

Chapter 5

Fulfillment Process

هنبدا اول حاجة نتكلم علي ال org data ثم ال master data زي كل شايتر وبعدين في الاخر نتكلم في الخطوات

Organizational Data:

1. Client
2. Company code
3. Sales organization
4. Distribution channel
5. Division
6. Sales area
7. Plant (shipping plant)
8. Storage location
9. Shipping point
10. Credit control area

دلوقتي هفترض ان كارفور الأم دا Client و كارفور مصر دا CC و كارفور الامارات دا CC برودو
نفترض ان كل فروع اسكندرية ليها إدارة مبيعات واحدة الي هي Sales Org و كل فروع القاهرة ليها
إدارة مبيعات واحدة برودو Sales Org, دلوقتي الفرع جوا اسكندرية اسمه Distribution Channel
مثلا كارفور فرع المنيرة, بيبقي جواه اقسام مثلا قسم الالكترونيات او قسم الملابس دا division ,
ولو جمعت ال sales org + Distribution Channel + Division هيديني حاجة اسمها sales
area هنشرحها بعدين.

1-Sales Organization:

Sales organization is responsible for:

- Distributing goods and services for **a special geographical area**.

بتخدم منطقة جغرافية معينة زي إدارة مبيعات كارفور اسكندرية

- Negotiating sales conditions. الشروط والأحكام
- Product liability and rights of recourse. دي إمكانية العميل انو يرجع حاجة اشتراها
مثلا أقوله ارجع لإدارة المبيعات

- The **highest level** of aggregation **in sales-related reporting**. اعلي ليفل تقدم
تقارير تخص المبيعات.

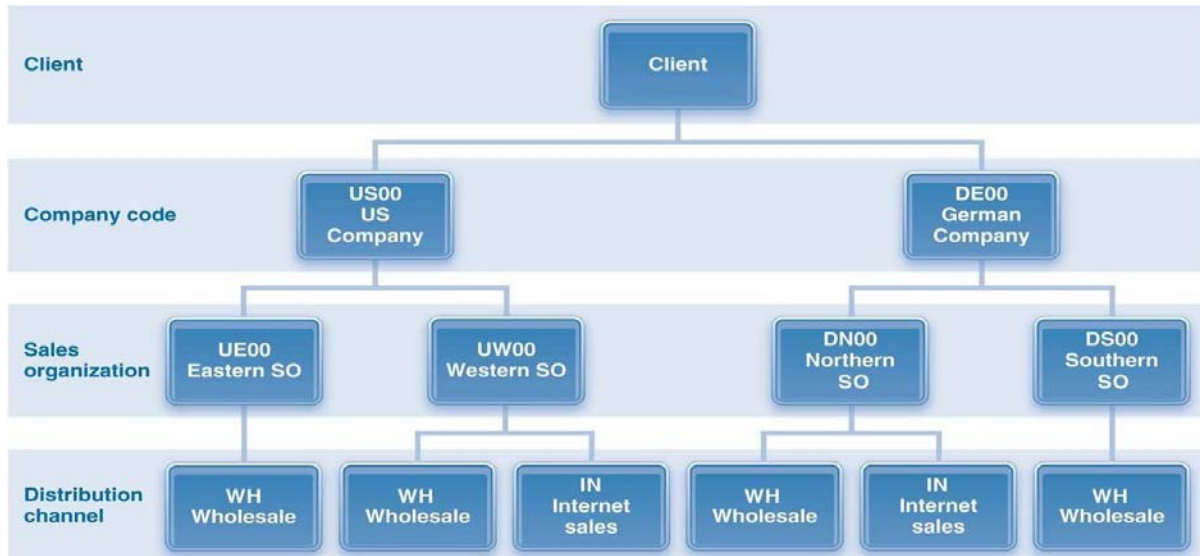
- A company code **must** have **at least one** sales organization. لان الشركة مش
هتقدر تبيع من غير ما يكون عندي إدارة مبيعات وممكن يكون عندي واحدة او اكثر.

2- Distribution Channel:(الفروع) منافذ التوزيع

- Responsible for **getting materials to customers**.
- Distribution channel can be **wholesale, retail, and online** (Internet sales) منافذ البيع دي ممكن تكون جملة او تجزئة او بيع اونلاين .
- Each channel has its **own strategies and approaches** for getting the goods and services to the customer .

كل طريقة بيع او كل منفذ بيع سواء كنت جملة او تجزئة او اونلاين طبيعي يكون ليها طرق بيع و استراتيجيات مختلفة.

- Each channel has **its responsibilities and pricing systems**. كل طريقة بيع بيكون ليها طريقة تسعير وشروط مختلفة مثلا البيع الاونلاين هيكون عليه شحن والجملة هيكون عليه خصم ولو تجزئة ف ممكن ازود السعر
- A sales organization **must have at least one** distribution channel, although it can have **more than one**. لازم يكون عندي علي الأقل فرع واحد في الإسكندرية
- Reporting can be created at the **Distribution Channel level**. ممكن اعمل تقرير منفصل لكل فرع بحيث اقدر اعرف انه في فرع شغال احسن وعشان ميحصلش لغبطة بين الفروع



هنا الرسمة بتوضح ان كل CC فيه Sales Org واحدة او اكثر , و ال Sales Org لازم يكون عندها DC واحد او اكثر.

3- Division: الأقسام

- Used to **consolidate materials** with **similar characteristics**, where each division is associated with a **company's product line**. هنا الفروع ببيكون جواها اقسام زي قسم (الالكترونيات- الملابس- الالبان- اللحوم) وبيكون ليها خط انتاج زي خط انتاج اللحوم يخص قسم اللحوم.
- A product or material can be assigned to **one division Only**. يعني منتجات الالبان احطها في قسم الالبان بس مينفعش احطها في قسم الالبان واللحوم.
- Each division can have its **own sales strategies**, such as pricing agreement. كل قسم ببيكون بيه استراتيجية التسعير بتاعه مثلا قسم الالكترونيات بيعمل خصم بداية كل عام دراسي, قسم الالبان عامل خصم عشرين في المية بمناسبة العيد مثلا
- A sales organization **must have at least one** division.
- A division can be assigned to **multiple sales organizations**. دلوقتي انا قولت ان مثلا عندي إدارة مبيعات في القاهرة واسكندرية , وانا عندي فروع في القاهرة واسكندرية , كل فرع ببيكون فيه قسم الالكترونيات. ف قسم الالكترونيات دا موجود هو هو في فروع القاهرة و اسكندرية, بنفس المنتجات وكل حاجة. زي متلاقي لابتوب ويقولك تقدر تشتريه من فرع اسكندرية او القاهرة لان نفس القسم في أي محافظة موجود فيه نفس المنتجات عادي.



