**Chapter 05-02: Fulfillment**

**Process Execution**

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| **MOTIVATION**  In this exercise, you will do the following for Fulfillment Process:   1. Receive Inquiry 2. Create Quotation 3. Receive Order 4. Sales Order 5. Prepare Shipment 6. Send Shipment 7. Send Invoice 8. Receive Payment 9. Post Payment |

|  |
| --- |
| **PRODUCT**  SAP S/4HANA 1709 |
|  |
| **REVISED**  03/22/2020 |
|  |
| **FOCUS**  Fulfillment Process |
|  |
| **AUTHORS**  Simha R. Magal  Jeff Word |
| **VERSION**  1.4 MCC  **TESTED**  Date: 03/22/2020  System: MGL |

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| **ACKNOWLEDGEMENT**  These are the GBI exercises developed by Simha R. Magal and Jeff Word.  These exercises include concepts discussed in the book, *Integrated Business Processes with ERP Systems* (Epistemy Press, 2012). |

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| **PREREQUISITES**   1. You should be familiar with navigation in SAP HANA 2. Completed Exercises 02-01 through 05-01 |





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* 1. Receive Inquiry

In this section, you look over the customer inquiry that you received. This section has no SAP activity associated with it.

You have received the following sales inquiry from a customer which is requesting a price quotation for a list of products. These products consist of trading goods.

To Whom It May Concern:

My Name is Jeremy Jones and I am a purchasing agent for DC Bikes in our nation’s capital. I was looking through your catalog and would like to receive a quote for the following items:

|  |  |  |
| --- | --- | --- |
| **Material Description** | **Material Number** | **Quantity** |
| ## Elbow Pads | EPAD10## | 20 |
| ## Road Helmet | RHMT10## | 15 |
| ## Repair Kit | RKIT10## | 12 |

A quote by email or fax would be ideal.

Thanks,

Jeremy Jones

Purchasing Agent

DC Bikes

1300, Pennsylvania Ave

Washington DC 20004

Fax: (517)-555-1234

* This section has no SAP activity associated with it
  1. Create Quotation

In this section, you create a quotation in response to the inquiry you received in the previous step. This section involves creating a quotation and forwarding it to the customer. For this exercise, the quote will be printed out. Alternatively, it could be transmitted electronically.

* + 1. In the *“SAP Easy Access”* screen, follow the navigation path below:

Navigation

SAP Easy Access Menu 🡪 Logistics 🡪 Sales and Distribution 🡪 Sales 🡪 Quotation 🡪 Create

1. What is the Transaction Code to create a sales quotation?  
          🖉
2. What is the Transaction Code to change a sales quotation?  
          🖉
3. What is the Transaction Code to display a sales quotation?  
          🖉
   * 1. In the *“Create Quotation: Initial Screen”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Quotation Type | Distinguishes between different types of sales documents | *Quotation* |
| Sales Organization | Organizational unit responsible for the purchase of products | *Your US East* |
| Distribution Channel | Way products reach the customer | *Wholesale* |
| Division | Way of grouping materials and products | *Accessories* |

* + 1. Click Continue C:\Users\user\Desktop\Continue.PNG.
    2. In the *“Create Quotation: Overview”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Sold-To Party | Customer who orders the goods or services | *Your DC Bikes* |
| Valid To | Date until which the bid or quotation is binding | *One Month from Today* |

* + 1. At the bottom of the screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Material | Key uniquely identifying the material | *Your Elbow Pads* |
| Order Quantity | Total order quantity for this item. | *Quantity requested from Inquiry* |
| Next Line | | |
| Material | Key uniquely identifying the material | *Your Road Helmet* |
| Order Quantity | Total order quantity for this item. | *Quantity requested from Inquiry* |
| Next Line | | |
| Material | Key uniquely identifying the material | *Your Repair Kit* |
| Order Quantity | Total order quantity for this item. | *Quantity requested from Inquiry* |

* + 1. Click Save .
* You will receive a message that says, “Quotation has been saved”.

