Sales and Distribution (SD)

This case study explains an integrated sales and distribution process in detail and thus fosters a thorough understanding of each process step and underlying SAP functionality.

Product
S/4HANA 1809
Global Bike

GUI 7.50

Level
Beginner

Focus
Sales and Distribution

Authors
Bret Wagner
Stefan Weidner

Version
3.3

Last Update
May 2019

MOTIVATION
The data entry requirements in the sales & distribution exercises (SD 1 through SD 5) were minimized because much of the data was stored in the SAP system. This stored data, known as master data, simplifies the processing of business transactions.

In the sales order process, we used master data for customers, materials (the products we sold) and pricing to simplify the sales order process.

In this case study, we will create the master data for a new customer.

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

In order to successfully work through this case study, it is not necessary to have finished the SD exercises (SD 1 through SD 5). However, it is recommended.

NOTES
This case study uses the Global Bike (GB) data set, which has exclusively been created for SAP UA global curricula.

SAP University Alliances

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Process Overview

Learning Objective Understand and perform an integrated order-to-cash cycle. **Time** 120 min

Scenario In order to process a complete order-to-cash process you will take on different roles within the GB company, e.g. sales agent, warehouse worker, accounting clerk. Overall, you will be working in the Sales and Distribution (SD), the Materials Management (MM) and the Financial Accounting (FI) departments.

Employees involved David Lopez (East Rep. Miami)

Maria Diaz (Sales Person 1)

Matthias Dosch (Sales Person 2)

Sandeep Das (Warehouse Supervisor)

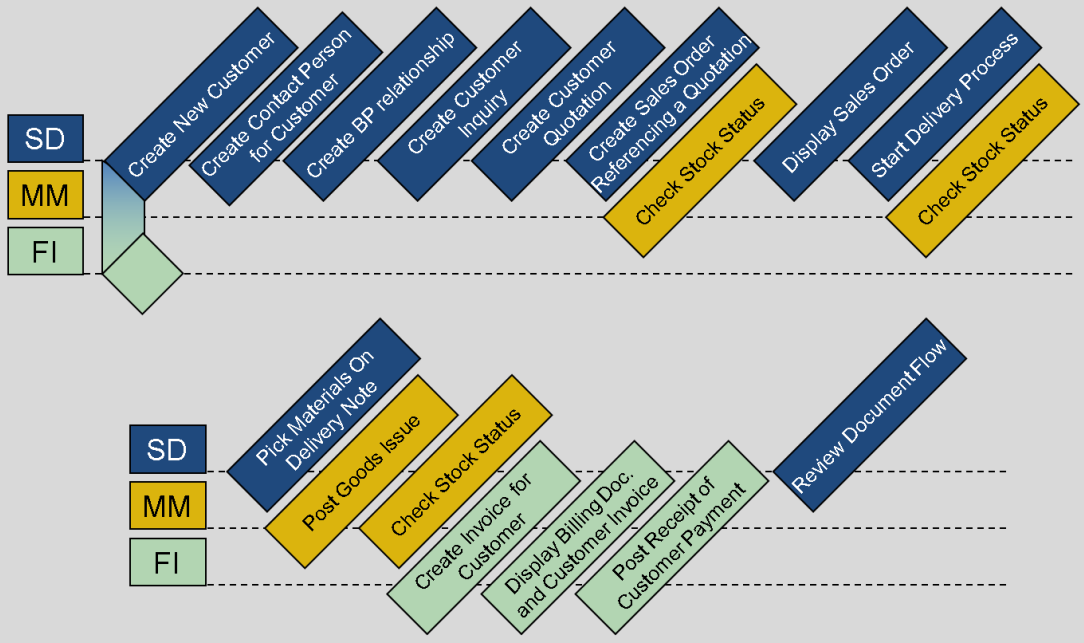
Sergey Petrov (Warehouse Employee)

Stephanie Bernard (Billing Clerk)

Jamie Shamblin (Cost Accountant)

You start the sales order process by creating a new business partner (BP) with the role customer (The Bike Zone) in Orlando. Then, you receive an inquiry which you will process into a quotation. Once the quotation is accepted by the customer you create a sales order referencing the quotation. As you will have enough bikes in stock, you deliver the products sold to your customer, create an invoice and receive the payment.

The graphic below displays the complete process (17 tasks).



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Step 1: Create New Customer

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

Short Description Use the SAP Easy Access Menu to create a new customer.

Name (Position) David Lopez (East Rep. Miami)

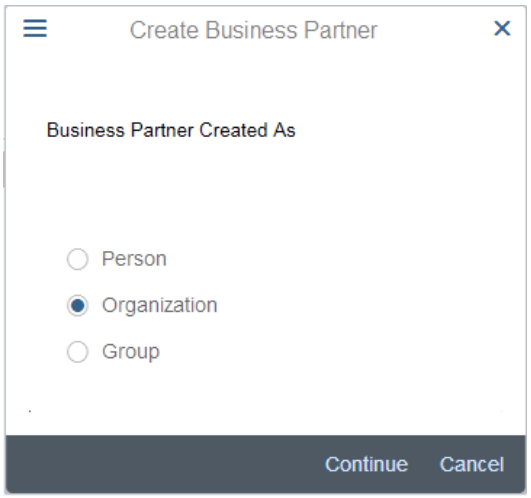
In this case study, we will create the master data for a new customer. Two types of customer data are stored about a customer – sales data and accounting data. The customer master data is created in three groups, or views – general, accounting, and sales. Customers can be created centrally, meaning that all views are generated concurrently, or responsibility can be distributed so that different personnel in the accounting and sales areas are responsible for creating and maintaining the data in their respective views. For this exercise, central creation will be used to enter all of the needed data to define a new customer.

To create a new customer, follow the menu path:

Menu path

Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Customer ► Create ► Complete

This will produce the following screen.



In the *Create Business Partner* screen choose **Organization**. Press enter.

Organization

In the *Create Organization: Role FI Customer* screen make sure, that for the field *Create in BP role:* **FI Customer (New)** is selected. Enter **Company** for Title, **The Bike Zone** for Name and your number (**###**) for Search Term. Further, enter **2144 N Orange Ave** for Street, **32804** for Postal Code, **Orlando** for City, **US** for Country and **FL** for Region.

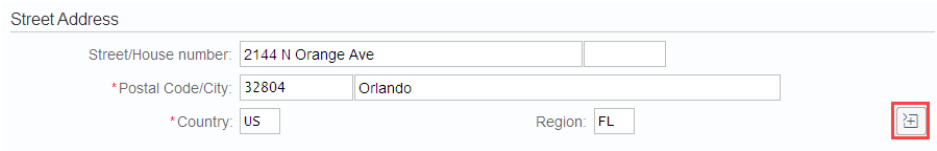
Company
The Bike Zone
2144 N Orange Ave
32804
Orlando
US, FL

Select **English** for Language.

English

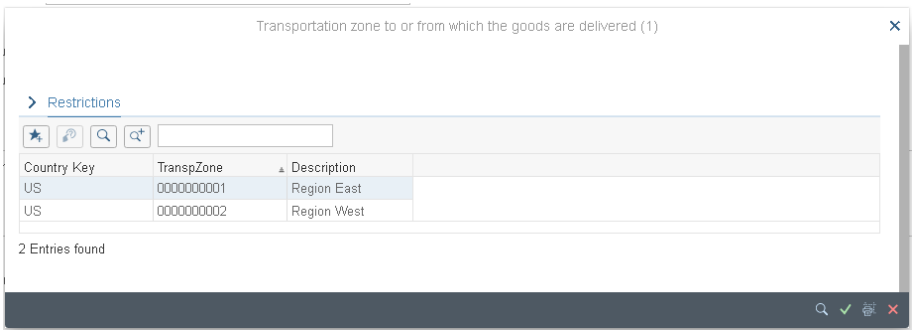
© SAP SE

Then click on in the area Standard Address to see additional address options.



Use the F4-help in the field *Transportation Zone* and choose **Region East** with a double click.

Region East



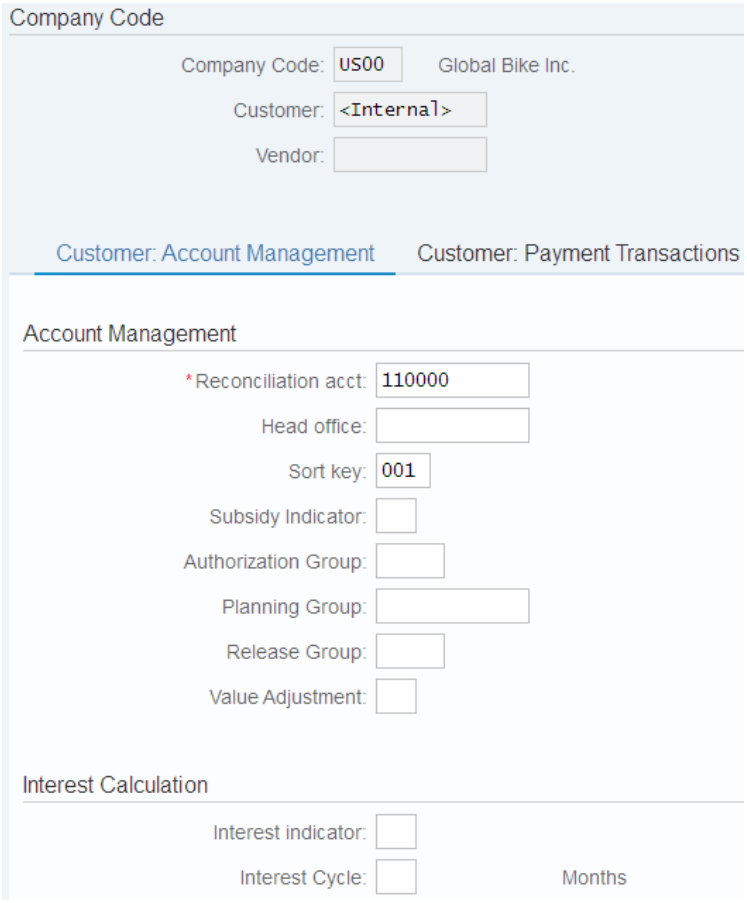
Then click on Company Code. Enter **US00** for Company Code and confirm with Enter.