4- Sales Area:

- A sales area is a **unique combination** of **sales organization**, **distribution channel**, and **division**. *تجميعاً بين ال3*
- it defines which DC a sales organization uses to sell the products associated with a specific division.
- A sales area can be assigned **to only one** company code.

دلو قتي سيستم ال ERP شايف ال Division الواحد في كل الفروع انو حاجة واحدة, زي قسم الالكترونيات في كل الفروع انو حاجة واحدة, ف انا لو عاوز اعرف مبيعات قسم الالكترونيات في فرع من فروع الاسكندرية هعمل ايه؟

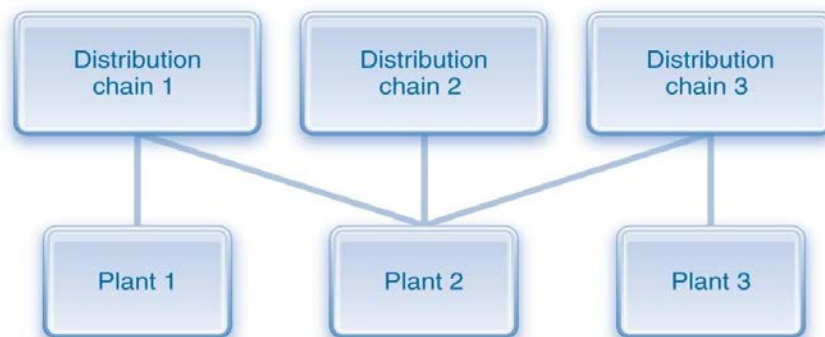
هستخدم ال sales area يقدر يجبلي مبيعات مثلاً قسم الالكترونيات فرع المنيرة في اسكندرية. ف اقدر اعرف مبيعات كل قسم في كل فرع علي حدا.

Note: Distribution Chain is A unique combination of sales organization and division.

هنا انا مليش دعوة ب انهـي فرع, مثلاً عاوزة اعرف كل مبيعات الشاشات في اسكندرية, ميهمنيش المبيعات في كل فرع لوحده انا عاوزة الإجمالي بتاع محافظة اسكندرية كلها.

5- Plant:

- is a **facility** from which the company **delivers products and services** to its customers.
- In case of products, a plant is typically a **manufacturing or Warehouse** facility. *لو منتجات ف بيكون مصنع او مخزن*
- In case of services, it can simply be an **office**. *لو خدمات بيكون مكتب*
- A plant can be **assigned to more than one** distribution chain. *مثلاً مصنع الشاشات بيورد لقسم الالكترونيات في فروع القاهرة وفروع الاسكندرية*
- a distribution chain can be **associated with more than one** plant. *لو قسم الالكترونيات جواه شاشات و تلاجت وأجهزة, ف كل منتج بيكون له المصنع بتاعه.*



6- Shipping Point:

- is a **physical location** in a plant from which outbound deliveries are shipped. المكان الي بشحن منه الطلبات للخارج.
- Such as, loading dock, rail depot or a mail room.
- It can also be a **group of employees** who handle special deliveries. زي بتوع الديليفي في حالة المنتجات الصغيرة
- A shipping point can be assigned to **one or more** plants. يعني عندي عربيات بتشحن من مصنع او كذا مصنع عندي, هي نفس العربيات
- A plant can have **more than** shipping point. ممكن المصنع اشحن منه عن طريق عربيات او سفن او أي طريقة متاحة عندي



7- Credit Control Area:

- is responsible for **customer credit**. Specifically, it determines customers' **creditworthiness** الجدارة الائتمانية, **credit limits** الحد الائتماني, and monitors and manages the actual extension of credit to customers.

حاليا معظم العملاء بتشتري علي الحساب (بالتقسيط), ف دور إدارة المراقبة الائتمانية انها تشوف اذا بيسددو في معادهم ولا لا, وبتحط لهم limit ان مثلا لو وصل ل مليون جنيه علي الحساب يبقى أوقف تعامل معاه لحد ما يسدد. وعندي نوعين من الإدارة دي:

A- Centralized:

- **one credit control area for all company codes** in the enterprise.
- All customers in all company codes are managed by **one credit control area**.

يعني كريديت كنترول واحدة للكلاينت بتدير كل العملاء في كل ال Company Codes , يعني واحدة لكل الفروع في كارفور الامارات ومصر مثلا, لكن لقينا ان النظام دا صعب لان اكيد عملاء مصر غير عملاء الامارات ف لازم افصل بينهم.

B- Decentralized:

- **More than one credit control area** in the enterprise.
- Each credit control area manages credit for **one or more company codes**. هنا انا حلّيت المشكلة الي فوق وعملت كريديت كنترول لمصر و واحدة ل الامارات

Master Data

1. Material master.
2. Customer master.
3. Customer-material info record.
4. Conditions.
5. Output master data.
6. Credit management master record.

1- Material Master Data:

- **Basic Data.** زي اسم المنتج ووصفه ووحدة قياسه
- **Sales organization data:**
 - Includes data specific to a **combination** of **sales organizations and distribution channels**. منافذ التوزيع الي فيها المنتج المطلوب
 - Examples include: **delivering plant** بجيب من انهي مصنع, **sales units** (unit of measure), **minimum quantities** (order, delivery). يعني اقل كمية مسموح اطلعها مثلا. مش اقل مش 10 بوكسات.
- **Sales plant data:**
 - provide details on how the material **will be shipped from that plant.** طريقة الشحن
 - Examples are **transportation requirements** and the **methods of loading** the material. زي متطلبات النقل ان درجة الحرارة متكونش مرتفعة.

2- Customer Master Data:

- include **data needed to manage the business with customers** and to execute transactions that are specifically related to the fulfillment process.
- The data in the customer master are divided into three segments: -

- **General Data**: are defined at the **client level**. They are valid for all sales areas and company codes; Examples of general data are a customer's name and address.