1. What is the resulting document number?  
          🖉
   * 1. Type “/nVA23” in the Command field .
     2. Click Enter .
     3. In the *“Display Quotation: Initial Screen”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Quotation | Number that uniquely identifies the sales document | *Your Quotation Number* |

* + 1. In the SAP Menu Bar, click on More, and then click on Environment.
    2. Click on Display Document Flow.
* Pressing F5 or clicking Display Document Flow  will also bring up the document flow.
* The screen displays the status of the order. Throughout the exercise, you will view the document flow to see how the status changes as we complete more of the process steps. Use the information in the *“Document Flow”* screen, to answer the following question:

1. What is the quotation’s status?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review material inventory. Review the inventory of your elbow pads, road helmets, and repair kits to answer the following questions. While the balance in your inventory may be obvious, it is always good to check for grading purposes.
2. How many elbow pads are in unrestricted stock?  
          🖉
3. How many road helmets are in unrestricted stock?  
          🖉
4. How many repair kits are in unrestricted stock?  
          🖉

* You will be asked to review inventory amounts throughout this exercise. In this new session, when asked for an inventory amount, you simply click Back , then click  (Execute) once again to get the most current amounts.
  + 1. Refer to a previous step in a previous exercise for instructions on how to review customer balances. Review the account balance of your customer to answer the following questions. While the balance in your customer’s account may be obvious, it is always good to check.

1. What is the balance in your customer’s account?  
          🖉
2. What is the current DC Bike’s debit balance?  
          🖉
   1. Receive Order

In this section, you look over the order received from the customer you had previously sent a quotation to. You now receive the following purchase order from your customer wanting to purchase the following materials. This section has no SAP activity associated with it.



* 1. Sales Order

In this section, you create a sales order from the purchase order you received in the previous step. You can now create a sales order by referencing the quotation created in Step 2. If necessary, you can add or delete line items and change quantities. The reference reduces more work.

* + 1. In the *“SAP Easy Access”* screen, follow the navigation path below:

Navigation

SAP Easy Access Menu 🡪 Logistics 🡪 Sales and Distribution 🡪 Sales 🡪 Order 🡪 Create

1. What is the Transaction Code to create a sales order?  
          🖉
2. What is the Transaction Code to change a sales order?  
          🖉
3. What is the Transaction Code to display a sales order?  
          🖉
   * 1. In the *“Create Sales Order: Initial Screen”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Order Type | Distinguishes between different types of sales document | OR |
| Sales Organization | Organizational unit responsible for the sale of products | *Your East Sales Organization* |
| Distribution Channel | Way in which products or services reach the customer | *Wholesale* |
| Division | A way of grouping materials and products | *Accessories* |

* + 1. Click Create with Reference .
    2. In the *“Create with Reference”* pop-up, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Quot. | Number that uniquely identifies the sales document | *Your Quotation Number* |

* + 1. Click Copy .
    2. In the *“Create Standard Order: Overview”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Cust. Reference | Number the customer uses to uniquely identify a purchasing document. | *Purchase Order Number from Section I.3* |

* + 1. Click Enter .

1. What is the Requested Delivery Date?   
          🖉
2. What is the net value of the sales order?  
          🖉
3. What are the payment terms?  
          🖉
   * 1. Click Save .

* You will receive a message that says, “Standard Order has been saved”.

1. What is the Sales Order document number?  
          🖉
   * 1. Refer to a previous exercise on how to display the document flow for sales documents.
2. What is the quotation’s status?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review material inventory. Review the inventory of your elbow pads, road helmets, and repair kits to answer the following questions. While the balance in your inventory may be obvious, it is always good to check for grading purposes.
3. How many elbow pads are in unrestricted stock?  
          🖉
4. How many road helmets are in unrestricted stock?  
          🖉
5. How many repair kits are in unrestricted stock?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review customer balances. Review the account balance of your customer to answer the following questions. While the balance in your customer’s account may be obvious, it is always good to check.
6. What is the current DC Bike’s debit balance?  
          🖉
   1. Prepare Shipment

In this section, you prepare shipment for the sales order you received by picking and packing the appropriate goods from their appropriate storage locations. You will then send an invoice later.

