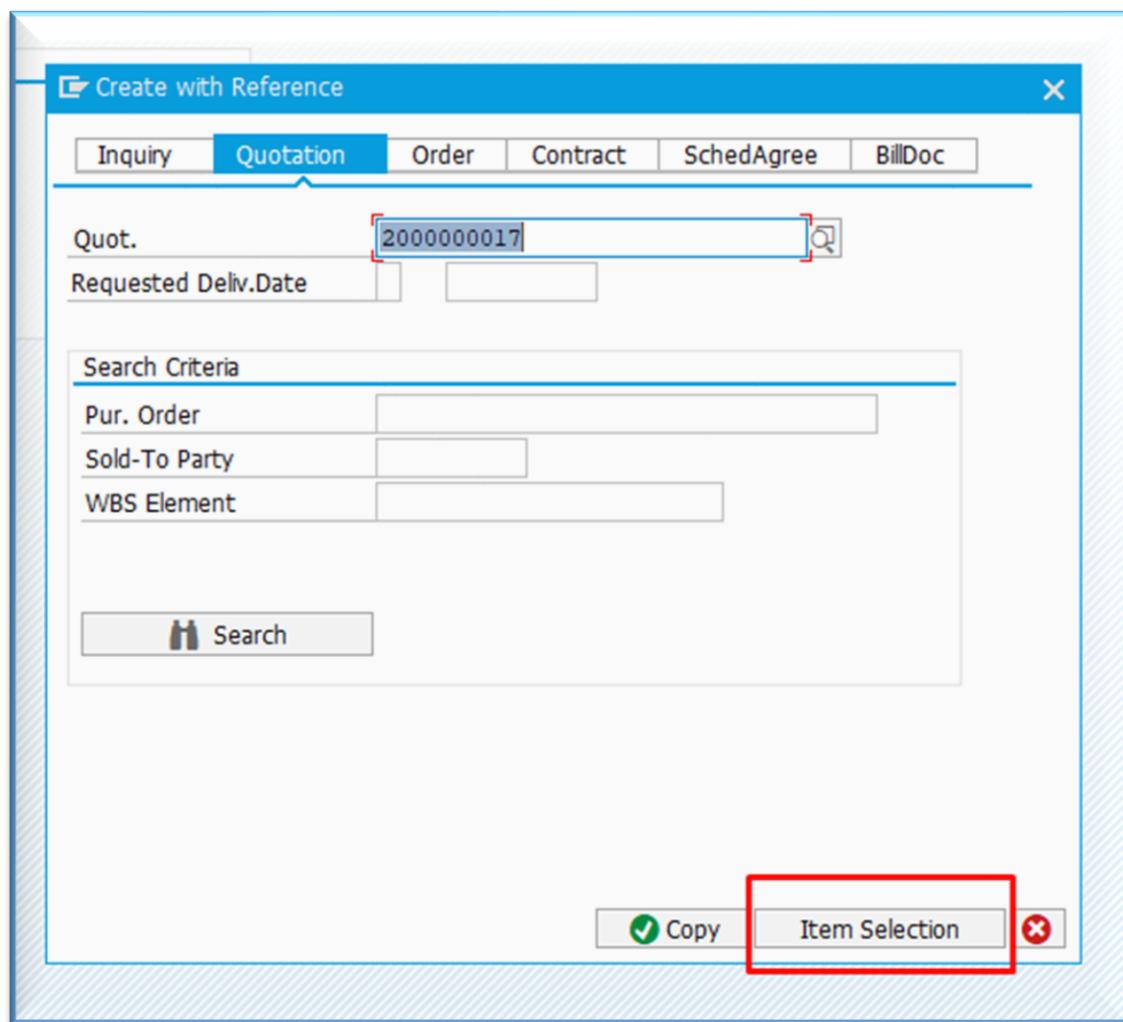
Follow the process CVL_SD_002

➤ **Create Project Contract with Reference to the Quotation**

Use Tcode VA41 and ZCBQ as doc type, then click on

 Create with Reference





Select applicable lines of items from the Quotation, set the quantity and the hit

 Copy

Key User Training Manual – SD



Sales Document Edit Goto Extras Environment System Help

Quotation 2000000017: Selection List for Reference Document

Copy

Reference

Quotation	2000000017		
Quotation Valid From	08.06.2020	Quotation Valid To	16.06.2020
Sold-To Party	1000000003	MUSANZE URBAN ROADS (SECONDARY CITIES)	

All Items

S	Item	HglvIt	Material	Open quantity	SU	AltItm	Item Description
<input checked="" type="checkbox"/>	10		810000002	50	M2		Main Work

Set the Valid From, Valid To (dates) and the Target Quantity then Save

Sales Document Edit Goto Extras Environment System Help

Quotation 2000000017: Selection List for Reference Document

Copy

Create PRJ Quantity Contra: Overview

Contracts

PRJ Quantity Contra	Net Value	50,000,000 RWF
Sold-To Party	1000000003	MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANZE...
Ship-To Party	1000000003	MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANZE...
Cust. Reference	Project4	Cust. Ref. Date 08.06.2020

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

Description

Valid From	08.06.2020	Valid To	22.12.2020
Billing Block	Pricing Date 08.06.2020		
Order Reason			
Sales Area	1500 / 11 / 01	NPD, Projects, Construction Project	
Master Contract			
Shp.Cond.	standard		
Business Area			

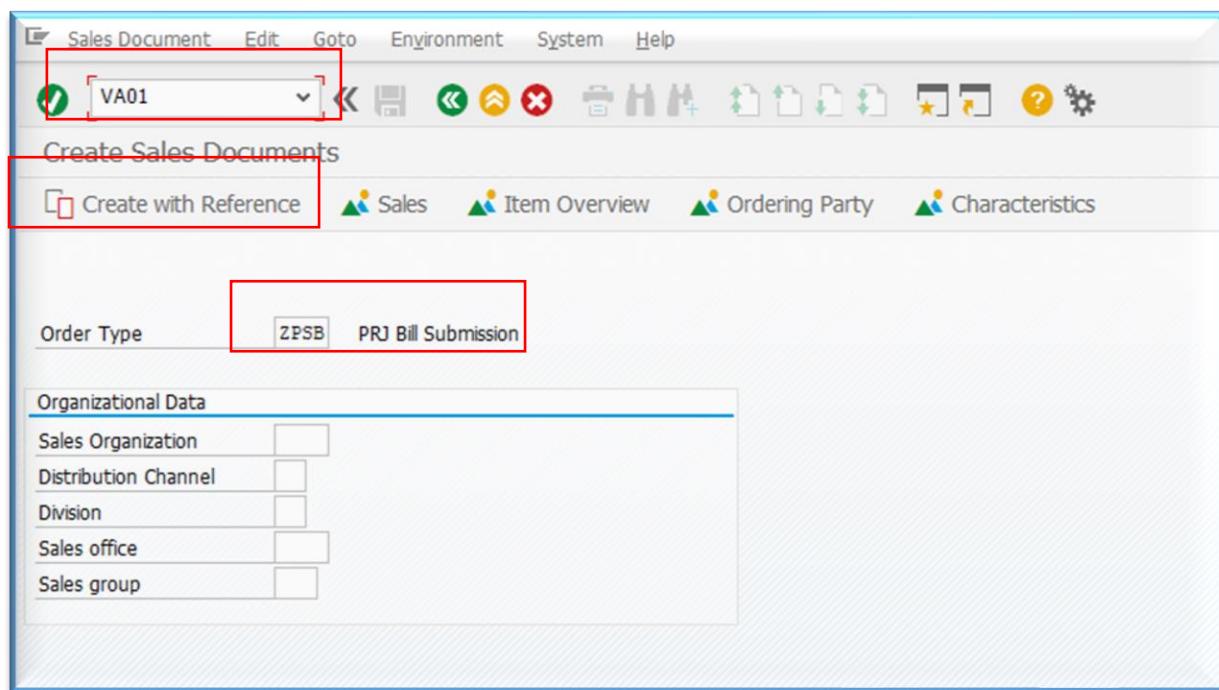
All Items

Item	Material	Req. Segment	Target Quantity	U... Item Description	Customer Material Numb
10810000002			50	M2 Main Work	

➤ Create Project Bill Submission with reference to the Contract

Use Tcode VA01 with ZPSB as doc type

Key User Training Manual – SD



Key User Training Manual – SD



Create with Reference

Quot.

Requested Deliv.Date

Search Criteria

Pur. Order

Sold-To Party

WBS Element

Sales Document Edit Goto Extras Environment System Help

Quotation 2000000017: Selection List for Reference Document

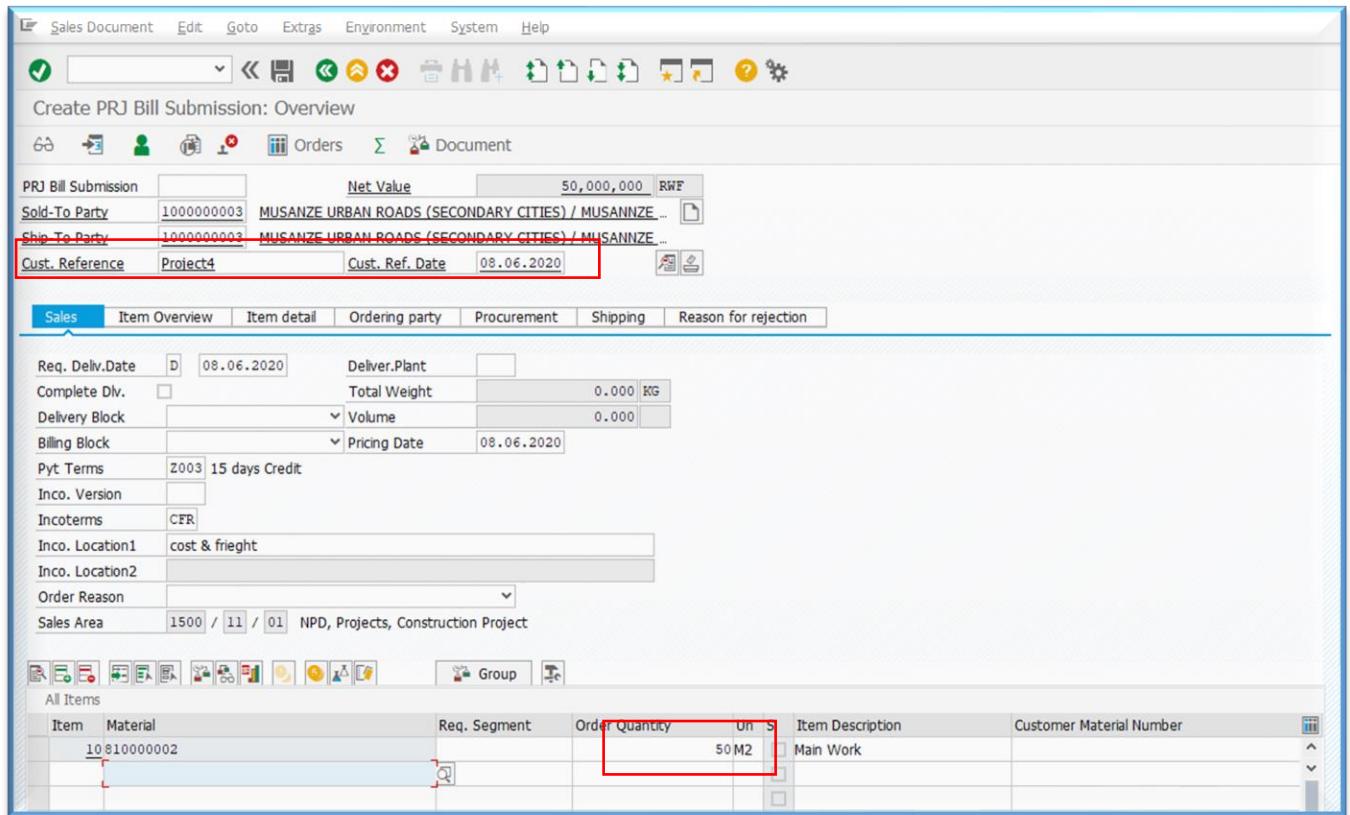
Reference

Quotation	2000000017	Quotation Valid From	08.06.2020	Quotation Valid To	16.06.2020
Sold-To Party		1000000003 MUSANZE URBAN ROADS (SECONDARY CITI)			