بيانات العميل العامة بتكون علي مستوي ال Client وبستخدمها علي مستوي كل ال CC

- **Accounting data**: are specific to a **company code** and include data such as **payment terms** and the **reconciliation account** in the general ledger .

احنا عارفين ان البيانات المالية دايمًا سواء للعملاء او الموردين بتكون علي مستوي كل CC لان ممكن تختلف طريقة الدفع او السداد من CC للتانيه

- **sales area data**: are specific to a **special sales area** and it include data related to:

Sales: the sales area and the currency. داتا عن ال سيلز اريا الي الكاستمر بيتعامل معاها و انهى عملة

Shipping: Delivering plant, methods, tolerances, **partial delivery**.

يعني كل شهر ابعت جزء من الطلبية.

Billing: terms and tax-related data. داتا عن المعاملات المالية بيني وبين الكاستمر زي مين يتحمل الضرائب والشحن .

partner functions: sold-to party, ship-to party, bill-to party, and payer.

اول واحدة دا الشكل العادي للبيع, ثاني واحدة يعني بشحن لطرف ثالث والكاستمر يحاسب هو علي الطلب, ثالث واحدة يعني الكاستمر هو الي يستلم لكن طرف ثالث الي ابعتله الفاتورة, الشكل الرابع ان ان الكاستمر يستلم وابتعته الفاتورة لكن طرف ثالث الي يدفع.

3- Customer- Material information Record:

- Intersection data for **one customer** and **one material**. بسجل عملية بيع بيني وبين كاستمر معين و هو اشترى ايه
- the data in a customer-material info record **replace** the data found in other master data.

For example, data related to shipping, such as delivering plant, tolerances, and partial deliveries that are included in the customer master apply to all materials purchased by the customer. But, if these data changes for **only one material**, then they are included in the customer-material info record.

دلوقتي انا الداتا بتاعة العميل مسجلها عندي في السيستم زي ال plant الي هيستلم عليها و tolerance وشوية معلومات, ف انا كل تعاملي معاه هطبق المعلومات دي الي عندي في السيستم ومش بتتغير في كل عملية بيع , يعني بشحنه علي نفس المكان المتسجل عندي في الماستر داتا , ف لو جا مرة طلب ان مكان الشحن يتغير لمرررة واحدة بس. ف اكيد مش هغير الداتا الي عندي في السيستم عشان دا استثناء لمرة واحدة فقط. ف غرض ال record دا اسجل فيه عملية البيع الاستثنائية دي واحط فيها مكان الشحن الجديد من غير ما اغير حاجة في الماستر داتا الاصلية بتاعته.

4- Pricing Conditions : سياسات التسعير الي بتتبعها المنظمة في تسعير المنتجات

- material -specific price.
- customer-specific price.
- discounts and surcharge.
- freight.
- Taxes.

5- Output Conditions :

- A set of outputs that are generated during the fulfillment process must be communicated to customers. المستندات الي بتتكون عندي اثناء عملية البيع الي بتواصل بيها مع العميل زي الفاتورة والعرض و الموافقة علي طلب الشراء بتاعه .

- Data in the output condition master include: -

- The output type (Quotation, order confirmation, invoices)
- the output medium (print, fax, EDI) وسيلة الارسال
- EDI يعني هو عنده نفس ال ERP سيستم بتاعي وتواصل من خلاله
- partner function (sold-to party, ship-to party)
- transmission time. وقت الرد

6- Credit Management Master Record: يحتفظ هنا بالداتا الخاصة بالعملاء الي علي الحساب

is an extension of the customer master record that includes data relevant to **managing credit for that customer**, and **it consist of three segments: -**

A- The general data segment (**client level**)

- 1- address, communication data. اسم وعنوان العميل الي بتعامل معاه علي الحساب
- 2-total credit granted to the customer across the enterprise. اجمالي مديونة الي عليه

B- The credit control area segment (**credit control area level**)

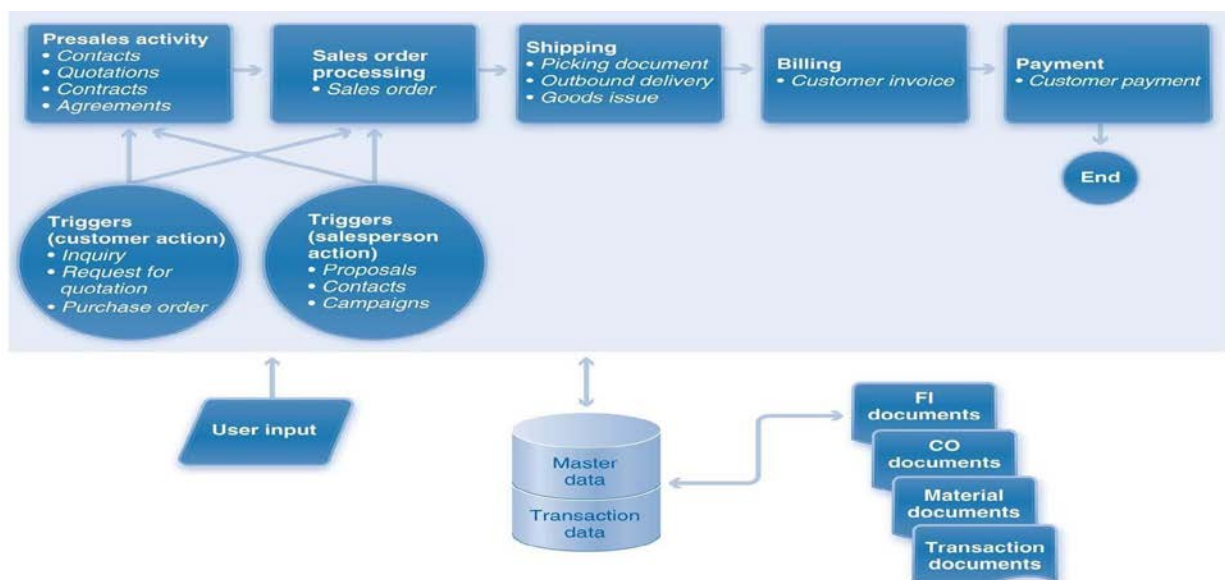
- 1- the credit granted to the customer for **companies** in a **specific credit control area**.