* + 1. In the *“SAP Easy Access”* screen, follow the navigation path below:

Navigation

SAP Easy Access Menu 🡪 Logistics 🡪 Sales and Distribution 🡪 Shipping and Transportation 🡪 Outbound Delivery 🡪 Create 🡪 Single Document 🡪 With Reference to Sales Order

1. What is the transaction code to pick and pack materials?  
          🖉
   * 1. In the *“Create Outbound Delivery with Order Reference”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Shipping Point | Physical location from which you ship the item. | *Your DC Miami* |
| Selection Date | Date which you select the delivery you want to process. | *Requested Delivery Date from Sales Order* |
| Order | Number of sales order that you want to use as the basis for the delivery. | *Your Sales Order Number* |

* + 1. Click Enter .
    2. In the *“Outbound Delivery Create: Overview”* screen, click on the *“Picking”*  tab.
    3. Enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Material | Key uniquely identifying the material | *Your Elbow Pads* |
| SLoc | Storage location where the material is stored | *Your Trading Goods* |
| Picked Quantity | Item quantity on the printed picking list | *Desired Quantity* |
| **Next Line** | | |
| Material | Key uniquely identifying the material | *Your Road Helmet* |
| SLoc | Storage location where the material is stored | *Your Trading Goods* |
| Picked Quantity | Item quantity on the printed picking list | *Desired Quantity* |
| **Next Line** | | |
| Material | Key uniquely identifying the material | *Your Repair Kit* |
| SLoc | Storage location where the material is stored | *Your Trading Goods* |
| Picked Quantity | Item quantity on the printed picking list | *Desired Quantity* |

* + 1. Click Save .
* You will receive a message that says, “Outbound Delivery has been saved”.

1. What is the Outbound Delivery document number?  
          🖉

* Refer to a previous exercise on how to display the document flow for sales documents.

1. What is the Standard Order’s status?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review material inventory. Review the inventory of your elbow pads, road helmets, and repair kits to answer the following questions. While the balance in your inventory may be obvious, it is always good to check for grading purposes.
2. How many elbow pads are in unrestricted stock?  
          🖉
3. How many road helmets are in unrestricted stock?  
          🖉
4. How many repair kits are in unrestricted stock?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review customer balances. Review the account balance of your customer to answer the following questions. While the balance in your customer’s account may be obvious, it is always good to check.
5. What is the current DC Bike’s debit balance?  
          🖉
   1. Send Shipment

In this section, you send the shipment of goods to fulfil your order to your customer. Creating the post goods issue (shipping) reduces unrestricted stock to reflect the quantity shipped. It also indicates a change in the ownership of the goods which reflects liability and responsibility.

* + 1. In the *“SAP Easy Access”* screen, follow the navigation path below:

Navigation

SAP Easy Access Menu 🡪 Logistics 🡪 Sales and Distribution 🡪 Shipping and Transportation 🡪 Outbound Delivery 🡪 Change 🡪 Single Document

1. What is the transaction code to post the goods issue?  
          🖉
   * 1. In the *“Change Outbound Delivery”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Outbound Delivery | Uniquely identifies the delivery | *Your Outbound Delivery Document Number* |

* + 1. In the *“Change Outbound Delivery”* screen, click on the  icon.
* You will receive a message that says, “Outbound Delivery has been saved”.
  + 1. Refer to a previous exercise on how to display the document flow for sales documents.

1. What is the outbound delivery’s status?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review material inventory. Review the inventory of your elbow pads, road helmets, and repair kits to answer the following questions. While the balance in your inventory may be obvious, it is always good to check for grading purposes.
2. How many elbow pads are in unrestricted stock?  
          🖉
3. How many road helmets are in unrestricted stock?  
          🖉
4. How many repair kits are in unrestricted stock?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review customer balances. Review the account balance of your customer to answer the following questions. While the balance in your customer’s account may be obvious, it is always good to check.
5. What is the current DC Bike’s debit balance?  
          🖉
   1. Send Invoice

In this section, you create and send an invoice to your customer for the goods that they purchased. Once the post goods issue has been generated, you can bill your customer for the shipped goods.