US00

Note Depending on the width of your SAP GUI window you might not be able to see Company Code. In this case you can either look under **More** ▶ **Company Code** or press Ctrl + F2.

In the tab *Customer: Account Management* enter **110000** for Reconciliation acct. and **001** for Sort key.

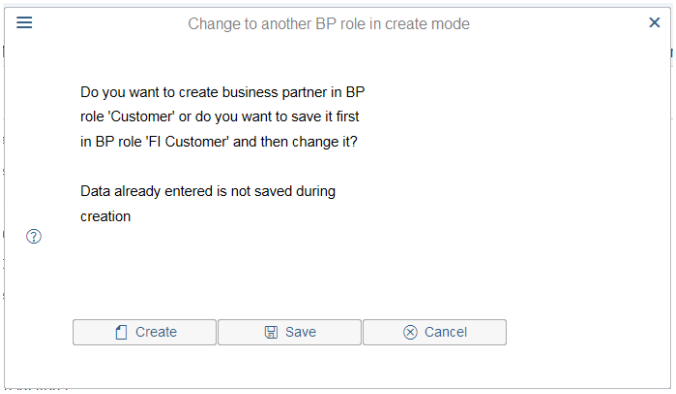
110000
001



Then click on the tab *Customer: Payment Transactions* and enter **0001** for Payment terms. Confirm with Enter.

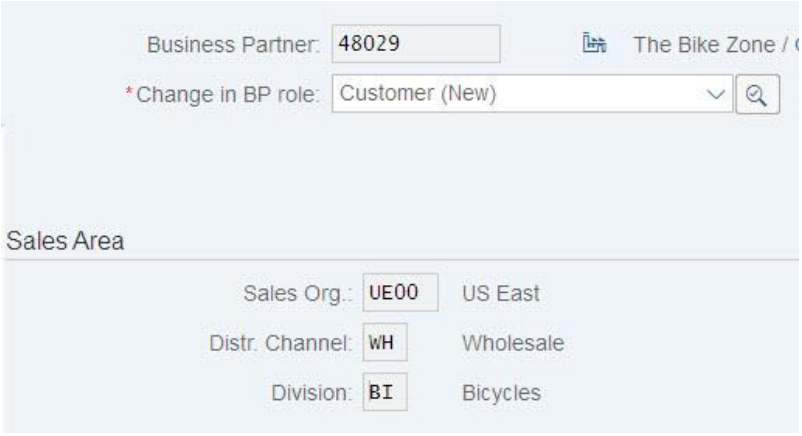
0001

In the drop down menu behind Create in BP role, choose **Customer.** In the pop-up screen click on Save.



Click on Sales and Distribution and enter **UE00** for Sales Org., **WH** for Distr. Channel and **BI** for Division. Confirm with Enter.

UE00
WH
BI



Make sure that **USD** is entered for Currency and **1** is entered for Cust.pric.proc. Enter **US0003** for Sales District, **01** for Customer Group and **01** for Price Group.

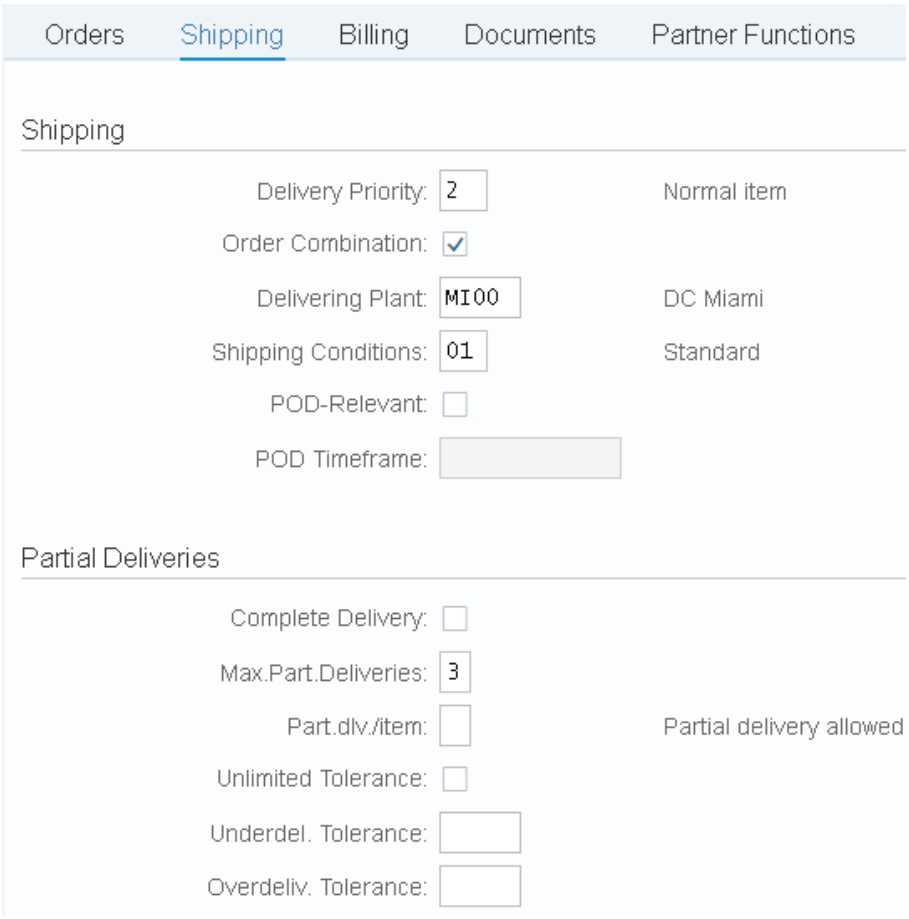
USD
1
US0003
01
1

Then click on the tab “Shipping”.

Enter **02** for Delivery Priority, **01** for Shipping Conditions, **MI00** for Delivering Plant and **3** for Max.Part.Deliveries.

02
01
MI00
3

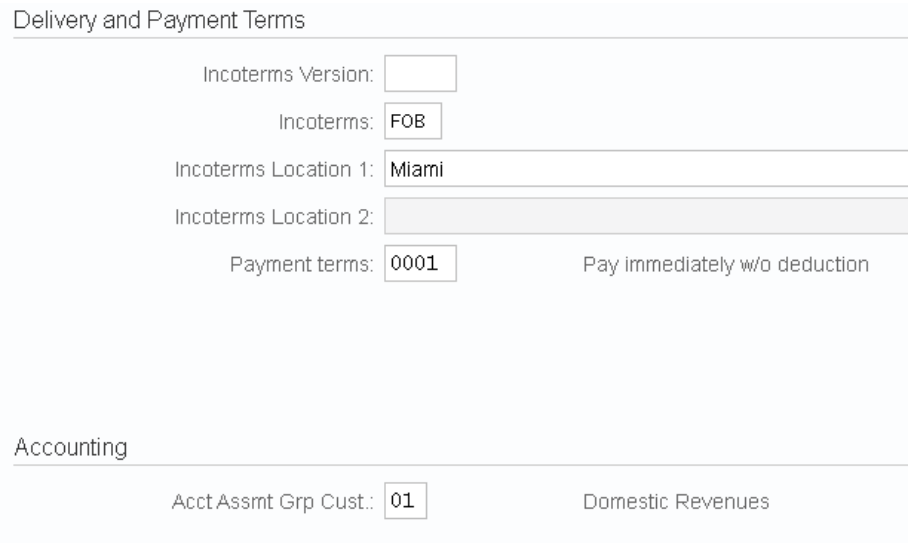
Check with the screen below.



FOB
Miami
0001
01
0

Navigate to the tab Billing and enter **FOB** for Incoterms and **Miami** for Incoterms Location, **0001** for Payment Terms, **01** for Acct Assmt Grp Cust. and **0** for all three Tax classific.

Check with the screen below.



Output Tax

Coun...	Name	Tax categ...	Name	Tax c...	Description
US	USA	UTXJ	Tax Jurisdict.Code	0	Exempt
US	USA	UTX2	County Sales Tax	0	Exempt
US	USA	UTX3	City Sales Tax	0	Exempt

Click on

to save your new customer data. The SAP-System creates a unique customer number.

Click on to return to the SAP Easy Access screen.

Step 2: Create Contact Person for Customer

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

Short Description Use the SAP Easy Access Menu to create a contact person.