2-**Risk category**: which is used to determine how risky it is to provide credit to the customer. هنا بعد ما اتأكدت انو كاستمر كويس وببيسد بس لسا عندي شوية شك عندي نسبة ريسك

C- The overview segments:

- 1- includes key data from the other segments from the credit master record.
Overview عن النشاط الإئتماني الخاص بالكاستمر دا وباقي عليه قد ايه.

Fulfillment Process Steps



دلوقتي انا في عملية البيع ساعات يبدأ ب presales activity يعني حجات بعملها قبل ما ابدأ عملية البيع, وساعات يدخل علي عملية البيع علي طول SalesOrder . و الفرق بيكون شوية actions بيقوم بيها ال customer او ال sales person وهما:

Customer actions:

1- Pre-sales Activities is Triggered by:

- a- inquiry انو مثلا يستفسر عن منتج موجود او لا
- b- Request for quotation انو بيعتلي طلب عرض أسعار مثلا بيعتلي لو هشتري الف قطعة تحسبهملي بكام

2- Sales order is triggered by:

- a- Purchase order هنا العميل جايلي دوغري وعارف هو عاوز ايه وبعثلي طلب شراء
- عشان ابعثله الطلبية علي طول ف حول الطلب بتاعه لامر بيع ومش هحتاج الخطوة بتاعة أنشطة ما قبل البيع

Sales Person Actions:

1- Pre-sales Activities is Triggered by:

- a- Contacts انو لسا بيتواصل مع العميل
- b- Campaigns اني ابعثله حملات اعلانية فيها تفاصيل المنتجات بتاعتي والاسعار

2- Sales order is triggered by:

- a- Proposals: اني قدمته عرض وهو عجبته ووافق عليه ف احوله علي طول لامر بيع

1- Pre-sales Activity:

- Activities for establishing and maintaining customer relationships.

Include:

- Creating and tracking customer contacts. لسا بتعرف عليه
- Mailing campaigns. ابعثله ايميلات فيها إعلانات عن منتجاتي
- Responding to customer inquiries and request for quotation.
- Quotations.
- Scheduling agreements. نقعد نتفق الدنيا هتمشي بنا ازاي ومين هيتحمل الضرائب والشحن وغيره

2- Sales Order:

Typical data in a sales order:

- Customer and material data.
- Delivery dates and quantities. هتوصله امتي والكمية
- Pricing conditions. شرط التسعير الي بنا, هبيعه بكام
- Shipping information. مثلا هتروحه أي مخزن
- Billing information. طرق الدفع الي بنا

Source of data:

- Organizational data
- Customer order
- Master data

Sales Order Document:

1- Header:

Dates, Terms, Customer data

2- Line Items تفاصيل عن البضاعة

Item number كود المنتج

Quantity

Schedule lines

-Date

-Order Quantity

-Delivery Quantity

Standard order		Standard order	
Header		Date	Jan 23, 2010
		PO number	45932
		Sold-to party	RMB
		Ship-to party	Racing loc
Item 1		Item	Material
Schedule line 1		10	T-shirt
		1	10 May
Item 2		20	Bike
Schedule line 1		1	10 May
Schedule line 2		2	10 Jun

Note: Two Quotations can be converted into one Sales order, also one Quotation can be converted into two sales order.

يمكن ابعث للعميل عرضين وهو يختار الي عاجبه ويبعت طلب شراء واحد احوله ل sales order واحد, ويمكن عرض واحد اعمله علي اكثر من sales order يعني بعثله عرض واحد فيه أسعار منتجات ف هو عمل طلب حولته لأمر شراء, وبعد فترة طلب منتجات ثاني من نفس العرض (quotation) الي بعثاله.

3- Shipping:

- The Shipping step is triggered by **Orders due to delivery**. *الاوردرات ال محتاج اشحنها, والخطوة دي ليها خطوات فرعية وهي:*

A) Delivery document creation: *لازم اكرت مستند شحن*

- The **central document in shipping** is the **delivery document**, which identifies **which materials** are to be shipped to **which partner** and **from which plant**. *مستند الشحن بيعرفني هشحن ايه وهشحنها لمين وهبعتهاله من انهي بلانت*

Delivery document structure:-

Header: General Data.

Line Item: item number,

Material, Quantity, Weight.

Delivery		
Header		
Date:	May 5, 2010	
Ship-to party	Racing loc	
Item	Material	Quantity
10	Bikes	30
20	T-shirts	100

Note:

- **One Order** can be shipped in **multiple deliveries**.

اوردر واحد ابعتهوله علي مرتين مثلا اول الشهر والجزء الثاني من الاوردر اخر الشهر

- **Multiple orders** can be shipped in **one delivery**.

ممكن يبقي عندي كذا اوردر للكاستمر ابعتهوله في ديلفري واحد

B) Transfer Order (Picking): *اجهز الشحنة وارتبها*

- The picking step **triggered** during the shipping step when a **delivery document** is created so the delivery document serves as a request for picking.

- **The delivery document is converted into a transfer order** in warehouse management, and the transfer order is then used to complete the physical movement of the materials needed for the shipment.

بعد ما عملت مستند الشحن بحوله لادارة المخازن عشان تجهز وتحضر الشحنة.

Note:

-Items from **multiple delivery documents** can be included in a **single transfer order**.
كذا مستند شحن ف انا اجهز البضاعة كلها مرة واحدة.

-**Delivery document** can generate **multiple transfer orders**.
هنا مستند شحن واحد . ممكن اجهزه علي كذا مرة

C) Packing:

- After picking has been completed, the materials are placed in where they are packed.

- Materials are packed using a set of shipping units such as cartons, pallets, and containers .
ابدأ اعبئها سواء في بوكسات او عربيات او كونتينر .

D) Goods Issue Posting: اثبت ان الشحنة طلعت من عندي

- The final task in shipping is to post goods issue, The goods issue refers to **the shipment has left the facility.**

دلوقتي بعد ما جهزت الشحنة وعبيتها وشحنتها مفروض اشوف اثر العملية دي عندي

Impacts of Post Goods Issue:

1) Accounting

- the inventory accounts.
- the cost of goods sold account.