* + 1. In the *“SAP Easy Access”* screen, follow the navigation path below:

Navigation

SAP Easy Access Menu 🡪 Logistics 🡪 Sales and Distribution 🡪 Billing 🡪 Billing Document 🡪 Create

1. What is the transaction code to create a billing document?  
          🖉
   * 1. In the *“Create Billing Document”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Document | Uniquely identifies the sales, delivery, or billing document | *Your Outbound Delivery Document Number* |

* + 1. Click Save .
* You will receive a message that says, “Document has been saved”.

1. What is the Billing document number?  
          🖉
   * 1. Refer to a previous exercise on how to display the document flow for sales documents.
2. What is the invoice’s status?  
          🖉
3. What is the accounting document’s status?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review material inventory. Review the inventory of your elbow pads, road helmets, and repair kits to answer the following questions. While the balance in your inventory may be obvious, it is always good to check for grading purposes.
4. How many elbow pads are in unrestricted stock?  
          🖉
5. How many road helmets are in unrestricted stock?  
          🖉
6. How many repair kits are in unrestricted stock?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review customer balances. Review the account balance of your customer to answer the following questions. While the balance in your customer’s account may be obvious, it is always good to check.
7. What is the total in the debit column of the DC Bike’s account?  
          🖉
8. What is the total in the credit column of the DC Bike’s account?  
          🖉
   1. Receive Payment

In this section, you receive a payment from your customer and look over the check that was sent. This section has no SAP activity associated with it. You have now received the following check:

YOUR FRIENDLY LOCAL BANK DATE\_\_\_/\_\_\_/\_\_\_\_\_

123 MAIN STREET No. 1357

ANYWHERE, MI 48710

Pay to the order of Global Bikes Inc. **🖉** $2634.00\_\_\_\_\_

Note\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The check has been signed by the account payable manager for DC Bikes. When you receive this check, you must post the payment in the accounting records. This is done in the next section.

* 1. Post Payment

In this section, the customer has received the invoice and sent you a payment. This will be posted to the company’s general ledger account. You look at this new balance at the end.

* + 1. In the *“SAP Easy Access”* screen, follow the navigation path below:

Navigation

SAP Easy Access Menu 🡪 Accounting 🡪 Financial Accounting 🡪 Accounts Receivable 🡪 Document Entry 🡪 Incoming Payments

1. What is the Transaction Code to receive a customer payment?  
          🖉
   * 1. In the *“Post Incoming Payments: Header Data”* screen, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Document Date | Date on which the original document was issued | *Today’s Date* |
| Company Code | Organizational unit within financial accounting | *Your Global Bike Inc.* |
| Currency/Rate | Your account currency | *USD* |

* + 1. In the *“Bank Data”* section, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Bank data Account | Account number for the account to be posted | *Your Bank Account* |
| Amount | Line item amount in document currency | *Amount this Customer Paid* |

* + 1. In the *“Open Item Selection”* section, enter the following information:

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Data Value** |
| Open item selection Account | Account from which the open items are to be selected for further processing. | *Your DC Bikes* |

* + 1. Click Enter .
* You will receive a message that says “1 Item was selected”.
  + 1. The following screen shows you the unpaid invoices from this customer. In the bottom-right part of the screen, the amount entered should equal the assigned amount and thus would make the not assigned amount zero. If the not assigned amount is not equal to zero, click on the amount under the “USD Gross” column. This will tell you if there is more than one listed.
    2. In the “Post Incoming Payments Process open” screen, click Post .
* You will receive a message that says, “Document was posted in company”.