All Items

S	Item	HglVlt	Material	Open quantity	SU	AltItm	Item Description
<input checked="" type="checkbox"/>	10		810000002	50	M2		Main Work

Select the line item applicable, then hit

The screenshot shows the SAP Sales Document (SD) interface for creating a Project Bill Submission. The top navigation bar includes Sales Document, Edit, Goto, Extras, Environment, System, and Help. Below the menu is a toolbar with various icons. The main title is "Create PRJ Bill Submission: Overview". Underneath, there are tabs for Sales, Item Overview, Item detail, Ordering party, Procurement, Shipping, and Reason for rejection. The Sales tab is active. On the left, there are fields for PRJ Bill Submission (Net Value: 50,000,000 RWF), Sold-To Party (1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE...), Ship To Party (1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE...), and Cust. Reference (Project4). The Cust. Ref. Date is set to 08.06.2020. The right side of the screen displays a table of items. The first item listed is Material 1001000002, with a Req. Segment, Order Quantity (50 M2 highlighted with a red box), Unit (M2), and Item Description (Main Work). The table also includes columns for Item, Material, Req. Segment, Order Quantity, Unit, Item Description, and Customer Material Number.

Set Cust. Reference and Order Quantity and save



➤ **Create Project Bill Confirmation with reference to the Bill Submission Order**

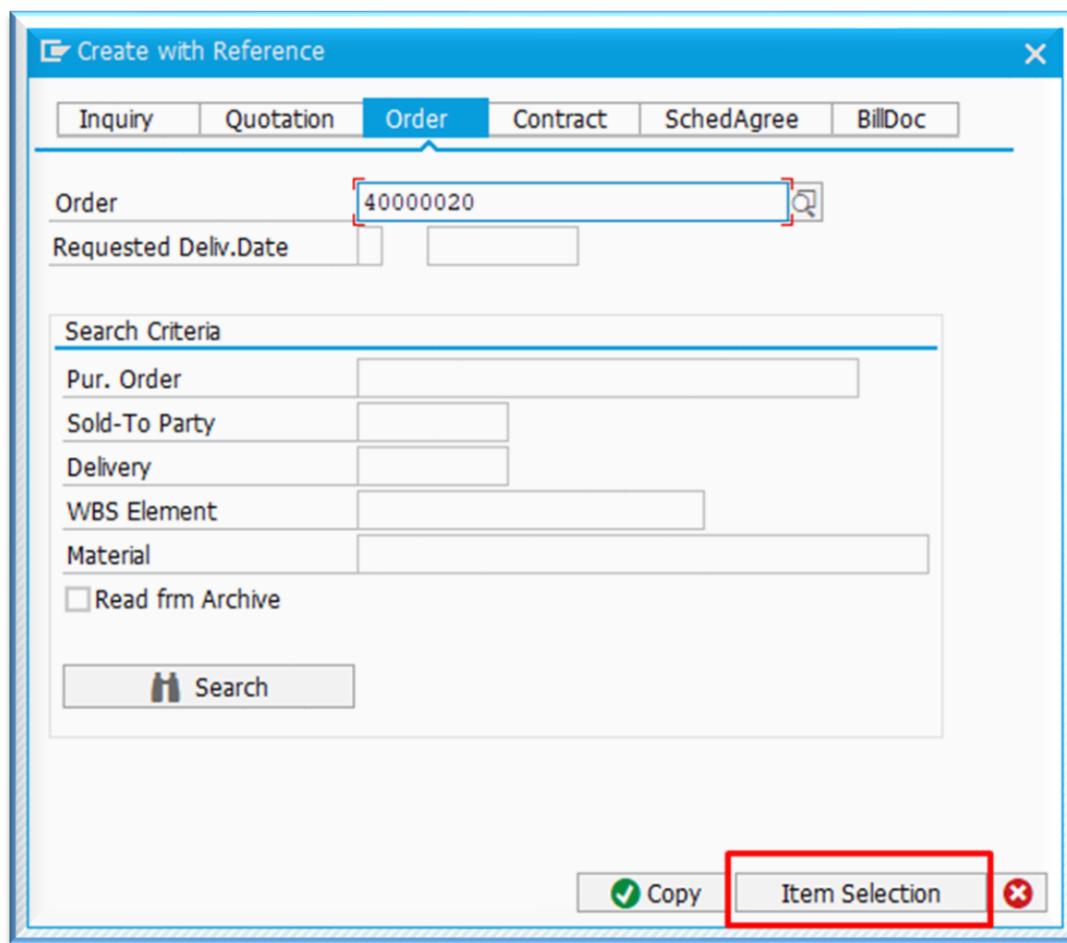
Use Tcode VA01 and ZPSC as doc type and select Create with Reference. In the Pop Up window enter the reference under Order Tab and hit

Item Selection

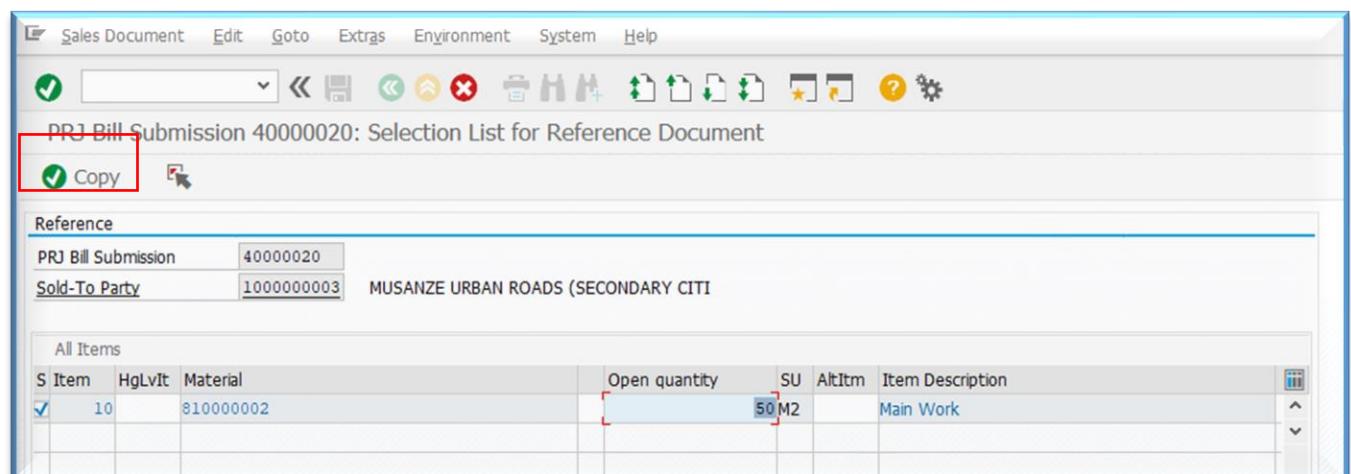
Key User Training Manual – SD



The screenshot shows the SAP Sales Document (VA01) creation interface. The top navigation bar includes "Sales Document", "Edit", "Goto", "Environment", "System", and "Help". The toolbar contains various icons for document management and system functions. The main area is titled "Create Sales Documents" and includes a "Create with Reference" button, along with links to "Sales", "Item Overview", "Ordering Party", and "Characteristics". A sub-toolbar below the main toolbar shows "Order Type" with options "ZPSC" and "PRJ Bill Confirm", with "ZPSC" highlighted. A section titled "Organizational Data" contains fields for "Sales Organization", "Distribution Channel", "Division", "Sales office", and "Sales group", each with a corresponding input field. The entire interface is framed by a blue border.



Select the applicable item lines and hit 



Key User Training Manual – SD



Set the Cust. Reference and Order Quantity then hit Save button

The screenshot shows the 'Create PRJ Bill Confirm: Overview' window. At the top, there's a toolbar with various icons. Below it, the main area has tabs for Sales, Item Overview, Item detail, Ordering party, Procurement, Shipping, and Reason for rejection. The Sales tab is selected.

Header Information:

- Sold-To Party: 1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE -
- Ship To Party: 1000000003 MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANNZE -
- Cust. Reference: Project4 (highlighted with a red box)
- Cust. Ref. Date: 08.06.2020

Delivery Details:

- Req. Deliv.Date: 08.06.2020
- Deliver.Plant: (empty field)
- Complete Delv.: (checkbox)
- Total Weight: 0.000 KG
- Delivery Block: (dropdown menu)
- Volume: 0.000 (highlighted with a red box)
- Billing Block: (dropdown menu)
- Pricing Date: 08.06.2020

Trade Terms:

- Pty Terms: 2003 15 days Credit
- Inco. Version: (dropdown menu)
- Incoterms: CER
- Inco. Location1: cost & freight
- Inco. Location2: (dropdown menu)
- Order Reason: (dropdown menu)

Sales Area:

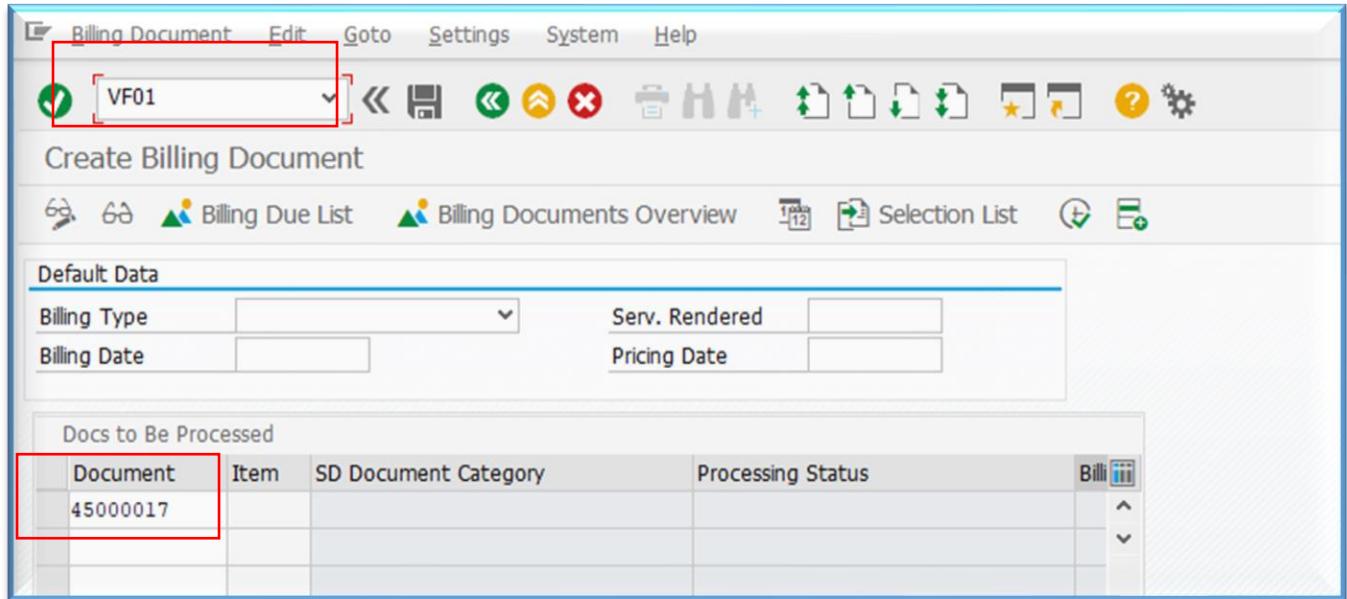
- 1500 / 11 / 01 NPD, Projects, Construction Project