Name (Position) Maria Diaz (Sales Person 1)

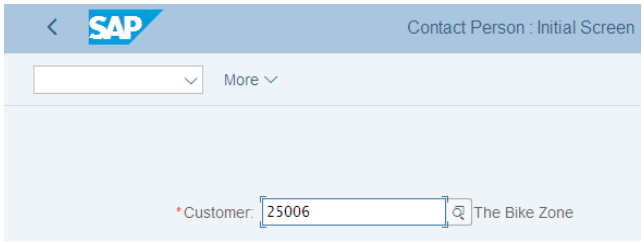
Now that we have created the master data for our new customer, **The Bike Zone,** we can create the master data for a contact person. A contact person is an employee/representative of the new customer's company. The contact person defines a specific person to communicate with when dealing with The Bike Zone.

To create a contact person, follow the menu path:

Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Contact Person ► Create

Menu path

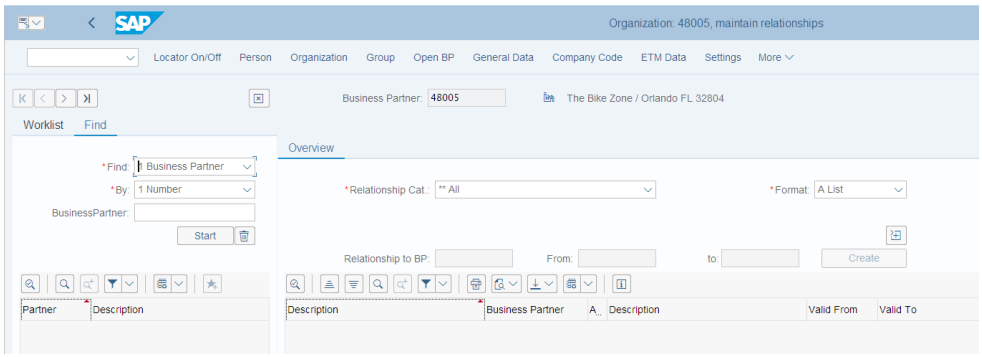
This will produce the following screen.



If your customer number is not entered by default, then search for your new customer using the F4 help with search term ###.

###

When your customer number is entered, click on Enter which will produce the following screen.



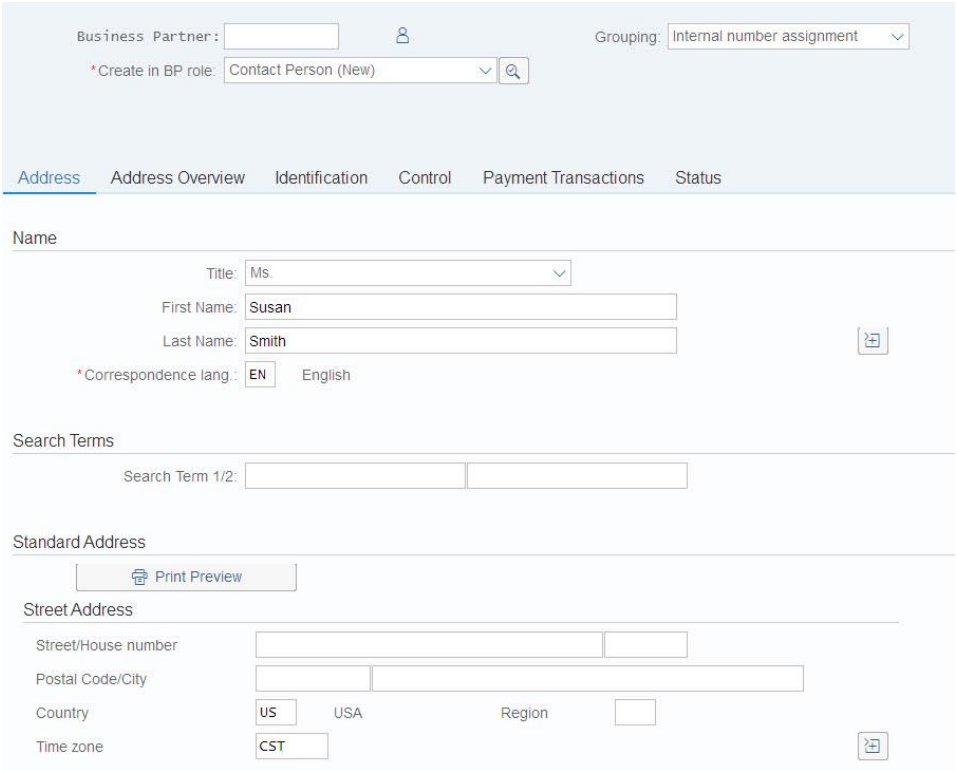
Click on the button Person to create a new person.

Choose “Contact Person” in the drop-down menu next to *Create in BP role*. In the new pop-up screen *Change to another BP role in create mode* click on Create.

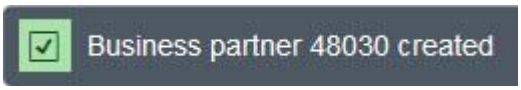
Title
First name
Last name
EN
US

Enter a **Title**, **first name** and **last name** of your choice. Further enter **EN** for Correspondence lang. and **US** for country.

Check with the screen below and click on Save.



Your contact person will be given a unique number.



Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 3: Create BP relationship

Task Create BP relationship. **Time** 5 min

Short Description Use the SAP Easy Access Menu to create a business partner relationship.

Name (Position) Maria Diaz (Sales Person 1)

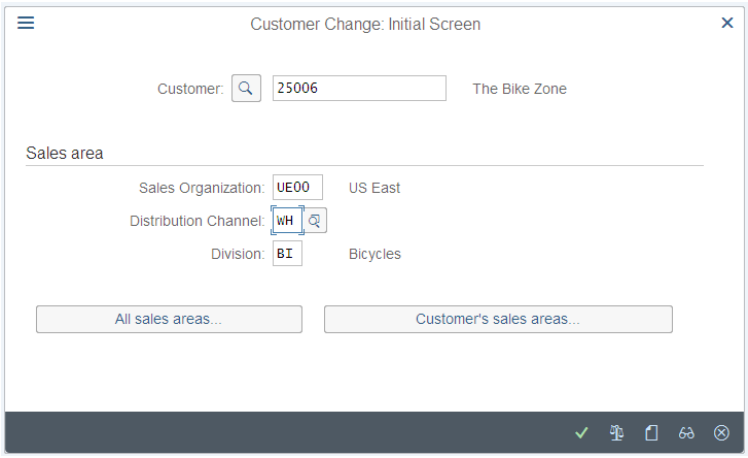
The contact person created for The Bike Zone needs to be assigned as a business partner within the customer master.

To change a customer master record, follow the menu path:

Menu path

Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Customer ► Change ► Sales and Distribution

This will produce the following screen.



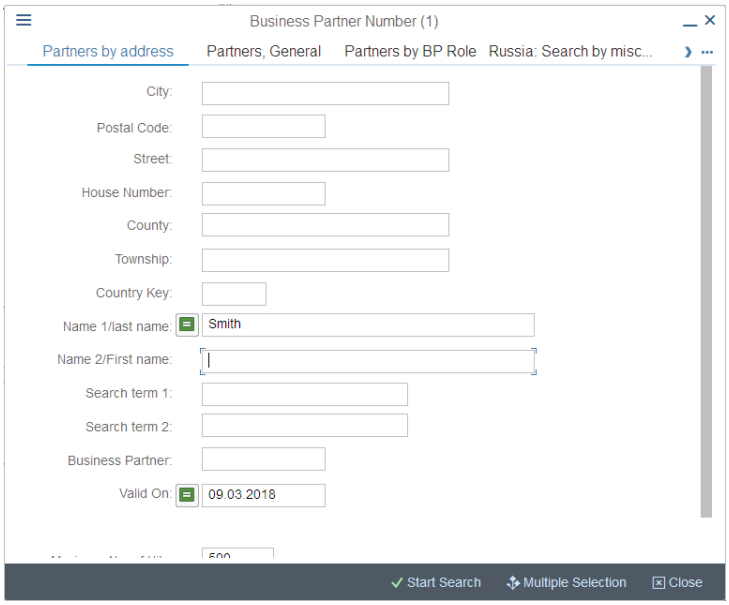
If the customer number is not entered by default, search for it using the F4 help and the search term ### (your number). Make sure that following values are entered: **UE00** for Sales Organization, **WH** is entered for Distribution Channel, and **BI** for Division. Then, press Enter.

UE00
WH
BI

Click on Relationships .

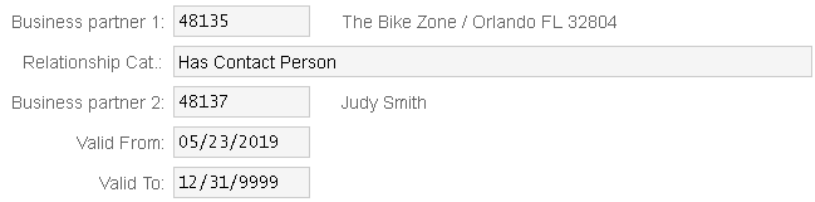
Make sure that **Has Contact Person** is selected in *Relationship Cat.*

In the field “Relationship to BP” enter the **number of your contact person**. If you do not remember the number, use the F4-help and search for your person’s last name in the tab “*Partner by Address*”.