2) Documents: المستندات الي بتتكون عندي في الخطوة دي

- FI document.
- Controlling document.
- Material document: to record the movement of materials that reduces the quantity of those materials in inventory
المنتجات نقصت عندي نتيجة البيع

3) Updates: بحدث بعض المستندات المتعلقة بالعملية

- **sales documents**: such as quotations and sales orders
بغير حالة المستندات الخاصة بعملية البيع بحيث اعمل ابديت ان الطلبية خلاص شحنتها للعميل

- **the billing due list**: is a list of deliveries for which the billing step can be executed.
قائمة بيكون فيها الطلبيات مستحقة الدفع غرضها تفكرني اني اعمل فاتورة واحصل تمنها

4- Billing:

Billing documents:

1- Invoice الفاتورة نفسها

2- Credit memo اجراء احترازي بعمله ان مثلا لو العميل حسابه مليون وانا بعته فاتورة فيها مليون 100 الف ف اعرف ان ليه فلوس عندي او ممكن لو هو حابب يرجع البضاعة كلها

3- Debit memo هنا العكس لو حسابه مليون وانا بعته فاتورة 900 الف بس ف انا كدا ليا فلوس عنده

Note:

- **Many deliveries** can be combined in **one billing document**. (Same payer, billing date and destination country)

- the amount of the invoice cannot be posted directly to the **accounts receivable account**, But the amount is posted through the **subledger account (the customer account)**.

اخذنا في شايتر 3 ان الأول بنسجل في sub-ledger خاص بالعميل. زي دفع كام و عليه كام. وباجي في الآخر اجمع كل ارصدة اعملاء في حساب التسوية الخاص بالعملاء الي اسمه accounts receivable account و دا الي بيظهر في ال general ledger في الآخر.

5- Payment:

آخر خطوة العميل بيدفعلي وبثبت انو دفع سواء كاش او شيك وبخصم من المستحق عليه.

- Post incoming payment. بثبت علي السيستم انو دفع

- GI accounts are updated and an FI document is created. بقلل المستحقات الي عليه بقدر الي دفعه و اتبقي عليه كام

Credit Management Process:

- Used to determine if **credit should be granted** to a customer or should process continue?

هنا للمعاملات الي علي الحساب, ان في كل خطوة ارجعهم اسألهم اذا كان العميل تمام اكمل إجراءات عملية البيع ولا أوقف.

طب ليه ممكن اقطع معاه في نص العملية؟

دلوقتي عملية البيع ممكن تقعد اكرر من شهر , خطوة الشحن نفسها ممكن تقعد أسابيع , ف مثلا قبل ما اشحنه الحاجة ال credit limit بتاعه كان يسمح ان ابيعله علي الحساب, عدا أسبوعين بحضر الحاجة عشان ابعتها ف هو عمل اوردر كمان من فرع ثاني عندي علي الحساب بردو, ف كدا هو عدا ال Credit limit بتاعه. ان مثلا لو كان الليميت بتاعه مليون ف هو لما عمل الاوردر الثاني وصل للمليون. ف ال credit management بتنبيهني انو وصل لليمت و أوقف الطلب ومشحنلهوش البضاعة لحد ما يسدد شوية من الي عليه.

Credit is checked when:

- Sales order is created or changed. من اول ما ابدأ امر الشراء.
- Delivery is created or changed. لما ابدأ اعمل مستند الشحن.
- Post goods issue. قبل ما اثبت الشحنة الي طلعت اتأكد منهم ثاني.

Outcomes:

- warn & continue. يعني تقولي ماشي كمل العملية لكن دي تكون اخر عملية لانه هيوصل لل كريديت ليميت بعد العملية و استني لحد ما يسدد قبل ما ابيعله ثاني
- error & terminate. مثلا لو شركته فليست او وصل لل كريديت ليميت
- block delivery. هنا لو خلصت كل الخطوات وفاضل انو يستلم ف هعملها بلوك عشان ميستلمش. مثلا لو البضاعة خرجت من عندي وفي الميناء ف اكلم المينا أقوله متشحنش البضاعة

Note: Credit control area can Approve based on **Credit exposure** which is sum of (open orders, deliveries, open invoices, and current order value).

إدارة المراقبة الائتمانية بتجيب مجموع اوردراته وتشوف هو دفع اد ايه قبل كدا عشان تشوف بيدفع ولا لا, ولو لقيته بيدفع في مواعيده هتخليه ياخذ علي الحساب

Reporting:

- General SAP reporting options

Online lists, Work lists, Analytics

-Fulfillment specific reporting options

Document flow للمعرفة فقط

Questions

True& False:

- ✓ 1. Organizational element essential to the fulfillment process include client, company code, sales area, and plant
- ✓ 2. A company code is divided into several sales organizations, each of which is responsible for the sale and distribution of goods and services for a particular geographical area.
- ✓ 3. A sales organization is responsible for negotiating terms and conditions of sales for a particular market.
- X 4. A company code must have at least two sales organizations. *one*
- ✓ 5. A distribution channel is the means by which a company delivers its goods and services to its customers
- X 6. A sales organization must have at least two divisions in the fulfillment process.
- ✓ 7. A sales area can be assigned to only one company code.
- X 8. A shipping point is a location in a plant at which inbound deliveries are received.
- X 9. In the case of products, a plant is typically an office building.
- X 10. A plant must have at least one shipping point, which must be physically located in that plant
- ✓ 11. Customer master data include data needed to conduct business with customers and to execute transactions that are related specifically to the fulfillment process
- ✓ 12. A customer-material information record is comprised of master data specific to one customer and one material.
- X 13. Pre-sales activity is often triggered by a communication from a customer such as a purchase order. *confirmation - enquiry*
- ✓ 14. An inquiry is a request for information regarding a potential order that the customer places with the company.

- ✓ 15. The final step in the fulfillment process is the receipt of payment from the customer
- ✓ 16. Customer master data are used in the fulfillment process for generating an invoice for materials or services.
- X 17. The fulfillment process acts as a stand- alone process and cannot be integrated with other processes within an organization.
- X 18. A sales area can be assigned to multiple company codes.
- X 19. A distribution channel can be assigned to multiple company codes
- ✓ 20. A distribution channel can be assigned to multiple sales areas.
- X 21. A sales area can have many distribution channels.
- ✓ 22. Distribution channels can be used to differentiate between wholesale, retail, and Internet sales strategies.