Item List:

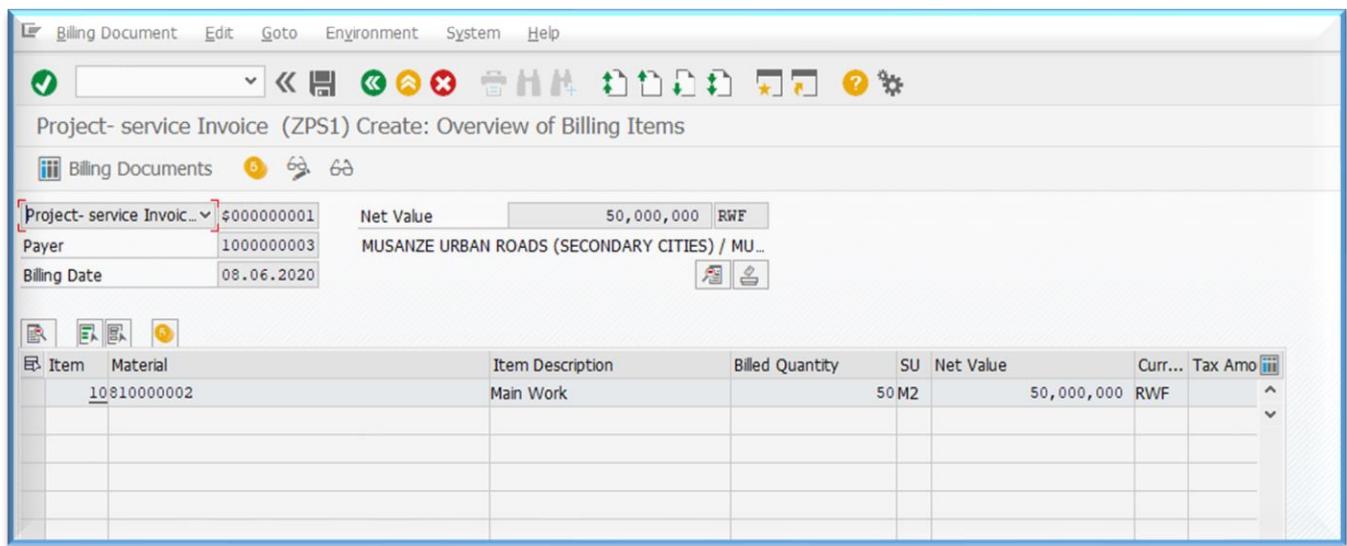
All Items	Item	Material	Req. Segment	Order Quantity	Unit	Item Description	Customer Material Number
		1081000002		50 M2		Main Work	

➤ **Create Project Invoice**

Use Tcode VF01. On a screen as below hit Enter.



Document	Item	SD Document Category	Processing Status	Billing
45000017				



Item	Material	Item Description	Billed Quantity	SU	Net Value	Curr...	Tax Amo
10810000002		Main Work	50 M2		50,000,000	RWF	

Click Save button



5.6 CVL_SD_006 Rental sales

iv) Process description

This process will constitute the majority of the Rental sales transactions in CVL group company NPD & Real's business. This process starts when the Rental order is created with a rental product and its defined quantities. This process provides automatic or manual pricing, credit check.

In CVL, there are 2 types that constitute the Rental sales processing:

- Rental order for apartments / office rental
- Rental order for Equipment / construction material rental

There are several methods for CVL's customers to place their orders. They can do it via salesmen, phone ordering, fax, email. All these will then be either manually entered into SAP system by the sales administrator or processed in referenced from the valid quotation given to customer. The method of order entry will be captured using the field, "Customer reference" in sales order creation screen.

Some of the example types of rental services that can be processed via Rental (service) sales order are:

- Apartment / office rental
- Equipment rental
- Scaffolding rental
- Vehicle rental

Sales order confirmation can be printed as Pro-forma Invoice and sent to customer for initial payment if required.

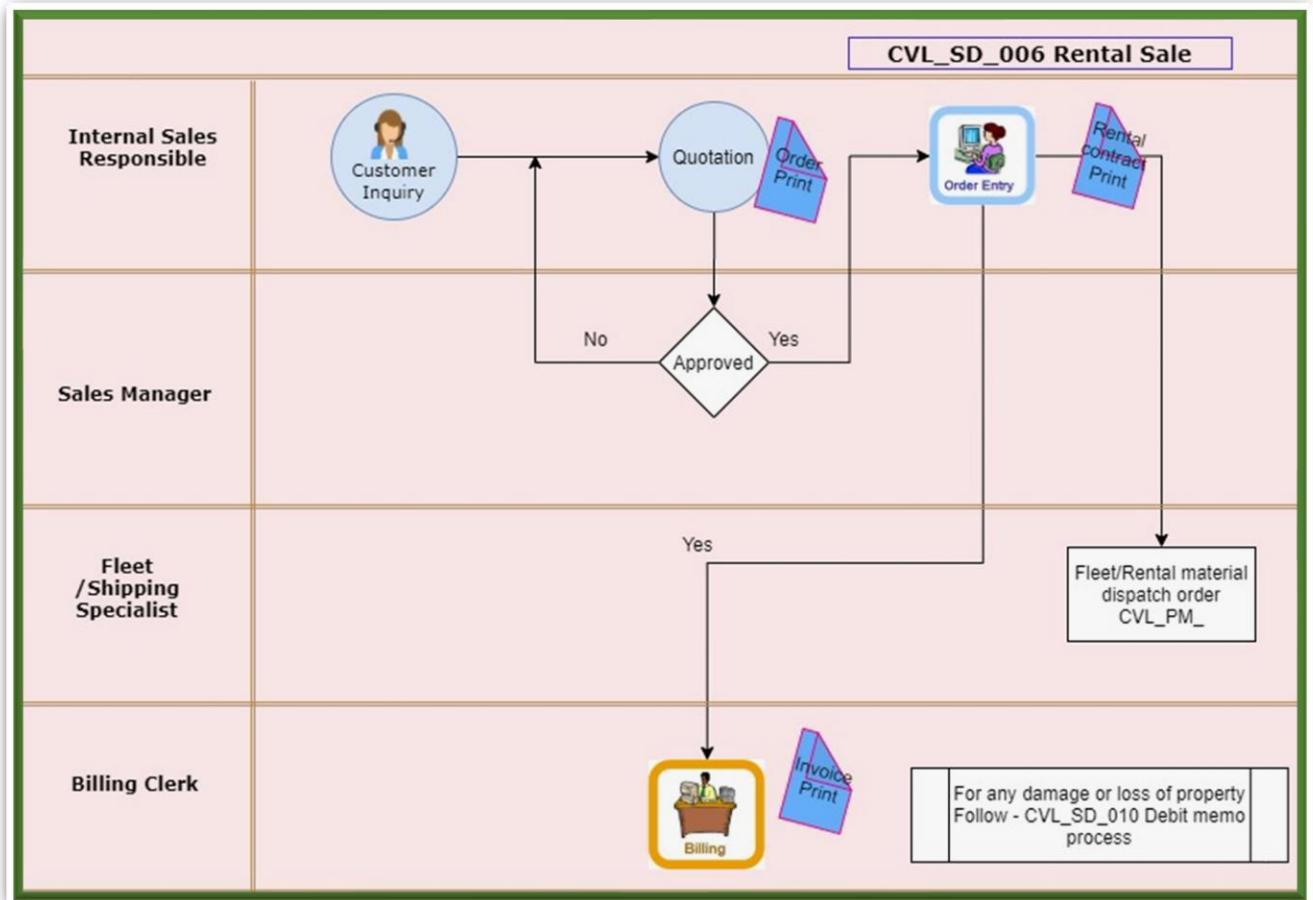
Invoice is created with reference to a preceding document i.e. Service order. For payment purposes, the invoice consists of billing information such as the payer, the billing date, terms of payment, etc.

In Case of longer duration, the rental, the process will start by creating the rental contract (ZMV) followed by coping contract to Service sales order for the monthly billing.

Incase of Equipment/scaffolding/construction material rental as rental service order will be created and in "Procurement tab" of order requirement type will be changed to "SERA" which will create a background PM module service order to track the material movement in -out of the premise.

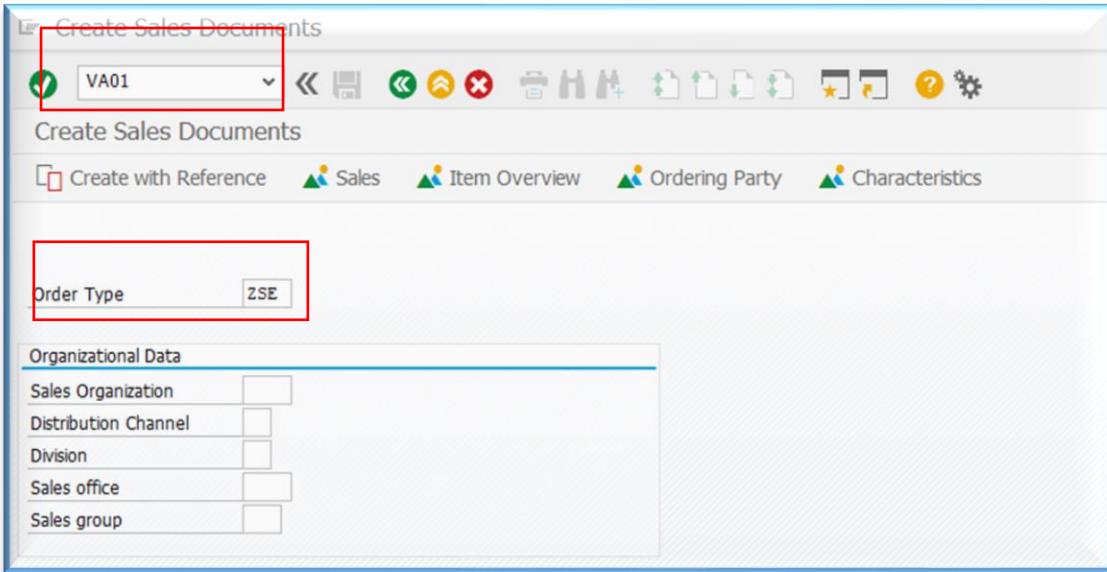
Assumption: The Rental Sales is applicable for NPD, RCL companies of CVL Group

Process flow :