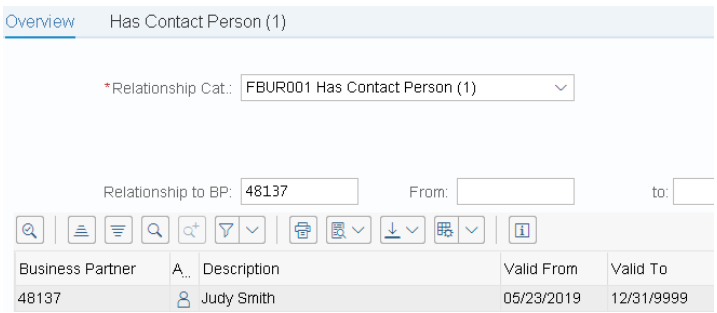
Choose you contact partner with a double click and then click on Create in the screen *Organization: maintain relationships.*

In the next screen, make sure that The Bike Zone is mentioned as your business partner and your contact person is chosen.



Enter **1** for VIP, **0002** for Department and **0002** for Function. Then click on .

Compare with the screen below and safe with Save



Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 4: Create Customer Inquiry

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

Short Description Use the SAP Easy Access Menu to create a customer inquiry.

Name (Position) Matthias Dosch (Sales Person 2)

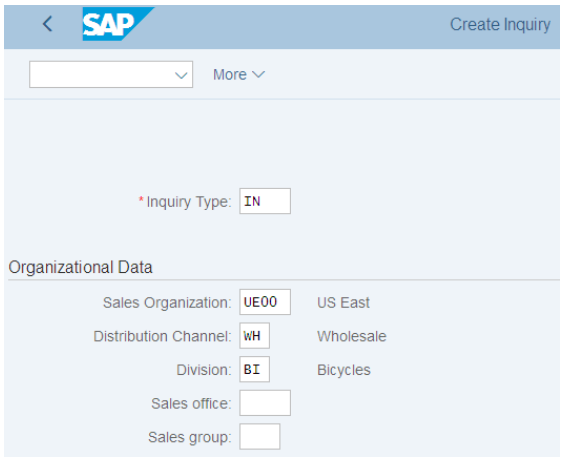
Now we will enter an inquiry from our new customer, The Bike Zone. An inquiry is a customer's request to be provided with sales information without obligation. An inquiry can relate to materials or services, conditions, and if necessary delivery dates.

To create an inquiry, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Inquiry ► Create

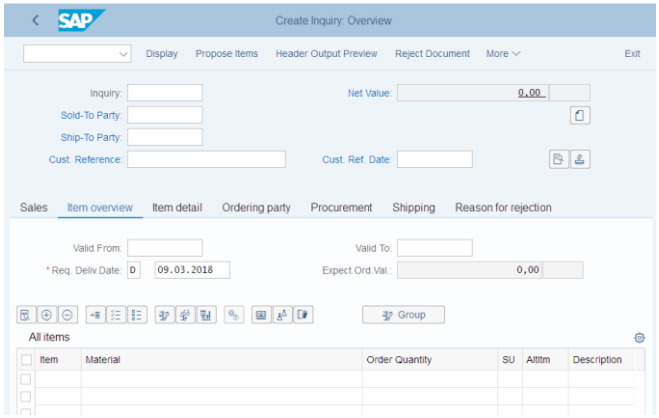
Menu path

This will produce the following screen.

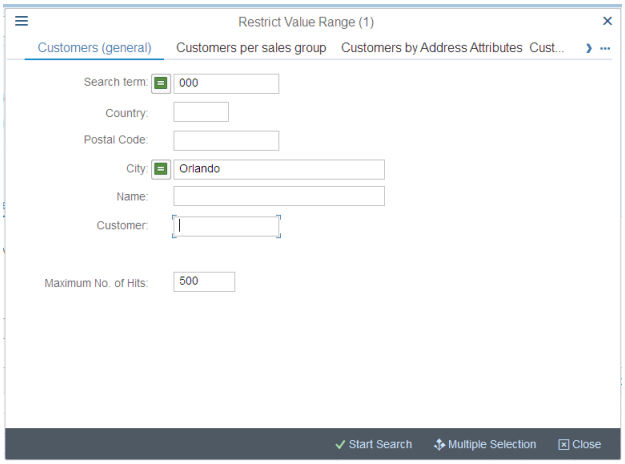


Enter the following information: **IN** for Inquiry Type, **UE00** for Sales Organization, **WH** for Distribution Channel and **BI** for Division. Then click on Continue . This will produce the following screen.

IN
UE00
WH
BI



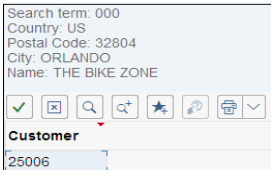
Click on the Sold-to party field, then click on the search icon , which will bring up the following search screen.



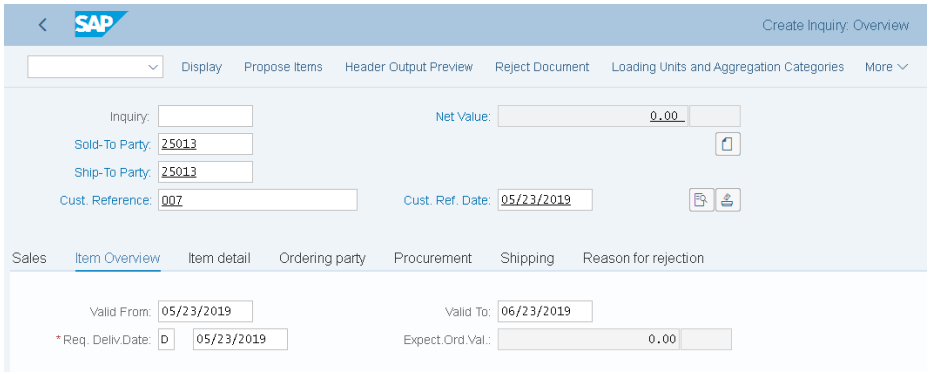
Because you have defined a search term for your new customer, we can now use it to find The Bike Zone.

Click on the Customers (general) tab, enter ### for search term and **Orlando** for City. Then, click on Start Search . This will produce the new customer.

###
Orlando



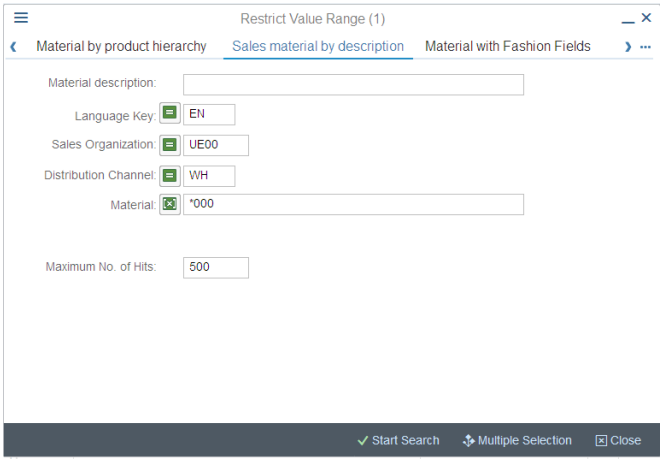
Double-click on The Bike Zone to select it.



Enter ### for Cust. Reference, **today's date** for the Customer Ref. Date (F4, then Enter), **today's date** for the Valid from date (F4, then Enter) and a date **one month from today** for the Valid to date (F4, then select the date).

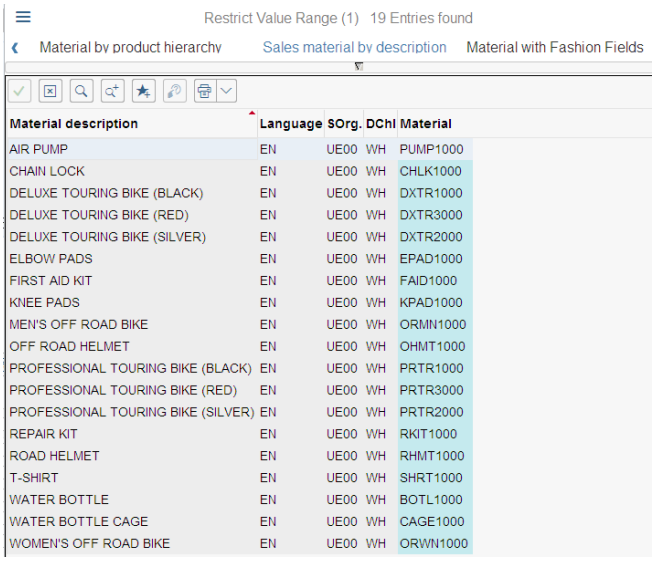
###
today's date
one month from today

The Bike Zone wants prices on two products – the Deluxe Touring Bike (black) and the Professional Touring Bike (black). To find these products, we need to use the search function. Click on the material field, then click on the search icon . Make sure you are on the "Sales material by description" tab.



On the Sales material by description tab, enter Sales Organization **UE00**, Distribution Channel **WH** and Material ***###** (e.g. *005 if your number is 005). Then click on Start Search to get the list of bicycles.