Answers

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.
T	T	T	F	T	F	T	F	F	F	T	T	F	T	T	T	F	F	F	T	F	T

Choose:

1. All of the following are key organizational elements in the fulfillment process except:

- A. Client
- B. Company code
- C. Sales area
- D. Plant
- ~~E. Warehouse~~

2. Which one of the following combinations of organizational elements is included in the definition of a sales area?

- ~~A. Sales organization, distribution channel, division~~
- B. Sales organization, company code, division
- C. Client, distribution channel, division
- D. Client, plant, division
- E. Sales organization, distribution channel, plant

distribution
+

3. Which of the following is NOT a typical characteristic of a wholesale channel? A. It does not include sales taxes in calculating prices in the US.

- ~~B. It distributes goods directly to consumers.~~
- C. It requires a minimum volume of purchase.
- D. It offers volume discounts.
- E. It may designate a specific plant or plants from which deliveries are made.

4. All of the following are examples of a shipping point except

- A. A rail depot
- B. A loading dock
- ~~C. A storage rack~~

- D. A mail room
- E. A designated group of employees

5. Which of the following key organizational elements are unique to the fulfillment process?

- ☒ A. Sales area
- ☒ B. Credit control area
- C. Client
- ☒ D. Shipping point
- E. Plant

6. Which of the following are the typical distribution channels?

- A. Wholesale
- B. Online
- C. Retail
- ☒ D. All of the above
- E. None of the above

7. All of the following are characteristics of a wholesale channel except:

- A. It does not include sales taxes in calculating prices
- ☒ B. It distributes directly to consumers
- C. It requires a minimum volume of purchase
- D. It offers volume discounts
- E. It may designate a specific plant or plants from which deliveries are made

8. A sales area is a unique combination of which of the following elements?

- A. Client
- B. Company code

Same as
distribution
divisions

C. Sales organization

D. Distribution channel

E. Division

9. Which of the following can serve as an example of a plant?

A. A manufacturing facility

B. An office building

C. A storage facility

D. A distribution channels

10. Material master data are grouped into views. Which of the following views are used in fulfillment?

A. Basic data

B. sales organization data

C. sales plant data

D. All of the above

E. None of the above

11. What are the partner functions that customers can play in the fulfillment process?

A. Sold-to-party, الإجابة هنا مفروض كل ما سبق

B. bill-to-party,

C. ship-to-party,

D. payer

12. Organizational data in a sales order include which of the following?

A. Client

B. Company code

C. Sales area

- D. Purchasing organization
- E. ALL of the above

13. In the fulfillment process, a plant is -----

- A.** A facility from which the company delivers products and services to its customers
- B. A storage area
- C. A manufacturing facility only
- D. A facility from which the company provides after- sales support

14. Which master data do companies use to determine the prices of their products?

- A.** Pricing conditions
- B. Price comparison
- C. Selling price
- D. Wholesale price

15. Which action triggers sales order processing in the fulfillment process?

- A. Delivery of goods to the customer
- B.** Receipt of a customer purchase order
- C. Receipt of goods from a vendor
- D. Picking goods for shipment

16. What is the final step in the fulfillment process?

- A.** Delivery of goods to the customer
- B. Receipt of goods from a vendor
- C. Receipt of a customer purchase order
- D. Picking goods for shipment

17. Which one of the following represents the correct order of process steps for the fulfillment process?

- A. Sales order processing, pre- sales activity, shipping, billing, payment
- B. Sales order processing, pre- sales activity, billing, payment
- C.** Pre-sales activity, sales order processing, shipping, billing, payment
- D. Pre- sales activity, sales order processing, shipping, billing, payment

18. Which of the following types of data is NOT included in a quotation in the fulfillment process?

- A.** Vendor master
- B. Customer master
- C. Material master
- D. Pricing conditions

19. Which of the following organizational levels is NOT relevant to the fulfillment process?

- A.** Purchasing organization
- B. Shipping point
- C.** Storage location D) Sales area

20. Which of the following organizational level is associated with a company ' s product line?

- A. Sales organization
- B. Sales area
- C. Distribution channel
- D.** Division

21. Which of the following organizational levels is associated with the method used to distribute materials to a customer?

- A.** Distribution channel
- B. Sales organization
- C. Division
- D. Sales group

22. Which of the following statements regarding customer master data is NOT true?

- A. They contain data that are needed to make postings in FI
- B. They are valid for a specific sales area
- C. They include data that are needed to make postings in CO
- D. They include data that are stored at the client level.

23. Which of the following is NOT a key step in the fulfillment process?

- A. Sales order processing
- B. Shipping
- C. Pre-sales activity
- D. Invoice verification

24. Pre-sales activity includes all of the following except

- A. Customer inquiries
- B. Quotations
- C. Customer purchase orders
- D. Mailing campaigns

Answers

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
E	A	B	C	A,B,D	D	B	C,D,E	A,B,C	D	D	E	A	A	B	A	C	A	A	D	A	C	D	C

Extraaa Questions

Choose:

1. The first step in A Basic Fulfillment Process is :

- a. Create sales order
- b. send shipment
- c. Receive Customer purchase order**
- d. prepare shipment

2. All the following are Organizational Data elements in the Fulfillment process except :

- a. sales area b. Distribution channel
- c. Shipping point **d. Purchase Organization** e. Credit control area

3. Which of the Following is responsible for the sale and distribution of goods and services for a special geographical area ?

- a. Shipping point. **b. sales area.** c. Credit control area . d. plant.
- e. Division.

4. Is Responsible for getting materials to customers.

- a. Distribution channel** b. storage location c. Shipping point
- d. Credit control area

5. Is Used to consolidate materials with similar characteristics.

- a. Distribution channel. b. plant. c. Shipping point. **d. Division.**

6. is a location in a plant from which outbound deliveries are shipped

- a. Distribution channel. b. plant. **c. Shipping point.** d. Division.

7. All of the following is true about Shipping point except:

- a. one of the Production process Organizational Data.
- b. It can be a physical location.
- c. It can also be a group of employees.
- d. plant can have more than one shipping point.

8. Credit Control Area determines.....

- a. creditworthiness b. credit limits c. Pricing Policies
- d. all of the above e. a and b

9. All the following are Master Data elements in the Fulfillment process except :

- a. Material master. b. Customer master. c. Output master data.
- d. Bill of material. e. Pricing Conditions.