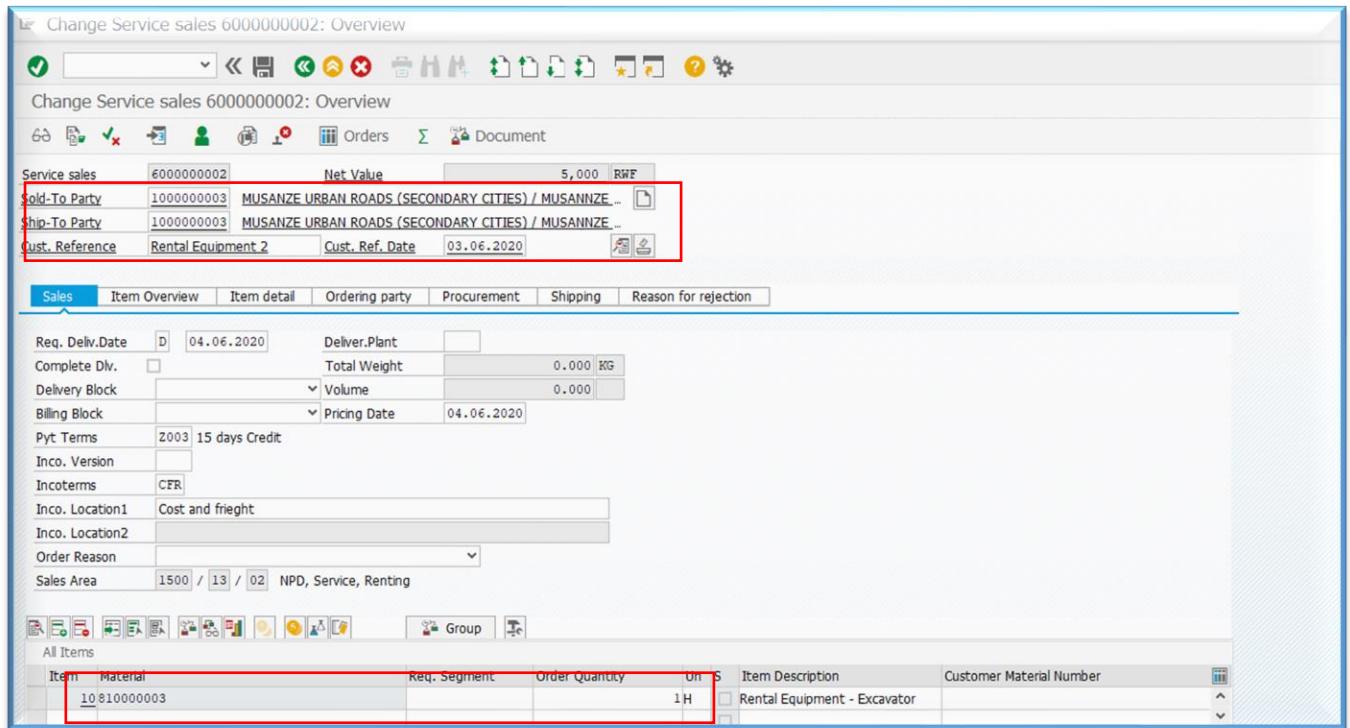
➤ Create a Rental Service Order

Use Tcode VA01 and ZSE as doc type.



The screenshot shows the SAP Create Sales Documents interface (Tcode VA01). The 'Order Type' field is highlighted with a red box and contains the value 'ZSE'. Other fields like 'Sales Organization', 'Distribution Channel', 'Division', 'Sales office', and 'Sales group' are also visible but not highlighted.

Enter Customer, Cust. Reference, Cust. Ref. Date, Material and Order Quantity.

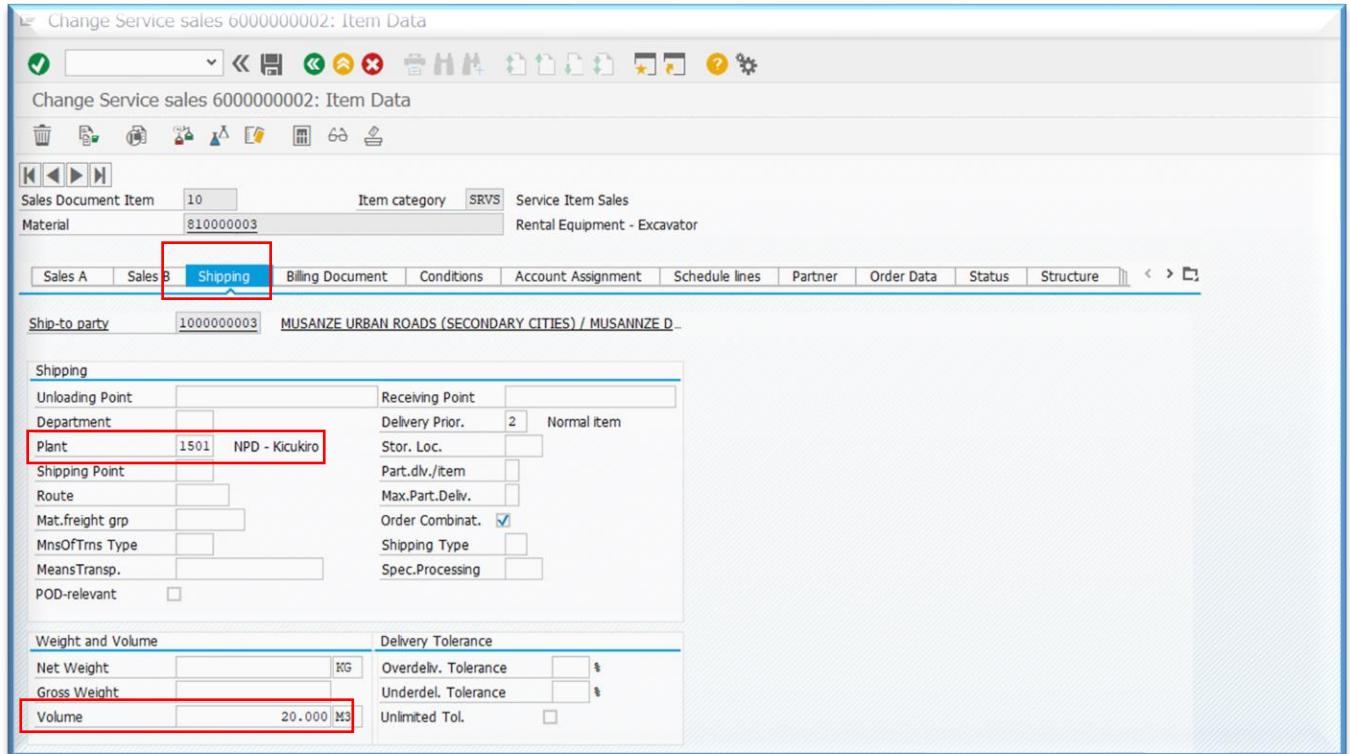


The screenshot shows the SAP Change Service sales 6000000002: Overview screen. It displays the following information:

- Sold-To Party: MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANZE ...
- Ship-To Party: MUSANZE URBAN ROADS (SECONDARY CITIES) / MUSANZE ...
- Cust. Reference: Rental Equipment 2
- Cust. Ref. Date: 03.06.2020
- Material: 1081000003 (highlighted with a red box)
- Line Item Details: Item: 1081000003, Req. Segment: , Order Quantity: 1H, Item Description: Rental Equipment - Excavator, Customer Material Number:

Note: The quantity should always be 1. In case of renting multiples of one same material, make the same number of the same material number in line items section.

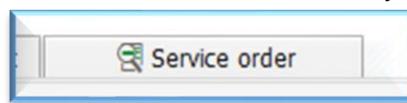
In the Shipping Tab (item details) select the plant and set the Volume (in the case of rental, this will be the duration of the renting).



The screenshot shows the 'Change Service sales 6000000002: Item Data' window. The 'Shipping' tab is selected. In the 'Shipping' section, the 'Plant' field contains '1501 NPP - Kicukiro'. In the 'Weight and Volume' section, the 'Volume' field contains '20.000 M3'.

Hit Save button 

Once the Order is made, a corresponding Service Order is sent to the Materials Management Department. You can get the details of the Service order by going to the Schedule lines Tab (from



items details) by clicking on

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Display Service order 4000032: Central Header

Display Service order 4000032: Central Header

Order SM01 4000032 Rental Equipment - Excavator

Sys.Status REL CCOOK MACH

HeaderData Operations Components Costs Partner Objects Additional Data Location Planning Control

Cust. address Order address Obj. address

Sold-to party 100000003 MUSANZE URBAN ROADS (SECONDARY CITIES)

Street/Hse No. MUSANZE DISTRICT

Location 12345 Musanze RW

Telephone Fax

PartnerTimeZone 11.06.2020 12:48:52 CAT

Service

ServProd. 81000003 Rental Equipment - Excavator

Quantity 1 H

Cust. Ref. Rental Equipm. 03.06.2020 Sales Document 600000002 10 Billing form

AcctIndic

Person responsible

PlannerGrp / 1501 Notifctn 30000003 60

Mn.wk.ctr NFDSDM001 / 1501 Service Work ent. Costs 0 RWF

Person resp. 0 PMACType 001 Inspection SystCond.

Dates

Bsc start 04.06.2020 Priority

Basic fin. 04.06.2020 Revision

Reference object

Func. Loc. Equipment Assembly

First operation

Operation Working hours Calc. key

WkCtr/PInt NFDSDM001 / 1501 Ctrl key SM01 Acty Type MACHIN PRT

Work durh 1 H Number 1 Oprtn dur. 1 H Comp.

5.7 CVL_SD_007 Customer Returns

Process description

The process starts with a customer request to return materials to the plant / Purchased location for credit or replacement, referred to as a customer return. The request is approved, and a return sales order is created with reference to the original invoice for the goods.

The goods are shipped back, a return delivery is created with reference to the Customer returns order, and the material is received into return stock.

The return stock location is set to be non-MRP relevant. The goods are inspected, resulting in a disposition to either return them to stock, or scrap. A credit memo is created from the billing run and posted to the customer's account.

Batch Recall is similar to this process for the case of exchange goods or replacement of goods for expired batch or faulty batch.

In CVL, there are 2 types that constitute the Customer returns processing:

- Returns order for damage, wrong material
- Returns order for Expired batch

Customer returns will be executed with a billing block and following reasons,

1. Expired Products
2. Poor Quality
3. Damaged
4. Technical Issues
5. Customer Demand

During order creation, if the customer requested for specific batch of the material (Inyange / Mukamira), this can be entered in the return order. Information will then flow down to the delivery order so that the specific batch of material will then be picked from the customer.

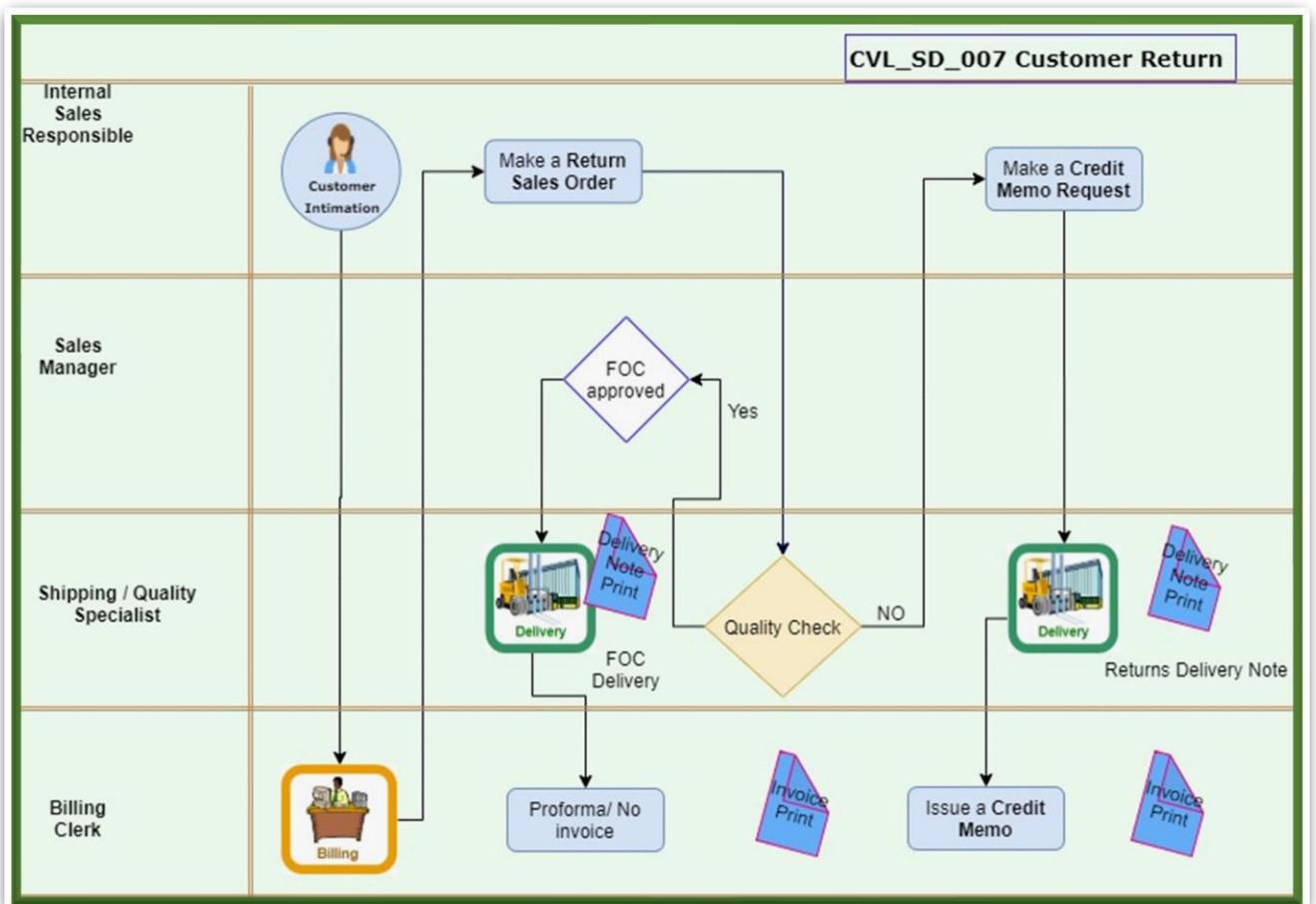
Sales order confirmation can be printed as Pro-forma Invoice and sent to customer for initial payment if required.