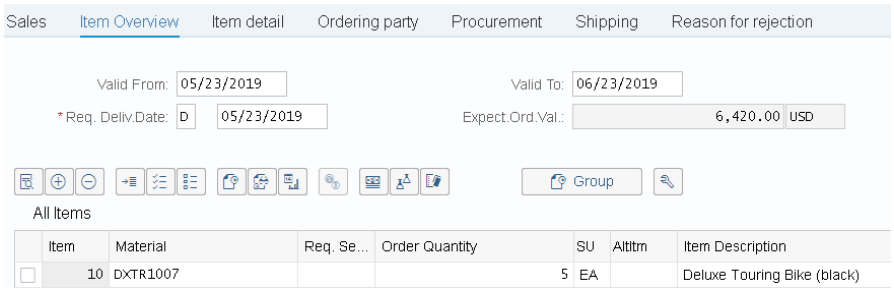
UE00
WH
*###



Material description	Language	SOrg.	DChl	Material
AIR PUMP	EN	UE00	WH	PUMP1000
CHAIN LOCK	EN	UE00	WH	CHLK1000
DELUXE TOURING BIKE (BLACK)	EN	UE00	WH	DXTR1000
DELUXE TOURING BIKE (RED)	EN	UE00	WH	DXTR3000
DELUXE TOURING BIKE (SILVER)	EN	UE00	WH	DXTR2000
ELBOW PADS	EN	UE00	WH	EPAD1000
FIRST AID KIT	EN	UE00	WH	FAID1000
KNEE PADS	EN	UE00	WH	KPAD1000
MEN'S OFF ROAD BIKE	EN	UE00	WH	ORMN1000
OFF ROAD HELMET	EN	UE00	WH	OHMT1000
PROFESSIONAL TOURING BIKE (BLACK)	EN	UE00	WH	PRTR1000
PROFESSIONAL TOURING BIKE (RED)	EN	UE00	WH	PRTR3000
PROFESSIONAL TOURING BIKE (SILVER)	EN	UE00	WH	PRTR2000
REPAIR KIT	EN	UE00	WH	RKIT1000
ROAD HELMET	EN	UE00	WH	RHMT1000
T-SHIRT	EN	UE00	WH	SHRT1000
WATER BOTTLE	EN	UE00	WH	BOTL1000
WATER BOTTLE CAGE	EN	UE00	WH	CAGE1000
WOMEN'S OFF ROAD BIKE	EN	UE00	WH	ORWN1000

Double-click on the **Deluxe Touring Bike (black)** to select it and enter an order quantity of **5** pieces.

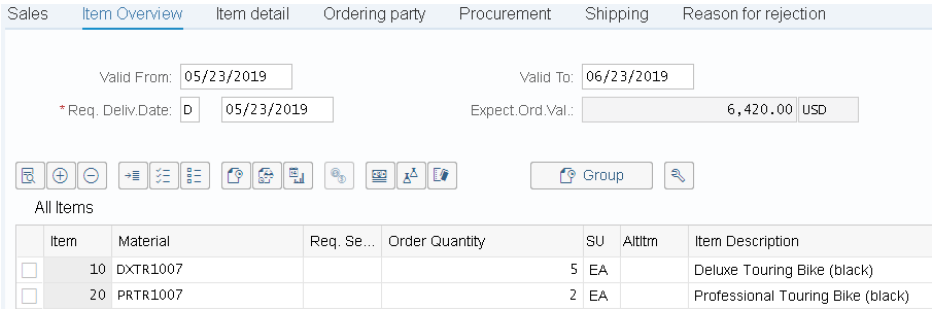
DXTR1###
5



Item	Material	Req. Se...	Order Quantity	SU	AltItm	Item Description
10	DXTR1007		5	EA		Deluxe Touring Bike (black)

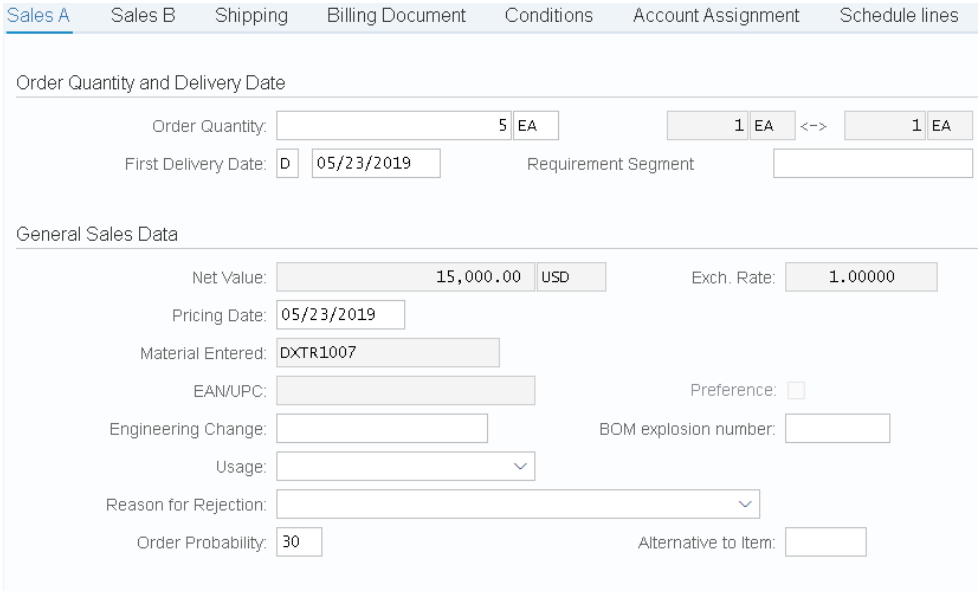
Repeat the process to enter a quantity of **2** of the **Professional Touring Bike (black)**. Click Enter to determine the price for this order.

PRTR1###
2



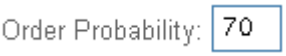
Item	Material	Req. Se...	Order Quantity	SU	AltItm	Item Description
10	DXTR1007		5	EA		Deluxe Touring Bike (black)
20	PRTR1007		2	EA		Professional Touring Bike (black)

The total price for these 7 bikes to The Bike Zone is 21,400.00, which is given by the net value. The Expect.ord.val (6,420.00) is a calculated value, which takes the net value of the order and multiplies it by the probability of having an inquiry from this customer turn into an actual order. Select both items and choose . There choose the tab *Sales A*.

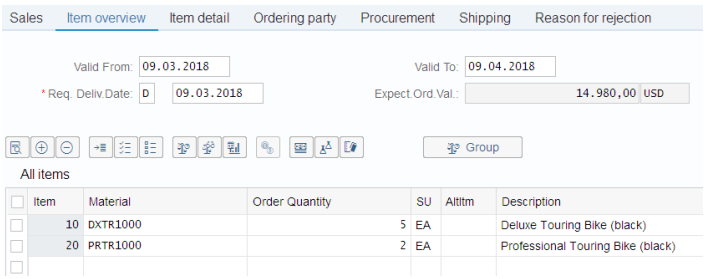


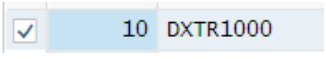
The order probability of 30% is the default value that was set for GBI for inquiry documents. The expected order value is then 0.30 x 21,400.00 = 6,420.00. We can change the order probability for an inquiry, which makes sense, as different customer inquiries would have different probabilities of becoming an actual sales order.

70

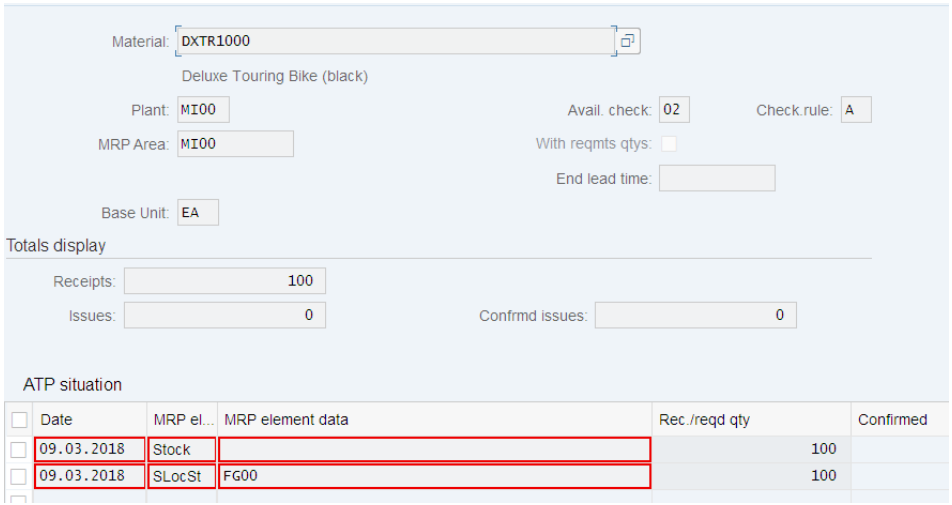
Change the Order Probabilities to **70%** 

, then choose to get to PRTR1###. There change again the Order Probabilities to **70%.** to update the inquiry and note the new Expect.ord.val of 14,980.00.



Furthermore, you can check the availability of your material. Therefore, select your item 

and click on . Choose to go back to the overview screen.



Click on

to save the inquiry. The SAP system will assign a unique number to the inquiry.

Click on the exit icon

to return to the SAP Easy Access screen.

Step 5: Create Customer Quotation

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

Short Description Use the SAP Easy Access Menu to create a customer quotation.