10. Within Fulfillment process , Material Master Data include :

- a. Basic Data. b. Sales organization data.
- c. Sales plant data. d. All of the above.

11. The data in the customer master are divided into :

- a. General Data b. Accounting data c. sales area data
- d. all of the above

12. In which segment of customer master we can find data about partner functions ?

- a. General Data. b. Accounting data. c. sales area data.
- d. none of the above.

13. A Customer partner functions can be :

- a. ship-to party b. bill-to party c. Purchase-to party
- d. all of the above e. all of the above except c

14. Is a comprised of master data specific to one customer and one material.

- a. Purchasing info record. b. Sales info record.
- c. Specific material info record. **d. Customer -Material info record.**

15. are master data that companies use to determine the selling prices of their products.

- a. Material master. b. Customer master. c. standard price .
- d. Moving Price. **e. Pricing Conditions.**

16. is a set of documents that are generated during the fulfillment process must be communicated to customers .

- a. Material master. b. Customer master. c. Customer - Material info record. **d. Output master data.** e. Pricing Conditions.

17. Data in the Output condition master include :

- a. The output type. b. the output medium. c. partner function. d. transmission time. **e. All of the above.**

18. Which customer action is a trigger for the pre-sales activities ?

- a. inquiry. b. Request for quotation. c. purchase order.
- d. all of the above **e. a and b**

19. Which sales person action is a trigger for the pre-sales activities ?

- a. Request for quotation **b. campaigns** c. purchase order
- d. none of the above

20. Which customer action is a direct trigger for sales order ?

- a. inquiry b. Request for quotation **c. purchase order** d. Campaigns

21. Which sales person action is a direct trigger for sales order ?

- a. Proposals** b. campaigns c. contacts d. inquiry

22. Which actions trigger Pre-sales Activity?

- a. campaigns. b. Request for quotation. c. inquiry. **d. all of the above.**
e. a and b

23. Which of the following is an pre-sales activity?

- a. Creating and tracking customer contacts. b. Mailing campaigns.
c. Responding to customer inquiries.
d. Quotations **e. All of the above.**

24. which of the following is Typical data in a sales order ?

- a. Customer and material data. b. Delivery dates and quantities.
c. Pricing conditions. d. Shipping information. **e. All of the above**

25. which of the following identifies which materials are to be shipped to which partner and from which plant ?

- a. Picking Document. **b. Delivery Document.** c. Transfer Document.
d. Good Issue Document.

26. What is the correct sequence of tasks in the Shipping step ?

- a.** Delivery document creation , picking , packing , good issue posting.
b. Delivery document creation , picking , billing , good issue posting.
c. good issue posting , Picking , packing , Delivery document creation.
d. good issue posting , picking , billing , Delivery document creation.

27. refers to the shipment has left the company.

- a. Transfer requirement b. packing list. c. Picking list. **d. Good issue.**

28. During The Billing step , many documents is created such as:

- a. invoice. b. credit memo. c. debit memo. **d. all of the above.**

29. In Credit Management Process , the Credit is checked when :

- a. Sales order is created or changed. b. Delivery is created or changed.
c. Post goods issue. **d. all of the above.**

30. The outcome of Credit Management Process can be :

a. warn & continue. b. error & terminate. c. block delivery.

b. All of the above

31. What is the correct sequence of the Fulfillment process steps?

a. Shipping , sales order , billing , payment.

b. sales order , shipping , billing , payment.

c. billing , payment , sales order , shipping.

d. payment , billing , sales order , shipping.

32. Which one of the following combinations of organizational elements is included in the definition of a sales area?

a. Sales organization, distribution channel, division

b. Sales organization, company code, division

c. Client, distribution channel, division

d. Sales organization, distribution channel, plant

33. Which of the following is NOT a typical characteristic of a wholesale channel?

a. It does not include sales taxes in calculating prices in the US.

b. It distributes goods directly to consumers.

c. It requires a minimum volume of purchase.

d. It offers volume discounts.

34. All of the following are examples of a shipping point except

a. A rail depot b. A loading dock **c.** A storage rack

d. A mail room e. A group of employees

35. Which of the following cannot serve as an example of a plant?

a. A manufacturing facility b. An office building c. A storage facility **d.** A distribution channel

36. Material master data are grouped into views. Which of the following views are used in fulfillment?

a. Basic data b. sales organization data c. sales plant data

d. All of the above

37. What are the partner functions that customers can play in the fulfillment process?

a. Sold-to-party b. bill-to-party c. ship-to-party d. payer

e. all of the above

38. In the fulfillment process, a plant is -----

a. A facility from which the company delivers products and services to its customers.

b. A storage area.

c. A manufacturing facility only.

d. A facility from which the company provides after- sales support.

39. Which action triggers sales order processing in the fulfillment process?

a. Delivery of goods to the customer

b. Receipt of a customer purchase order

c. Receipt of goods from a vendor

d. Picking goods for shipment

40. Which of the following is NOT included in a quotation in the fulfillment process?

a. Vendor master b. Customer master c. Material master

d. Pricing conditions

41. Which of the following organizational levels is NOT relevant to the fulfillment process?

a. Purchasing organization b. Shipping point c. Storage location

d. Sales area

42. Which of the following organizational level is associated with a company ' s product line?

- a. Sales organization b. Sales area c. Distribution channel d. Division

43. Which of the following organizational levels is associated with the method used to distribute materials to a customer?