The return delivery order will be created reference to the return order by Delivery/shipping Admin. The physically picked quantity has to be posted for goods receipt. Once the goods issue has been posted, credit note is ready to be created.

Credit note is created with reference to a preceding document i.e. return delivery order.

In case of replacement then instead of credit note , a free of charge order (CVL_SD_008) is created and a free of charge delivery is created.

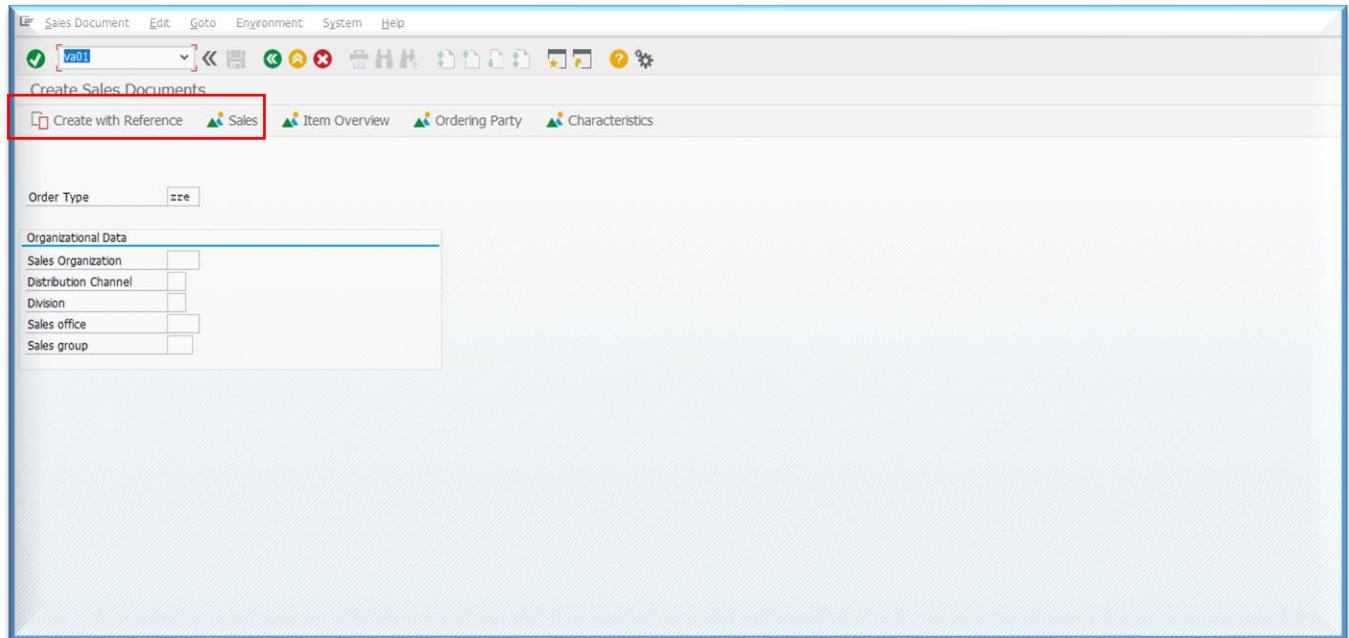
Process flow :



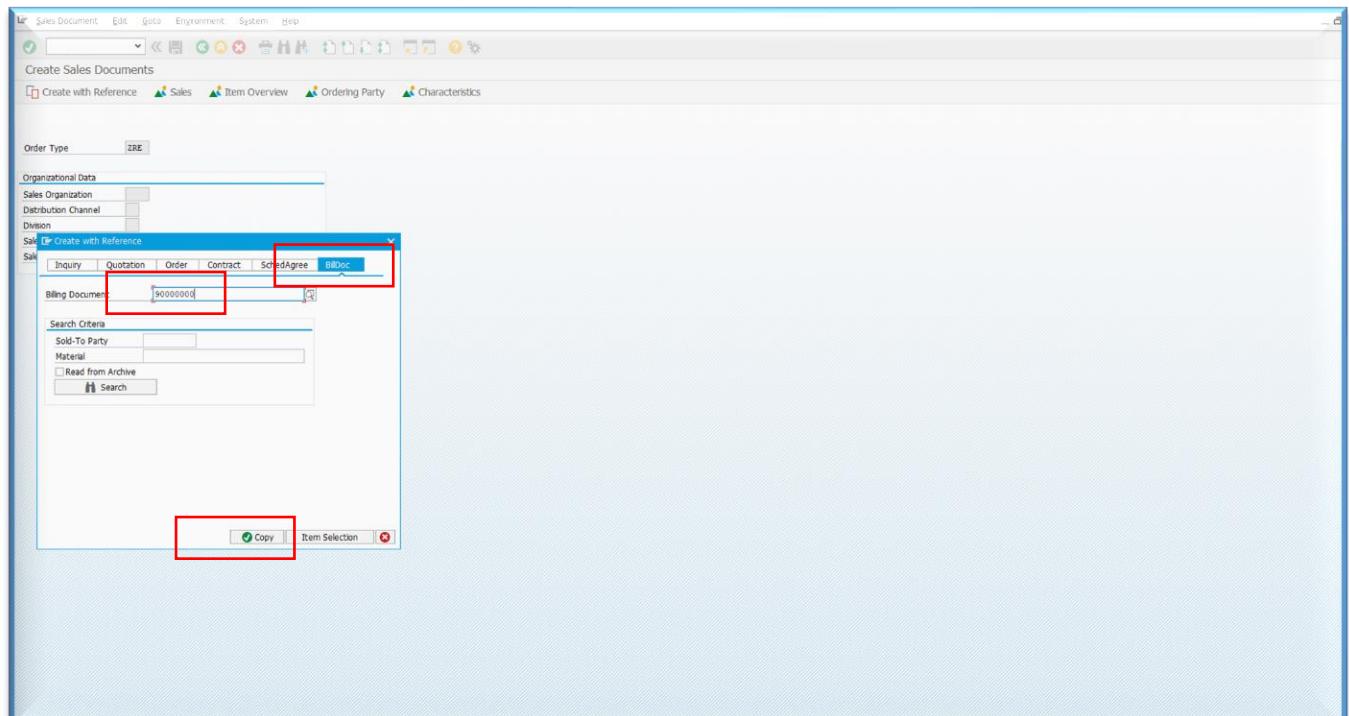
➤ Create Return Sales order

To create Return Order With Reference to Invoice. Tcode “VA01”, Select Create with Reference on create SO screen as shown with order type as ZRE

Key User Training Manual – SD



In Pop window select Quotation tab and enter your quotation number and press Copy button



Key User Training Manual – SD



Enter the **Quantity of return and Reason of Return.**

The screenshot shows the SAP Sales Document (SD) interface for creating a return delivery. The top navigation bar includes Sales Document, Edit, Goto, Extras, Environment, System, and Help. The toolbar contains various icons for document management. The main title is "Display Returns 20000003: Overview". Below the title, there are fields for Returns (20000003), Net Value (2,500 RWF), Sold-To Party (BBF Ltd / 1287 Kigali), Ship-To Party (BBF Ltd / 1287 Kigali), and Cust. Reference. A tab bar at the bottom includes Sales, Item Overview, Item detail, Ordering party, Procurement, Shipping, and Reason for rejection. The Sales tab is selected. Under Sales, fields include Req. Delv.Date (02.06.2020), Complete Dlv. (checkbox), Total Weight (380.000 KG), Delivery Block (Volume 0.000), Billing Block (Check Credit Memo, Pricing Date 25.05.2020), Pyt Terms (Z001 Cash Immediate), Incoterm (FOB), Inc. Location1 (Free on board), and Inc. Location2. The Order Reason field is set to "Customer Demand". The Sales Area is listed as 4000 / 12 / 32 Inyangi Industries, Domestic-sales, Water. The bottom section shows a grid of items with columns for Item, Material, Req. Segment, Order Quantity (19.000 L), Item Description (WATER GALLON), and Customer Material Number. The Item column shows the value 1011000006, which is also highlighted with a red box. The Order Quantity cell is also highlighted with a red box.

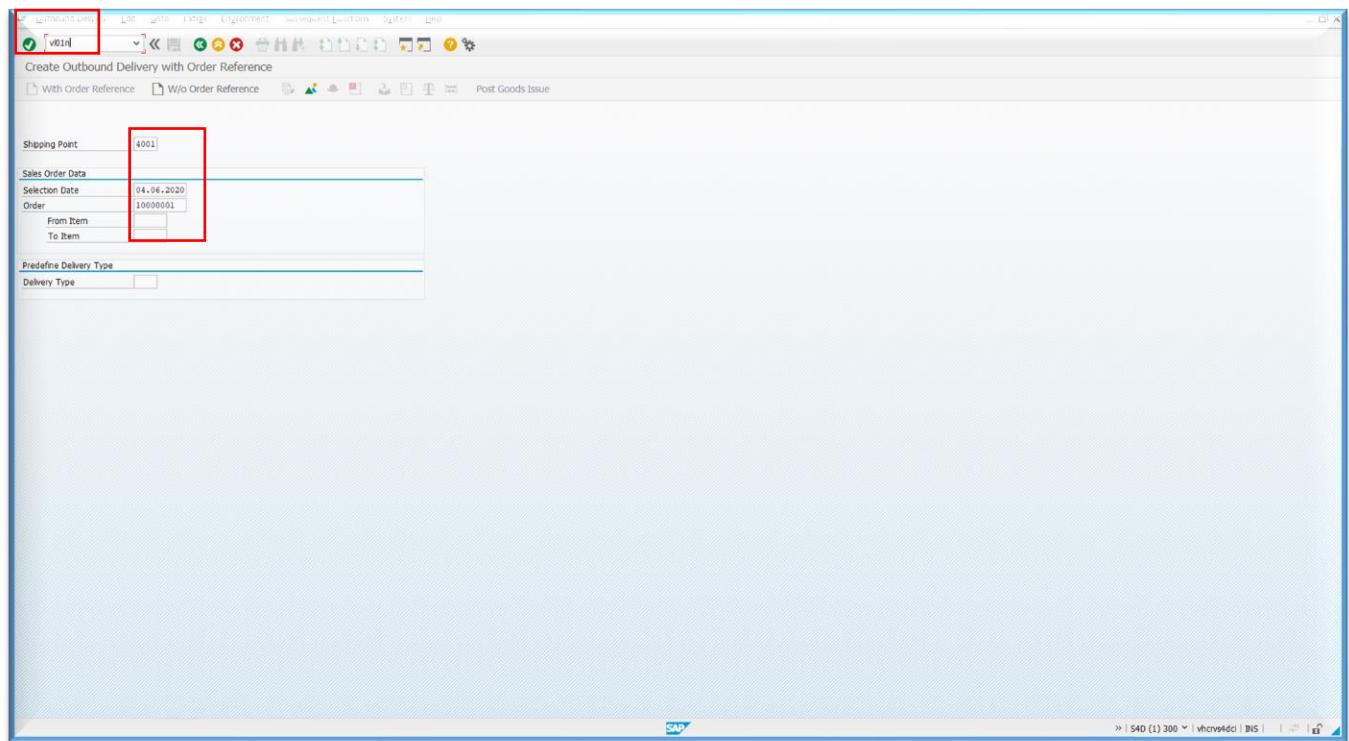
Create Return Delivery , in reference to Return sales order,

Enter transaction code VL01N in command area and select enter.