Name (Position) David Lopez (East Rep. Miami)

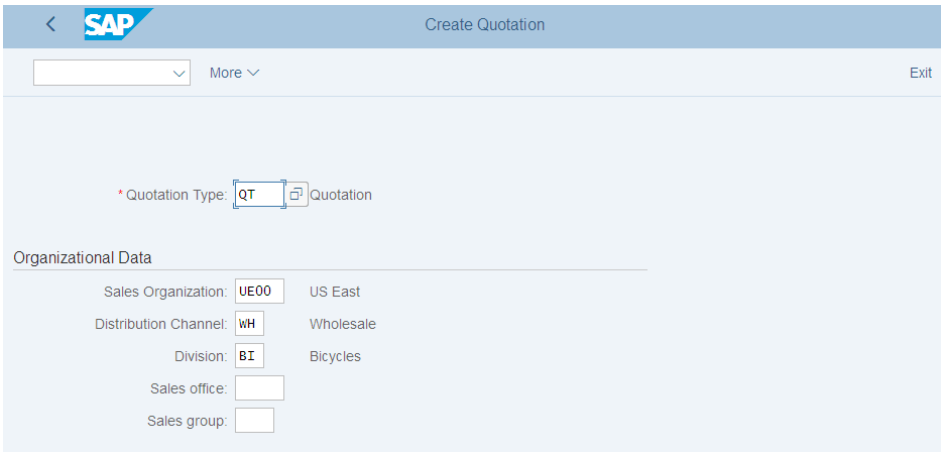
An inquiry presents the terms (price, delivery schedule) to a customer considering a purchase. A quotation is similar, except that it is a legally binding offer for delivering the requested product or services.

The Bike Zone would like a firm quote for the items in the inquiry created before. We can do this easily by copying the details from the inquiry into the new quotation. To do this, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Quotation ► Create

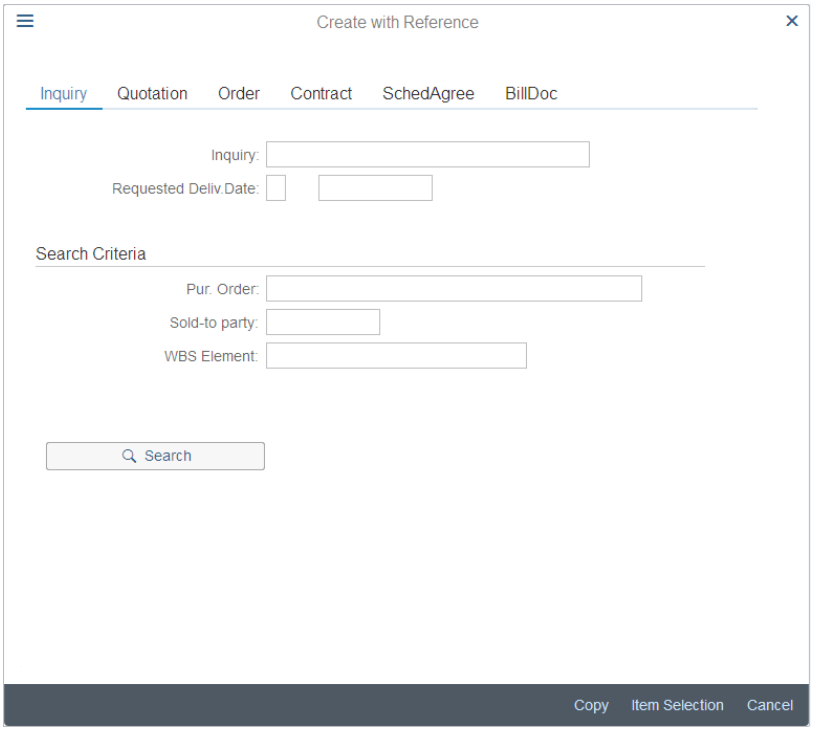
Menu path

This will produce the following screen.

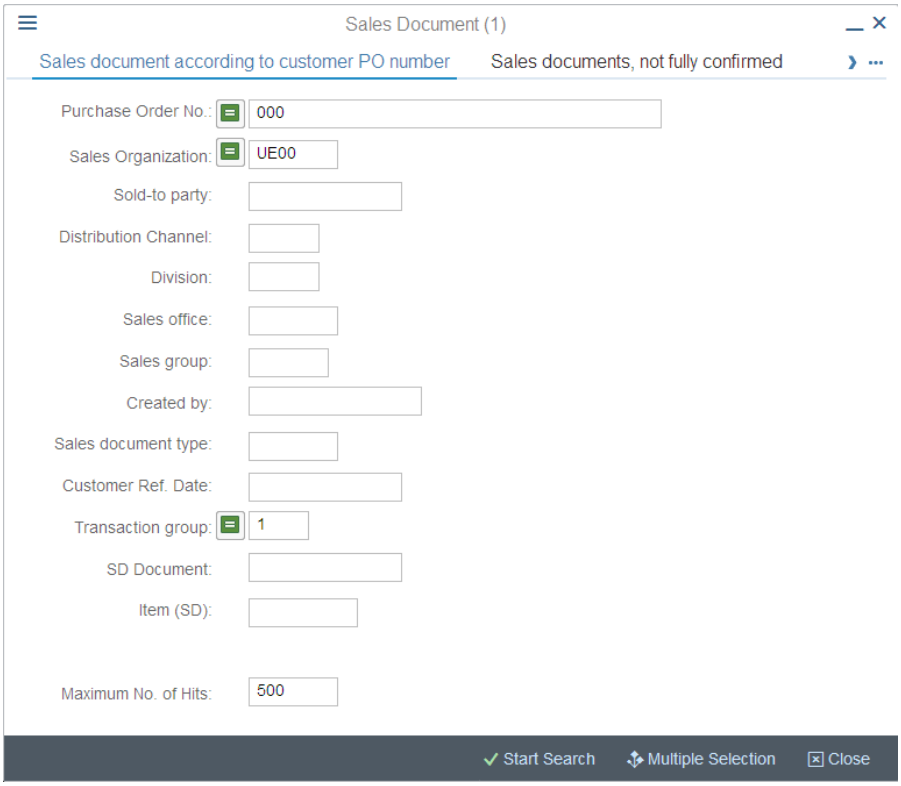


Enter **QT** for Quotation Type, then click on Create with Reference. This will produce the following screen.

QT

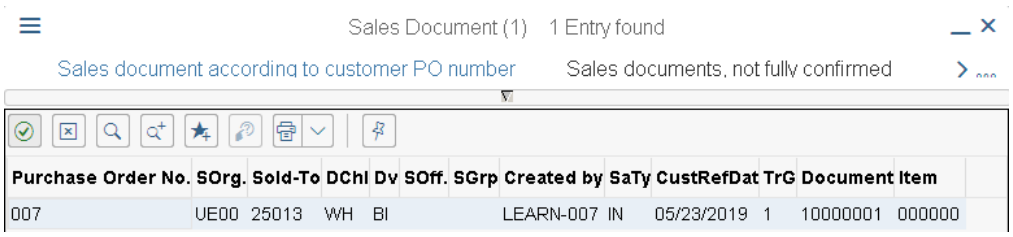


Make sure the *Inquiry* tab is selected, click on the Inquiry field, then on the search icon . This will produce the following search window.

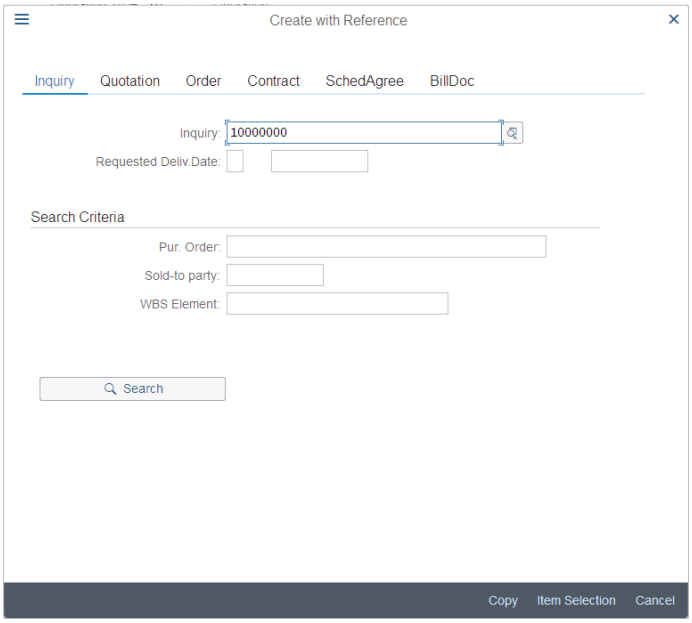


In the *Sales document according to customer PO number* tab, enter your Purchase order no. (###), then click on ✓ Start Search. This will produce a list with the inquiry for The Bike Zone.