- a. Distribution channel b. Sales organization c. Division d. Sales group

44. Which of the following is NOT a key step in the fulfillment process?

- a. Sales order processing b. Shipping c. Pre-sales activity
d. Invoice verification

45. Pre-sales activity includes all of the following except

- a. Customer inquiries b. Quotations **c. Customer purchase orders**
d. Mailing campaigns

46. What is the final step in the fulfillment process?

- a.** Delivery of goods to the customer
b. Receipt of goods from a vendor
c. Receipt of a customer purchase order
d. Picking goods for shipment

Answers

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
C	D	B	A	D	C	A	E	D	D	D	C	E	D	E	D	E	E	B	C	A	D	E

24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46
E	B	A	D	D	D	B	B	A	B	C	D	D	E	A	B	A	A	D	A	D	C	A

T or F:

- ✓ 1. Sales Organization is The highest level of aggregation in sales-related reporting.
- ✗ 2. A company code must have only one sales organization.
- ✓ 3. distribution channel can be wholesale, retail, and online.
- ✓ 4. A sales organization can have more than one Distribution channel.
- ✗ 5. Reports cannot created at the Distribution channel level.
- ✗ 6. A product or material can be assigned to many divisions.
- ✓ 7. Each division can has its own sales strategies, such as pricing agreement.
- ✓ 8. A division can be assigned to multiple sales organizations.
- ✗ 9. A sales area is a unique combination of sales organization , plant and shipping point. division
→
- ✓ 10. Distribution Chain is A unique combination of sales organization and division.
- ✓ 11. In the case of services, Plant can be an office.
- ✗ 12. A plant must assigned to only one distribution chain.
- ✓ 13. A distribution chain can be associated with more than one plant.
- ✗ 14. A shipping point Must assigned to only one plant.
- ✗ 15. one credit control area for all company codes in the enterprise, this is a Decentralized Credit Control Area.
- ✓ 16. Accounting data in the customer master are specific to a company code.
- ✗ 17. data in a purchasing info record relate sales of a specific material to a specific customer.
- ✓ 18. Two Quotation can be converted into one Sales order.
- ✓ 19. one Quotation can be converted into two sales order.

20. Sales Order Document Header include item number , quantity and schedule line.
21. Within Fulfillment process , The Shipping step is triggered by orders due to delivery.
22. One Order must be shipped in one delivery.
23. Multiple orders cannot be shipped in one delivery.
24. Many deliveries can be combined in one billing document.
25. the amount of the invoice cannot be posted directly to the accounts receivable account.
26. Organizational element essential to the fulfillment process include client, company code, sales area, and plant .
27. A company code is divided into several sales organizations, each of which is responsible for the sale and distribution of goods and services for a particular geographical area.
28. A sales organization is responsible for negotiating terms and conditions of sales for a particular market.
29. A company code must have at least two sales organizations.
30. A distribution channel is the means by which a company delivers its goods and services to its customers
31. A sales organization must have at least two divisions in the fulfillment process.
32. A sales area can be assigned to only one company code.
33. A shipping point is a location in a plant at which inbound deliveries are received.
34. In the case of products, a plant is typically an office building.
35. A plant must have at least one shipping point, which must be physically located in that plant.

36. Customer master data include data needed to conduct business with customers and to execute transactions that are related specifically to the fulfillment process.

37. A customer-material information record is comprised of master data specific to one customer and one material.

38. Pre-sales activity is triggered by a communication from a customer like a purchase order.

39. An inquiry is a request for information regarding a potential order that the customer places with the company.

40. The final step in the fulfillment process is the receipt of payment from the customer

41. Customer master data are used in the fulfillment process for generating an invoice for materials or services.

42. The fulfillment process acts as a stand- alone process and cannot be integrated with other processes within an organization.

43. A sales area can be assigned to multiple company codes.

44. A distribution channel can be assigned to multiple company codes.

45. A distribution channel can be assigned to multiple sales areas.

46. A sales area can have many distribution channels.

47. Distribution channels can be used to differentiate between wholesale, retail, and Internet sales strategies.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
T	F	T	T	F	F	T	T	F	T	T	F	T	F	F	T	F	T	T	F	T	F	F	T	T
26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47			
T	T	T	F	T	F	T	F	F	F	T	T	F	T	T	T	F	F	F	T	F	T			

Mini exam 2022

TorF

- 1- A company code is divided into several sales organizations, each of which is responsible for the sale and distribution of goods and services for a particular geographical area.
- 2- A company code must have at least two sales organizations.
- 3- A sales organization must have at least two divisions in the fulfillment process.
- 4- A shipping point is a location in a plant at which inbound deliveries are received.
- 5- A plant must have at least one shipping point, which must be physically located in that plant.
- 6- A customer-material information record is comprised of master data specific to one customer and one material.
- 7- An inquiry is a request for information regarding a potential order that the customer places with the company.
- 8- Customer master data are used in the fulfillment process for generating an invoice for materials or services.
- 9- A sales area can be assigned to multiple company codes.
- 10- Distribution channels can be used to differentiate between wholesale, retail, and Internet sales strategies.

1	2	3	4	5	6	7	8	9	10
T	F	F	F	F	T	T	T	F	T

Choose:

1- Which of the following is NOT a typical characteristic of a wholesale channel?

- A. It does not include sales taxes in calculating prices in the US.
- B. It distributes goods directly to consumers.
- C. It requires a minimum volume of purchase.
- D. It offers volume discounts.
- E. It may designate a specific plant or plants from which deliveries are made.

2.Which of the following are the typical distribution channels?

- A. Wholesale
- B. Online
- C. Retail
- D. All of the above
- E. None of the above

3.All of the following are characteristics of a wholesale channel except:

- A. It does not include sales taxes in calculating prices
- B. It distributes directly to consumers
- C. It requires a minimum volume of purchase
- D. It offers volume discounts
- E. It may designate a specific plant or plants from which deliveries are made

4.Material master data are grouped into views. Which of the following views are used in fulfillment?

- A. Basic data
- B. sales organization data

- C. sales plant data
- D. All of the above
- E. None of the above

5.Organizational data in a sales order include which of the following?

- A. Client
- B. Company code
- C. Sales area
- D. Sales organization
- E. All of the above

6.Which action triggers sales order processing in the fulfillment process? _____

- A. Delivery of goods to the customer
- B. Receipt of a customer purchase order
- C. Receipt of goods from a vendor
- D. Picking goods for shipment

7.Which of the following types of data is NOT included in a quotation in the fulfillment process?

- A. Vendor master
- B. Customer master
- C. Material master
- D. Pricing conditions

8.Which of the following organizational levels is NOT relevant to the fulfillment process?

- A. Purchasing organization
- B. Shipping point
- C. Storage location
- D. Sales area

9. Which of the following organizational levels is associated with the method used to distribute materials to a customer?

- A. Distribution channel
- B. Sales organization
- C. Division
- D. Sales group

10. Which of the following is NOT a key step in the fulfillment process?

- A. Sales order processing
- B. Shipping
- C. Pre-sales activity
- D. Invoice verification

1	2	3	4	5	6	7	8	9	10
B	D	B	D	E	B	A	A	A	D