Select the SO document and press enter or select

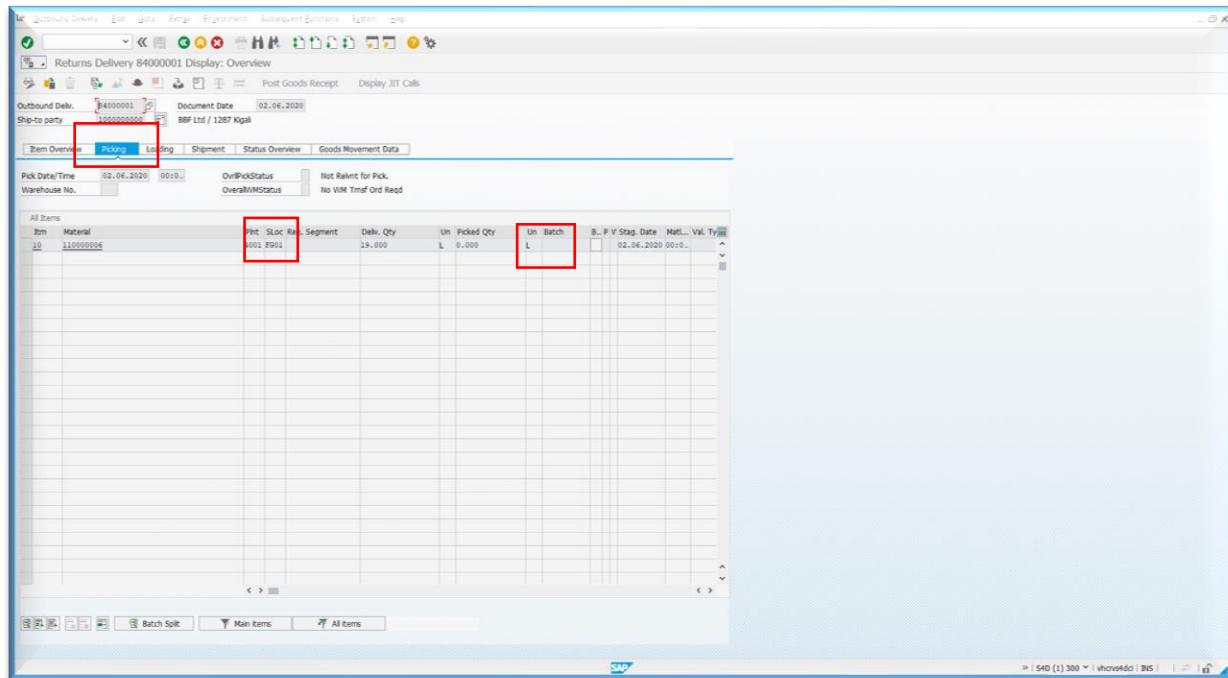


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In Picking tab enter the Picking quantity and the storage location.

Also if the material is Batch Managed then enter batch by selecting the drop down or F4.



5.8 CVL_SD_008 Free of charge

i) Process description

This process is used to supply goods to customer as free of charge item with no sales item included. It can be in the form of sample material, promotional item or normal sales item issued as free of charge.

The process starts with the sales manager approval indicating the item and quantity to be issued to the customer. This form will then be reviewed by authorized personnel. Once it is approved, the FOC order will be created in the system. Some CVL companies may require recording of FOC reason for order.

Although FOC Order involves only goods that are issued out as free of charge, credit check will still be automatically carried out upon saving the sales order. If the customer has been blocked due to credit reasons, the sales order will automatically be blocked for delivery and billing. Stock requirement for the FOC order will also be released to other customers. For the later, customer will then be duly notified. During FOC order creation, if the customer requested for specific batch of the material, this can be entered in the sales order. Information will then flow down to the delivery order so that the specific batch of material will then be picked for the customer. Otherwise, batch will only be determined in delivery stage with pre-define selection criteria

Availability check will also be carried out during order processing with a few alternatives depending on customer's requirement:

- Customer allows up to N number of partial deliveries
- Customer requires only one complete delivery with no quantity adjustment allowed

All the above options can be incorporated in SAP using indicators in the customer master.

The delivery order with reference to the FOC order will be created and post goods issue upon picking been confirmed. Post goods issue will be performed after picking process. The accounting entries posted during PGI are:

- Dr FOC Clearing Account
- Cr Inventory

After goods issue has been done, invoice will then be created. Normally, the invoice will carry zero value because goods is given free of charge.

Delivery of goods can be done via two options with different process steps:

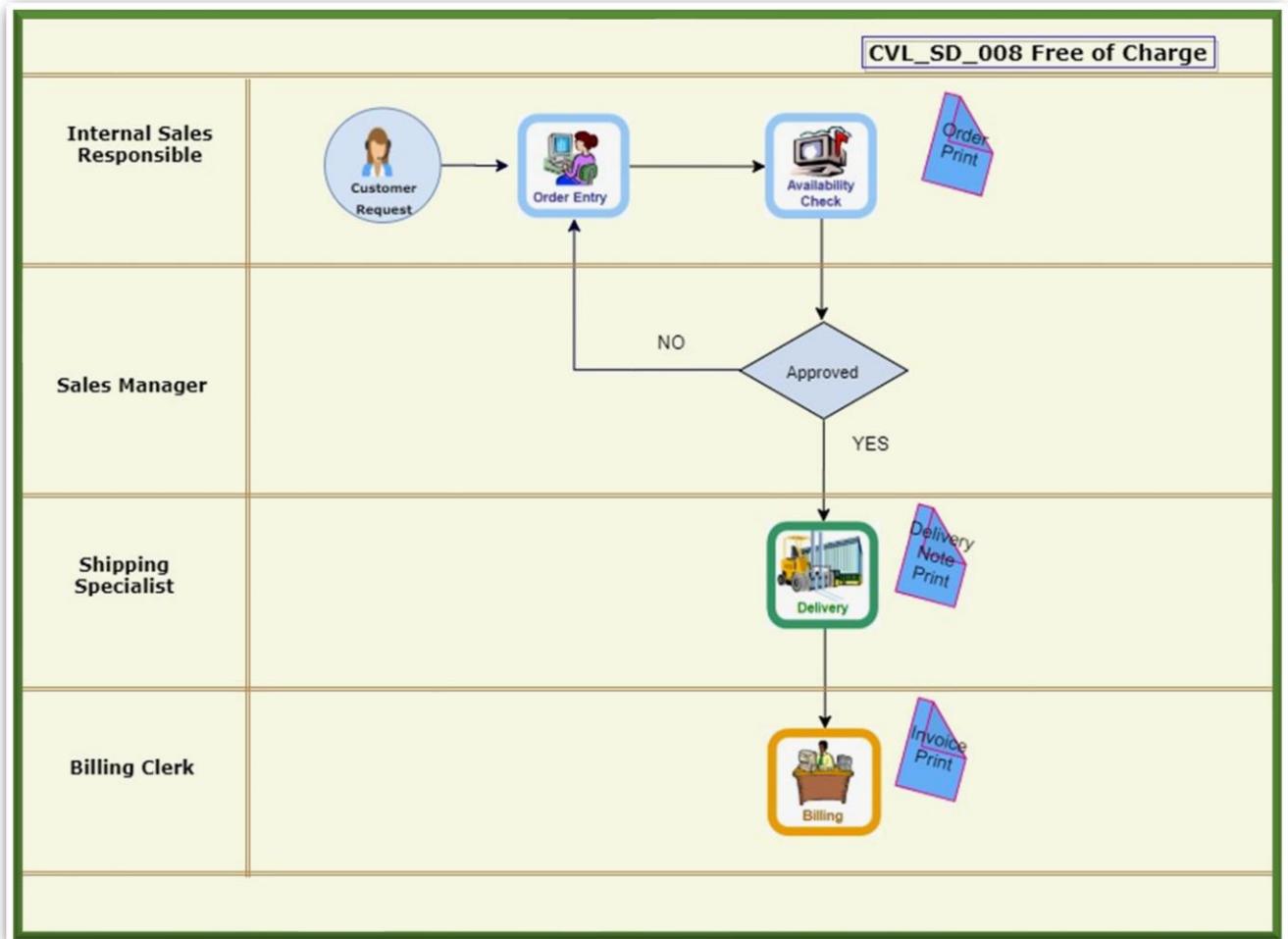
- Delivery from location factory stock
- Delivery from a sales office stock

The delivery order will be created reference to the sales order by Delivery/shipping Admin. The physically picked quantity has to be posted for goods issue. Once the goods issue has been posted, invoice is ready to be created.

In CVL, delivery of goods to customer should be accompanied by the invoice along with Delivery Note/Gate pass.

Assumption: The Free of charge order is applicable for all the companies of CVL Group
For Intra company consumption this process can be followed

Process flow :



➤ **Create Free of charge**

Use Tcode “VA01” and order type as ZFOC

Key User Training Manual – SD



Sales Document Edit Goto Environment System Help

va01

Create Sales Documents

Create with Reference Sales Item Overview Ordering Party Characteristics

Order Type Credit Memo Request

Organizational Data

Sales Organization	<input type="text"/>
Distribution Channel	<input type="text"/>
Division	<input type="text"/>
Sales office	<input type="text"/>
Sales group	<input type="text"/>

Enter Reason, Order Quantity then Save.

Sales Document Edit Goto Extras Environment System Help

Change Free Of Charge 55000000: Overview

60 Orders Document

Free Of Charge	55000000	Net Value	0 RWF
Sold-To Party	1000000000 BBF Ltd / 1287 Kigali		
Ship-To Party	1000000000 BBF Ltd / 1287 Kigali		
Cust. Reference	Returns	Cust. Ref. Date	25.05.2020

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

Req. Delv.Date Deliver.Plant
 Complete Dlv. Total Weight
 Delivery Block Volume
 Billing Block Pricing Date
 Pyt Terms
 Incoterm Version
 Incoterms
 Inc. Location1
 Inc. Location2
 Order Reason
 Sales Area

All Items

Item	Material	Req. Segment	Order Quantity	U	S	Item Description	Customer Material Number
10	1100000010		<input type="text" value="2 CAR"/>	<input checked="" type="checkbox"/>	Natural mineral water Carton - 2...		