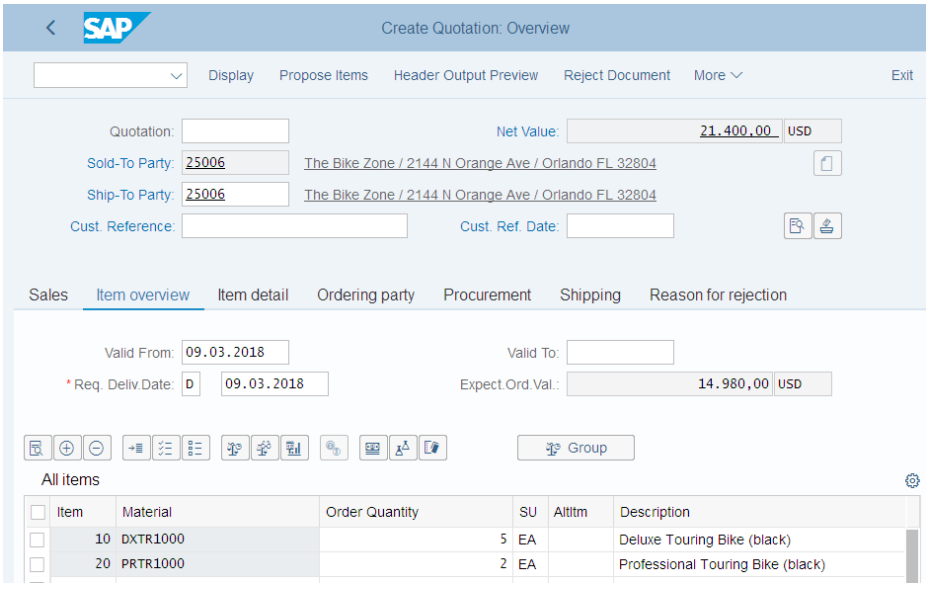
###



Double-click on the inquiry to select it, and the inquiry number will be copied in the Create with Reference window.



Click on the Copy button to copy information from the inquiry into the quotation screen.



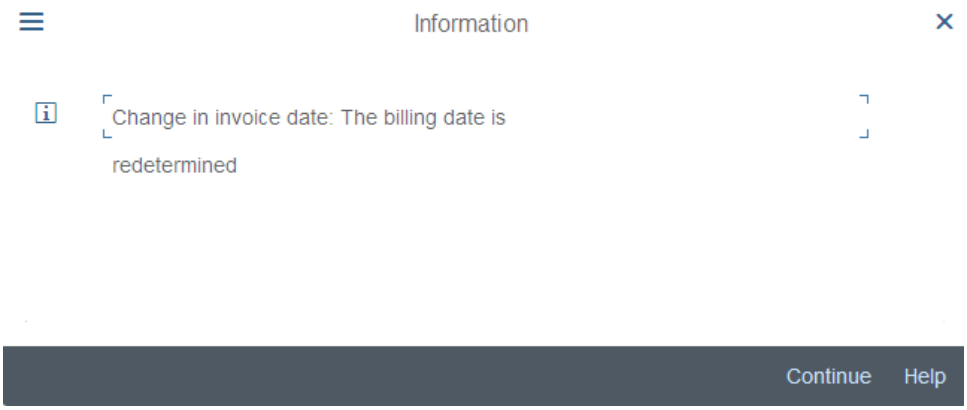
Enter ### as Cust. Reference again, **today's date** for the Cust. Ref. Date, a date **one month from today** for the Valid to date, and a date **one month from today**

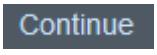
###
today's date
one month from today
one month from today

for the Req. Deliv.Date. Then click Enter, which will produce the following warning.

Press Enter to confirm the warning message.

This will produce an information message.



Click on the enter icon 

to acknowledge this information.

To encourage The Bike Zone to become a loyal customer, you have been authorized to give a $50.00 discount on each Deluxe Touring bike, as well as a 5% discount on the entire order.

To add the $50.00, select the Deluxe Touring bike line in the order, then click on the Item conditions icon . You will get a screen that shows the pricing details for your Deluxe Touring Bike.

Pricing Elements

I...	CnTy	Description	Amount	Crcy	per	U...	Condition Value	Curr.
■	PR00	Price	3.000,00	USD	1	EA	15.000,00	USD
		Gross Value	3.000,00	USD	1	EA	15.000,00	USD
		Discount Amount	0,00	USD	1	EA	0,00	USD
		Rebate Basis	3.000,00	USD	1	EA	15.000,00	USD
		Net Value for Item	3.000,00	USD	1	EA	15.000,00	USD
		Net Value 2	3.000,00	USD	1	EA	15.000,00	USD
		Total	3.000,00	USD	1	EA	15.000,00	USD
■	SKTO	Cash Discount	0,000	%			0,00	USD
■	VPRS	Internal price	1.400,00	USD	1	EA	7.000,00	USD
		Standard - USA /With	1.600,00	USD	1	EA	8.000,00	USD

In SAP, pricing is done using conditions. The pricing procedure defines which condition types are to be used to calculate the final price. Condition type PR00 is a gross price condition. To add a discount, we can add condition type **K004** (material discount) with an amount of **50** to the pricing procedure.

K004
50

Pricing Elements

I...	CnTy	Description	Amount
	PR00	Price	3.000,00
		Gross Value	3.000,00
		Discount Amount	0,00
		Rebate Basis	3.000,00
		Net Value for Item	3.000,00
		Net Value 2	3.000,00
		Total	3.000,00
	SKTO	Cash Discount	0,000
	VPRS	Internal price	1.400,00
		Standard - USA /With	1.600,00
	K004		50

After clicking enter, a new price for the 5 Deluxe Touring bikes will be calculated.

Pricing Elements

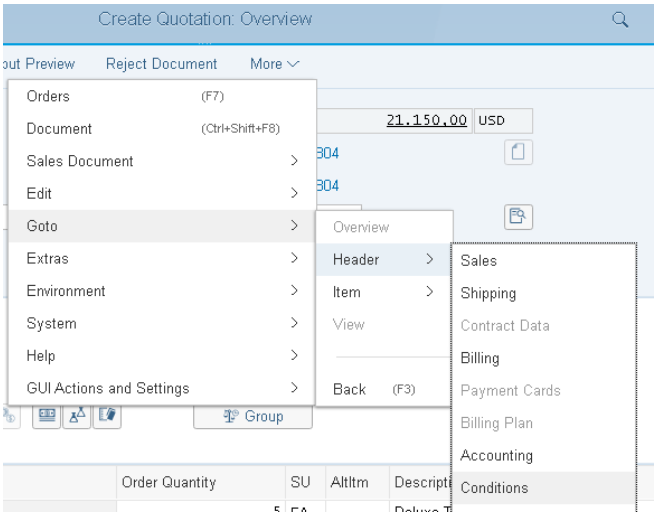
I...	CnTy	Description	Amount	Crcy	per	U...	Condition Value	Curr.
	PR00	Price	3.000,00	USD	1	EA	15.000,00	USD
		Gross Value	3.000,00	USD	1	EA	15.000,00	USD
	K004	Material	50,00-	USD	1	EA	250,00-	USD
		Discount Amount	50,00-	USD	1	EA	250,00-	USD
		Rebate Basis	2.950,00	USD	1	EA	14.750,00	USD
		Net Value for Item	2.950,00	USD	1	EA	14.750,00	USD
		Net Value 2	2.950,00	USD	1	EA	14.750,00	USD
		Total	2.950,00	USD	1	EA	14.750,00	USD
	SKTO	Cash Discount	0,000	%			0,00	USD
	VPRS	Internal price	1.400,00	USD	1	EA	7.000,00	USD
		Standard - USA /With	1.550,00	USD	1	EA	7.750,00	USD

Note that the discount is now applied to the order. Click on the back icon to return to the main quotation screen.

To apply a 5% discount to the entire order, follow the pull-down menu path:

More ► Goto ► Header ► Conditions

This will produce the following screen.



RA00
5

To apply the 5% discount, enter CnTy (condition type) **RA00** (Net Discount) with an amount of **5**, then click Enter. Note that the price does not yet include the 5% discount.

Pricing Elements

I...	CnTy	Description	Amount	Crcy	per	U...	Condition Value	Curr.
	PR00	Price					21.400,00	USD
		Gross Value					21.400,00	USD
	K004	Material					250,00-	USD
	RA00	% Discount from Net	5,000-	%			0,00	USD
		Discount Amount					250,00-	USD
		Rebate Basis					21.150,00	USD
		Net Value for Item					21.150,00	USD
		Net Value 2					21.150,00	USD
		Total					21.150,00	USD
	SKTO	Cash Discount					0,00	USD
	VPRS	Internal price					10.000,00	USD
		Standard - USA /With					11.150,00	USD

To include the 5% discount, click on the activate icon

.

Pricing Elements

I...	CnTy	Description	Amount	Crcy	per	U...	Condition Value	Curr.
	PR00	Price					21.400,00	USD
		Gross Value					21.400,00	USD
	K004	Material					250,00-	USD
	RA00	% Discount from Net	5,000-	%			1.057,50-	USD
		Discount Amount					1.307,50-	USD
		Rebate Basis					20.092,50	USD
		Net Value for Item					20.092,50	USD
		Net Value 2					20.092,50	USD
		Total					20.092,50	USD
	SKTO	Cash Discount					0,00	USD
	VPRS	Internal price					10.000,00	USD
		Standard - USA /With					10.092,50	USD

The 5% discount is now applied. Note that it is applied to the price after the $50 discount per Deluxe Touring bike. Click on

to save the new quotation.

Click on the exit icon

to return to the SAP Easy Access screen.

Step 6: Create Sales Order Referencing a Quotation

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

Short Description Use the SAP Easy Access Menu to create a sales order.