1. What is the Payment document number?  
          🖉
   * 1. Refer to a previous exercise on how to display the document flow for sales documents.
2. What is the accounting document’s status?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review material inventory. Review the inventory of your elbow pads, road helmets, and repair kits to answer the following questions. While the balance in your inventory may be obvious, it is always good to check for grading purposes.
3. How many elbow pads are in unrestricted stock?  
          🖉
4. How many road helmets are in unrestricted stock?  
          🖉
5. How many repair kits are in unrestricted stock?  
          🖉
   * 1. Refer to a previous step in a previous exercise for instructions on how to review customer balances. Review the account balance of your customer to answer the following questions. While the balance in your customer’s account may be obvious, it is always good to check.
6. What is the total in the debit column of the DC Bike’s account?  
          🖉
7. What is the total in the credit column of the DC Bike’s account?  
          🖉

1. Exercise Deliverables

**Name:**

**Course and Section:**

**Identifier:**

**Client:**

1. What is the Transaction Code to create a sales quotation?  
    🖉
2. What is the Transaction Code to change a sales quotation?  
    🖉
3. What is the Transaction Code to display a sales quotation?  
    🖉
4. What is the resulting document number?  
    🖉
5. What is the quotation’s status?  
    🖉
6. How many elbow pads are in unrestricted stock?  
    🖉
7. How many road helmets are in unrestricted stock?  
    🖉
8. How many repair kits are in unrestricted stock?  
    🖉
9. What is the balance in your customer’s account?  
    🖉
10. What is the current DC Bike’s debit balance?  
     🖉
11. What is the Transaction Code to create a sales order?  
     🖉
12. What is the Transaction Code to change a sales order?  
     🖉
13. What is the Transaction Code to display a sales order?  
     🖉
14. What is the requested Delivery Date?  
     🖉
15. What is the net value of the sales order?  
     🖉
16. What are the payment terms?  
     🖉
17. What is the Sales Order document number?  
     🖉
18. What is the quotation’s status?  
     🖉
19. How many elbow pads are in unrestricted stock?  
     🖉
20. How many road helmets are in unrestricted stock?  
     🖉
21. How many repair kits are in unrestricted stock?  
     🖉
22. What is the current DC Bike’s debit balance?  
     🖉
23. What is the transaction code to pick and pack materials?  
     🖉
24. What is the Outbound Delivery document number?  
     🖉
25. What is the Standard Order’s status?  
     🖉
26. How many elbow pads are in unrestricted stock?  
     🖉
27. How many road helmets are in unrestricted stock?  
     🖉
28. How many repair kits are in unrestricted stock?  
     🖉
29. What is the current DC Bike’s debit balance?  
     🖉
30. What is the transaction code to post the goods issue?  
     🖉
31. What is the outbound delivery’s status?  
     🖉
32. How many elbow pads are in unrestricted stock?  
     🖉
33. How many road helmets are in unrestricted stock?  
     🖉
34. How many repair kits are in unrestricted stock?  
     🖉
35. What is the current DC Bike’s debit balance?  
     🖉
36. What is the transaction code to create a billing document?  
     🖉
37. What is the Billing document number?  
     🖉
38. What is the invoice’s status?  
     🖉
39. What is the accounting document’s status?  
     🖉
40. How many elbow pads are in unrestricted stock?  
     🖉
41. How many road helmets are in unrestricted stock?  
     🖉
42. How many repair kits are in unrestricted stock?  
     🖉
43. What is the total in the debit column of the DC Bike’s account?  
     🖉
44. What is the total in the credit column of the DC Bike’s account?  
     🖉
45. What is the Transaction Code to receive a customer payment?  
     🖉
46. What is the Payment document number?  
     🖉
47. What is the accounting document’s status?  
     🖉
48. How many elbow pads are in unrestricted stock?  
     🖉
49. How many road helmets are in unrestricted stock?  
     🖉
50. How many repair kits are in unrestricted stock?  
     🖉
51. What is the total in the debit column of the DC Bike’s account?  
     🖉
52. What is the total in the credit column of the DC Bike’s account?  
     🖉