5.9 CVL_SD_009 Credit Memo

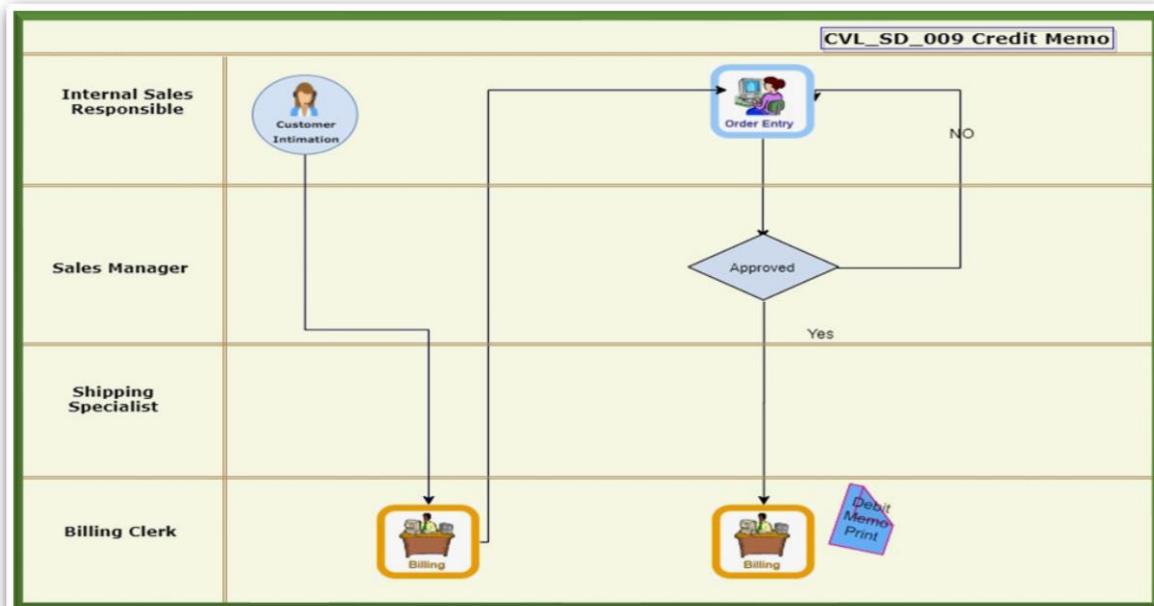
i) Process description

This process is used for discount or price adjustment without the physical goods return. The credit memo request is created if the price calculated for the CVL's customers were too high (for example, with the wrong scaled prices or because a discount was forgotten). The credit memo request can be automatically blocked for checking.

Once the credit memo request form has been manually reviewed and approved with by the CVL authorized person e.g. department manager and then later by an AR controller to check for accuracy, the credit memo request with reference to the previous invoice will be created in the SAP system by a personnel from the account department. It is optional for the credit memo request to create with reference to the invoice. The price will not be copied from the invoice to the credit memo request as CVL required manual entry in pricing.

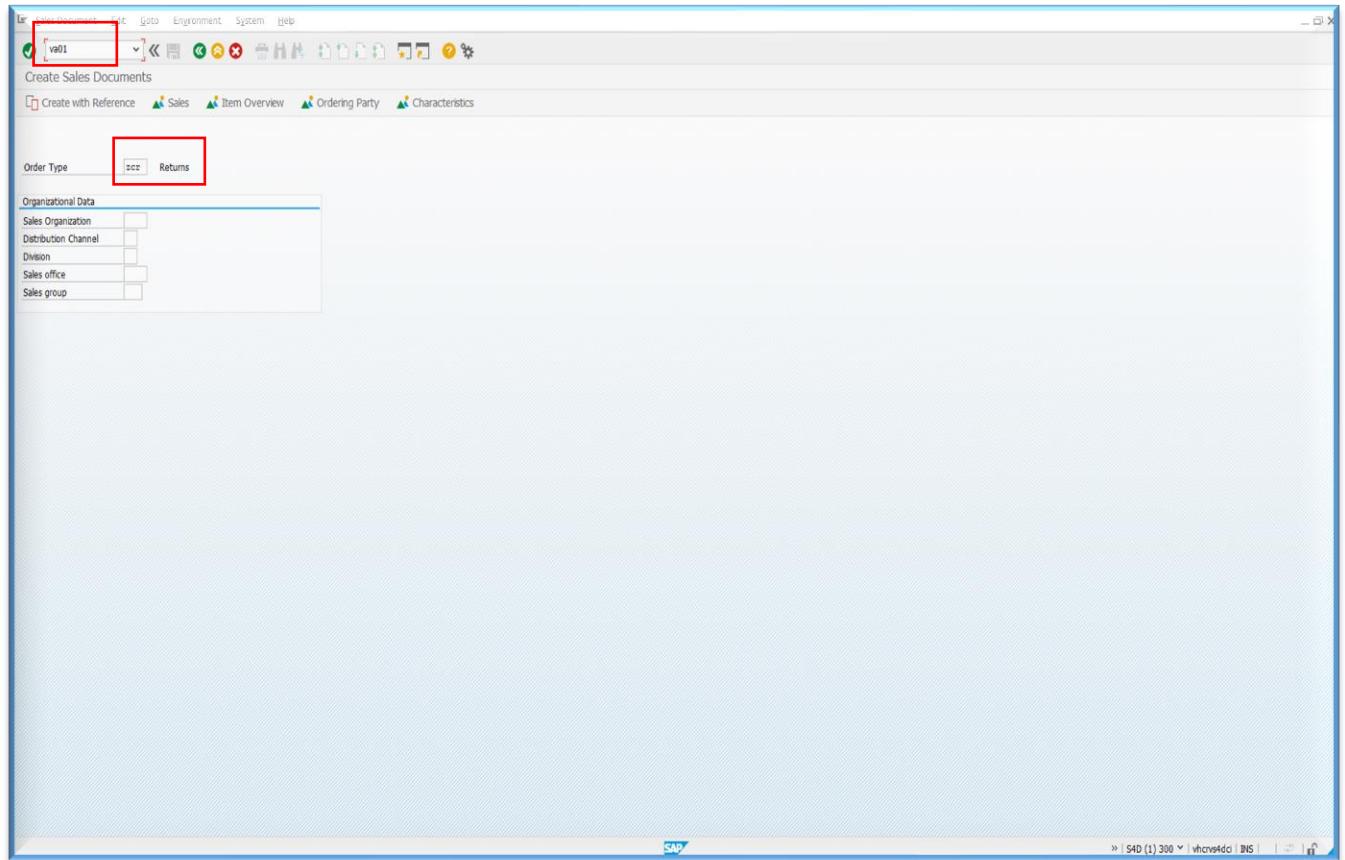
In the following step, the AR controller will then need to create a credit memo with reference to the credit memo request that was generated earlier. A reason code at header level for each credit memo created. Once the credit memo is released, the salesman or the bill collector will initiates the collection process by determining which customers to perform the collection of payment.

Process flow :

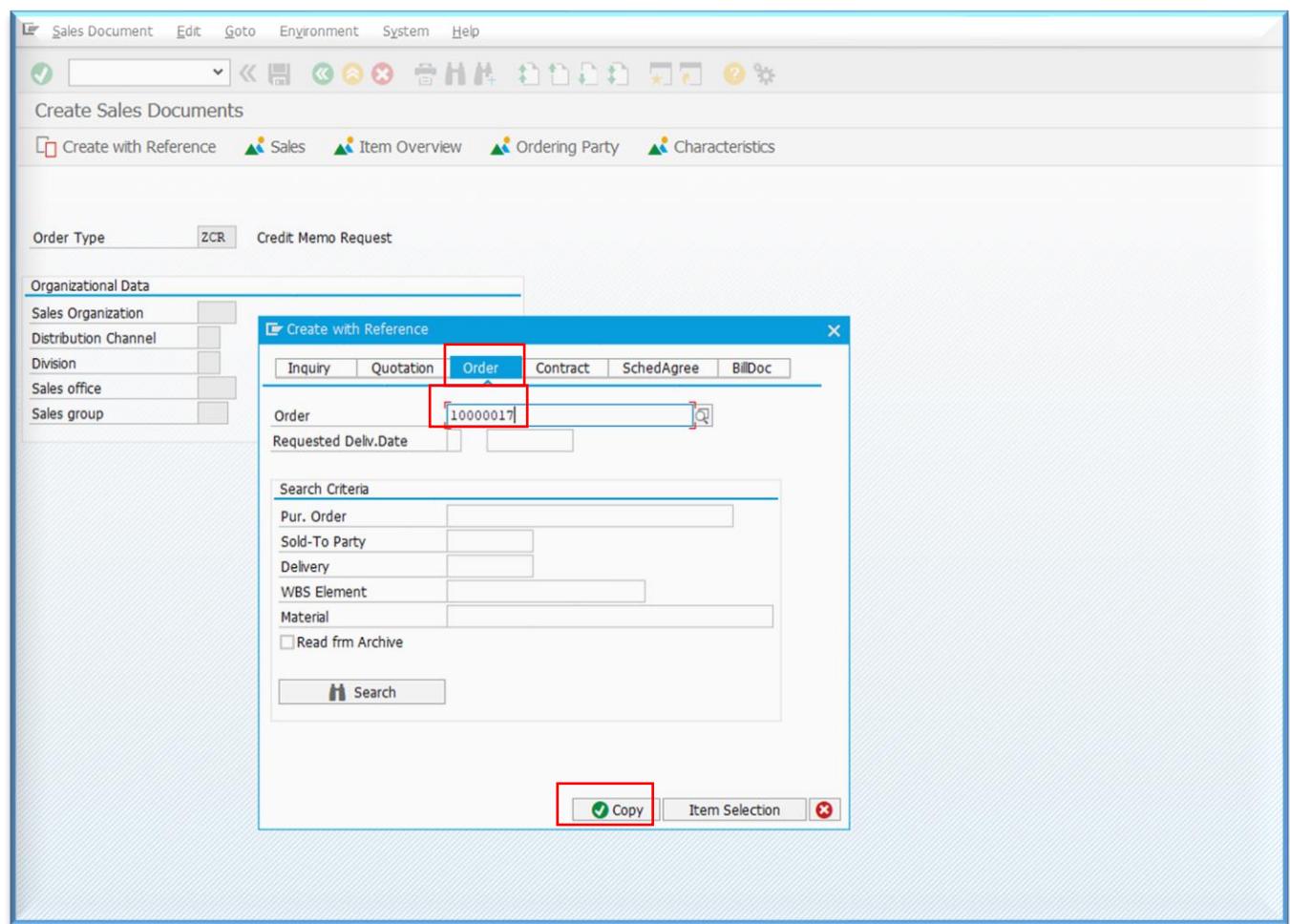


➤ **Create Credit Memo Request with reference to Return Sales order**

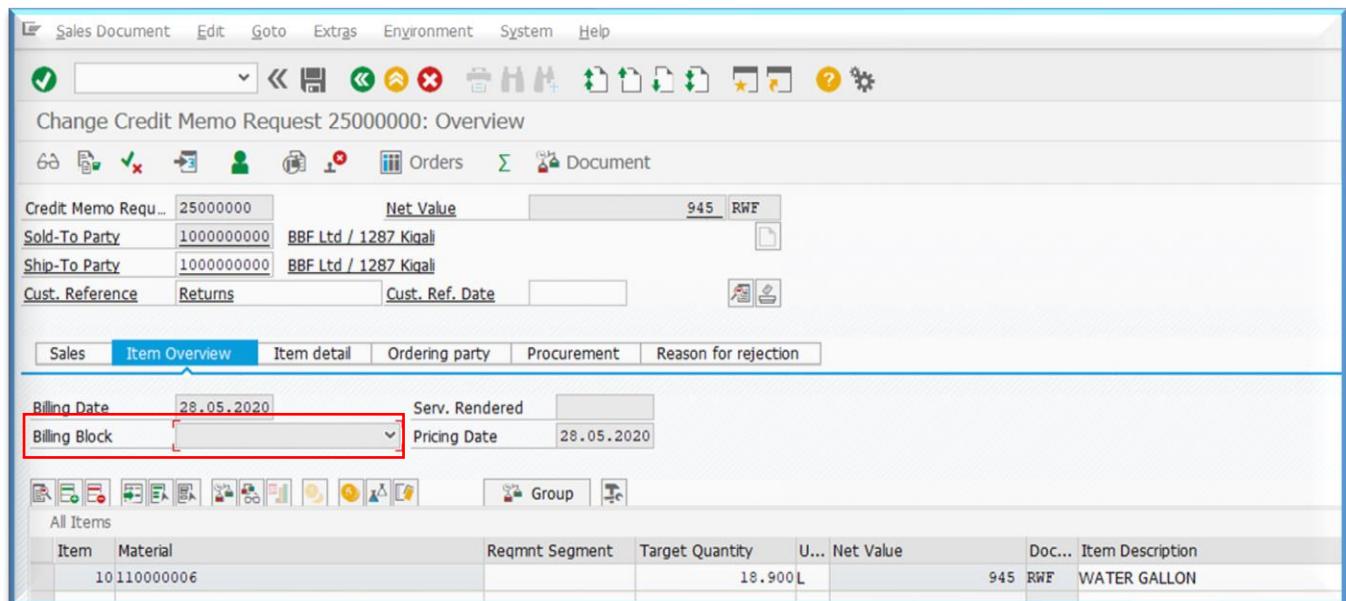
Tcode “VA01”, order type “ZCR”



Key User Training Manual – SD



Set the Billing block to empty



5.10 CVL_SD_010 Debit Memo

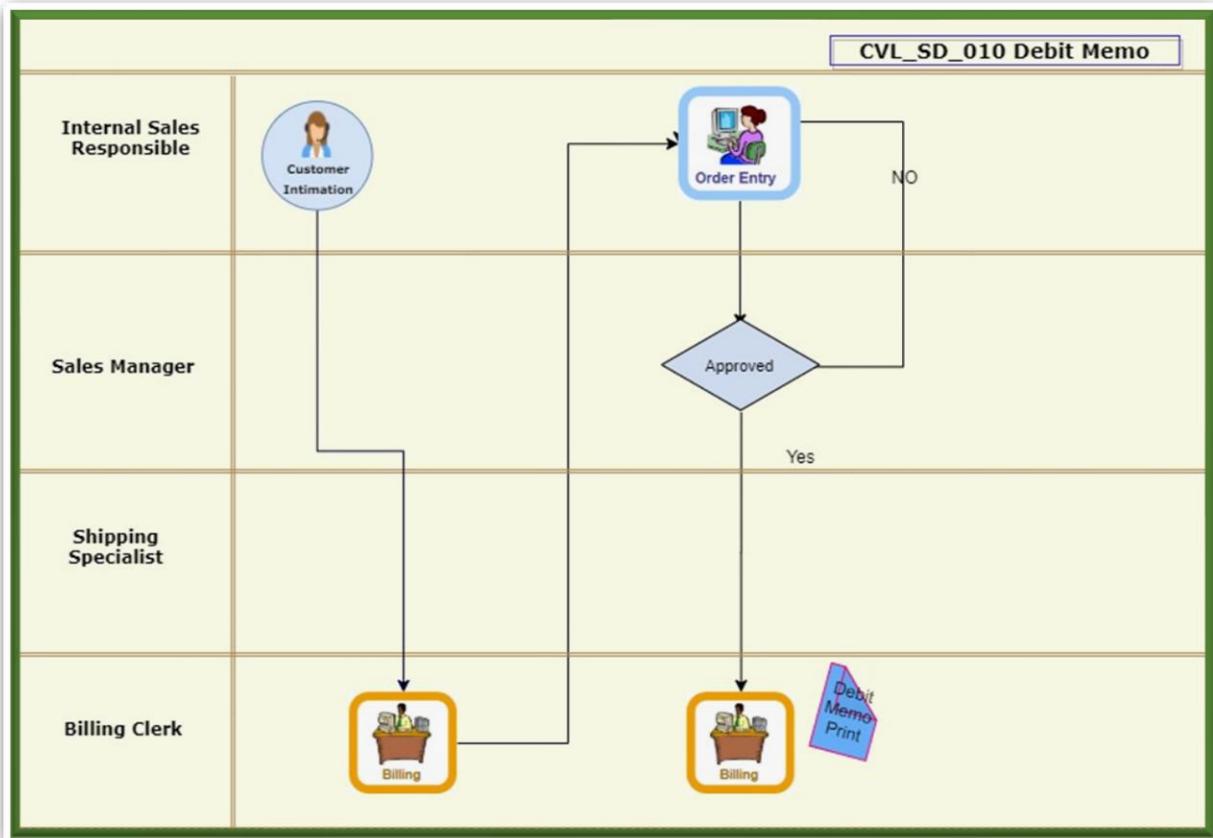
i) Process description

This process is used for discount or price adjustment without the physical goods return. The Debit memo request is created if the price calculated for the CVL's customers were too low (for example, with the wrong scaled prices or because a discount was additional). The Debit memo request can be automatically blocked for checking.

Once the Debit memo request form has been manually reviewed and approved with by the CVL authorized person e.g. department manager and then later by an AR controller to check for accuracy, the Debit memo request with reference to the previous invoice will be created in the SAP system by a personnel from the account department. It is optional for the Debit memo request to create with reference to the invoice. The price will not be copied from the invoice to the Debit memo request as CVL required manual entry in pricing.

In the following step, the AR controller will then need to create a Debit memo with reference to the Debit memo request that was generated earlier. A reason code at header level for each Debit memo created. Once the Debit memo is released, the salesman or the bill collector will initiates the collection process by determining which customers to perform the collection of payment.

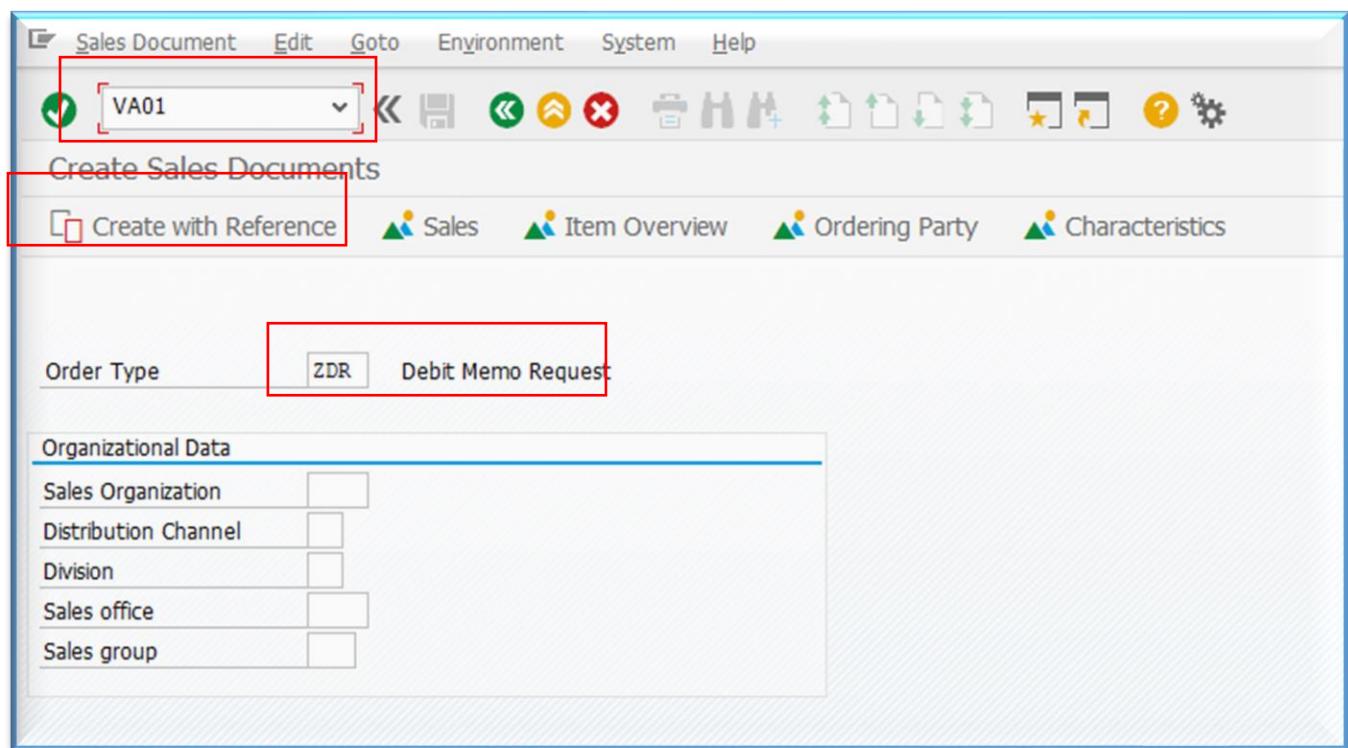
Process flow :



➤ **Create Debit Memo Request with Reference to Billing Document**

Use Tcode VA01 and ZDR as doc type.

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Under BillDoc Tab enter reference to the Billing Document

Key User Training Manual – SD



Create with Reference

BillDoc

Billing Document	900000020	
Search Criteria Sold-To Party <input type="text"/> Material <input type="text"/> <input type="checkbox"/> Read from Archive		
Search		
<input checked="" type="button"/> Copy Item Selection		

Change the Target Quantity accordingly, Cust. Reference and Cust.Ref.Date.

Sales Document Edit Goto Extras Environment System Help

Create Debit Memo Request: Overview

Debit Memo Request Net Value 33,950 RWF

Sold-To Party: 1000000004 Eastern Province / 1234 Kigali

Ship-To Party: 1000000004 Eastern Province / 1234 Kigali

Cust. Reference Cust. Ref. Date

Sales Item Overview Item detail Ordering party Procurement Reason for rejection

Billing Date 08.06.2020 Serv. Rendered 02.06.2020

Billing Block Check Debit Memo Pricing Date 02.06.2020

All Items

Item	Material	Reqmnt Segment	Target Quantity	U..	Net Value	Doc...	Item Description
10110000019			97 CAR		33,950	RWF	UHT CHOCOLATE FLAVOURED MILK 12*1L

Key User Training Manual – SD



In Sales Tab set the Reason for the Request

The screenshot shows the "Create Debit Memo Request: Overview" window. At the top, there are various toolbar icons. Below the toolbar, the "Debit Memo Request" section displays the following details:

Sold-To Party	1000000004	Eastern Province / 1234 Kigali
Ship-To Party	1000000004	Eastern Province / 1234 Kigali
Cust. Reference	Project4	Cust. Ref. Date <input type="text" value="08.06.2020"/>

Below these fields are several input boxes:

Billing Block	Check Debit Memo	Pricing Date <input type="text" value="02.06.2020"/>
Order Reason	Damaged	(dropdown menu)
Sales Area	4000 / 12 / 32	Inyange Industries, Domestic-sales, Water
Billing Date	08.06.2020	
Serv. Rendered Date	02.06.2020	

At the bottom of the window is a grid titled "All Items" showing a single row of data:

Item	Material	Reqmnt Segment	Target Quantity	U... Net Value	Doc...	Item Description
10110000019			97 CAR	33,950 RWF		UHT CHOCOLATE FLAVOURED MILK 12*1L

Hit Save button .