Name (Position) David Lopez (East Rep. Miami)

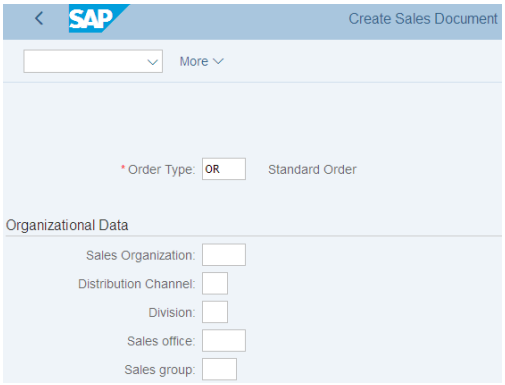
The Bike Zone has agreed to the terms and conditions in the quotation and wants to order the bikes in the quotation. As a result, we can simplify the order creation process by copying the quotation into a sales order.

To create a sales order, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Order ► Create

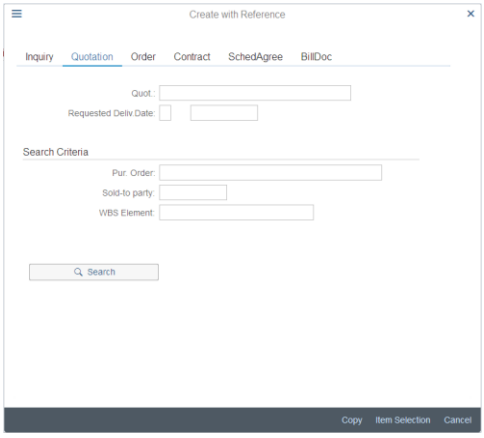
Menu path

This will produce the following screen.



Enter Order Type **OR**. The other fields do not necessarily need to be filled. Then, click on the Create with Reference icon. This will produce the following pop-up search window.

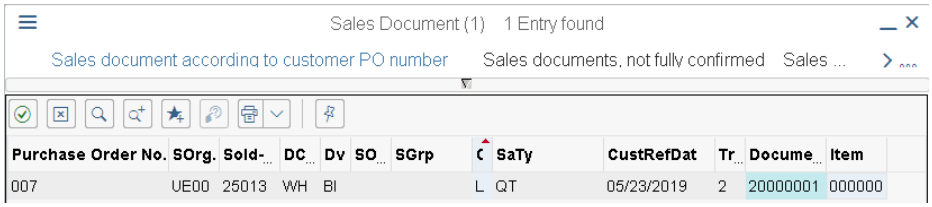
OR



Make sure that the Quotation tab is selected, click on the Quotation field, then on the search icon .

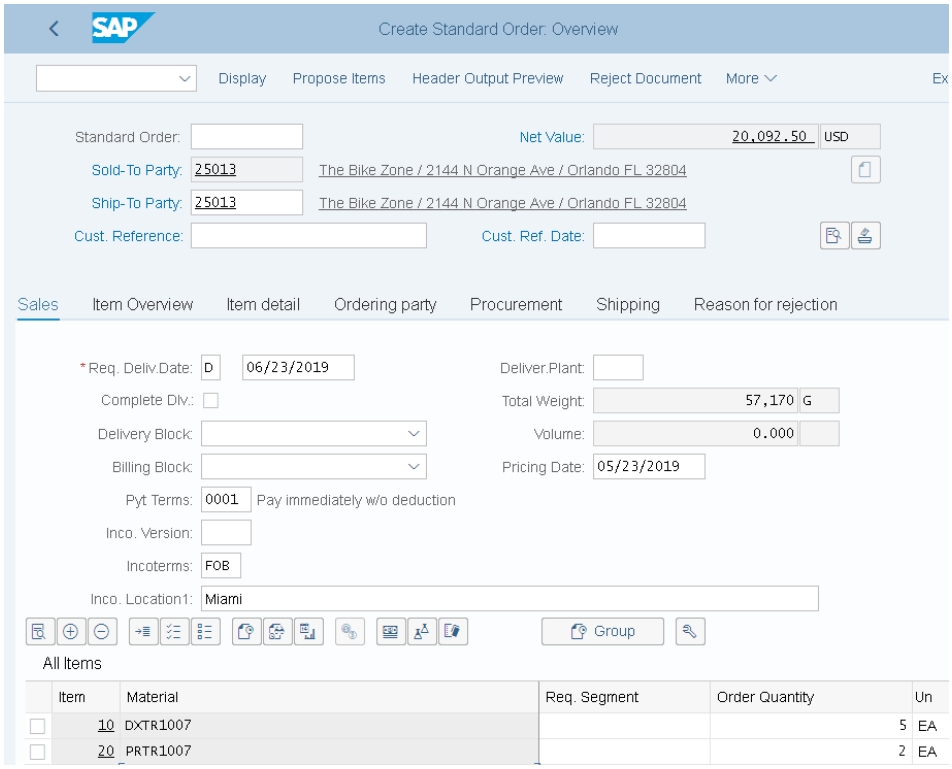
On the following search window, make sure you select the *Sales document according to customer PO number* tab, enter ### for PO number, then click on the enter icon Start Search.

###



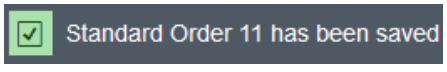
After double-clicking on the quotation, the number for the quotation will be entered into the Create with Reference window.

With the Quotation number entered, click on Copy to copy the information from the quotation into the sales order screen.



Enter ### for Cust. Reference and **today's date** (F4, then Enter) for the Cust. Ref. Date. Note that the Req.deliv.date is copied from the quotation. Click on Save to save the sales order. The SAP system will assign a sales order number.

###
today's date



Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 7: Check Stock Status

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

Short Description Use the SAP Easy Access Menu to check the stock status.

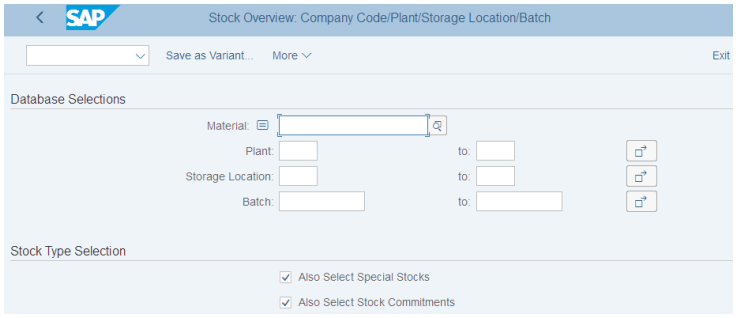
Name (Position) David Lopez (East Rep. Miami)

Menu path

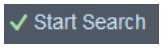
We can check on the inventory level of the bikes in the sales order for The Bike Zone. To do this, follow the menu path:

Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview

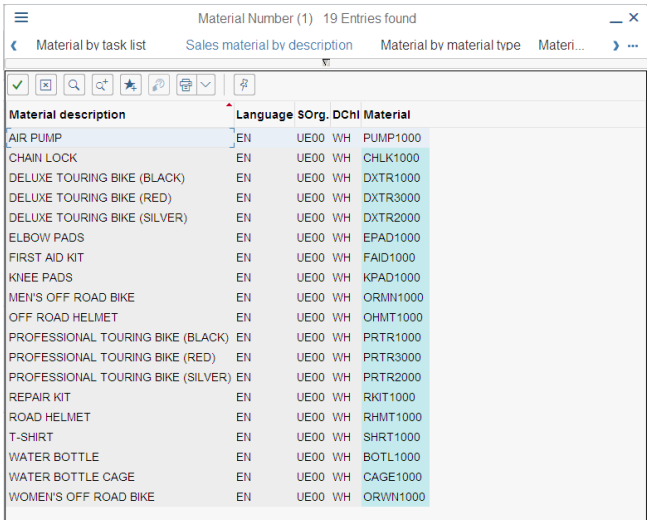
This will produce the following screen.



To find the material number for your bikes, click on the Material field, then click on the search icon .

Use the far-right icon to select the tab *Sales Material by Description*. Enter **UE00** for Sales Organization, **WH** for Distribution Channel and Material *### (e.g. *002 if your number is 002). Then click the enter icon  to find the list of materials.

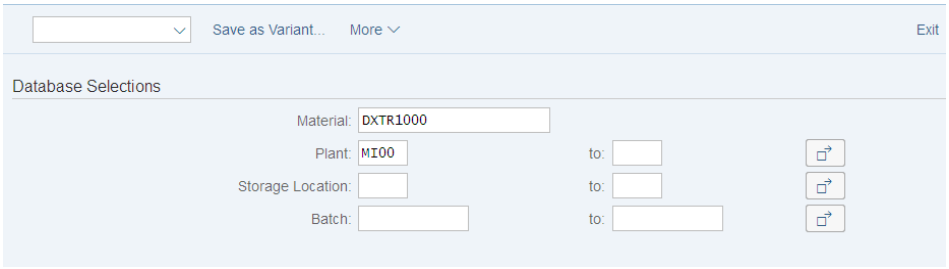
UE00
WH
*###



Double-click on the Deluxe Touring Bike (black) to select it.

With the material number entered from the search list, enter **MI00** for Plant. Then click on Execute to look at the stock level.

MI00



This report gives stock levels for the DC in Miami.

You can get more detail on the stock of black Deluxe Touring bikes. Select the Miami DC, then click on Detailed Display. This will give you very specific information about the inventory of black Deluxe Touring bikes.

Note the 5 bikes that are part of the sales order. Click on the enter icon to close the Detailed Display window, then click on the back icon to return to the main screen.

Use the search function to enter the material number for the Professional Touring bike (black). Click on the execute icon Execute and review the stock level for this bike.

Click on the exit icon Exit to return to the SAP Easy Access screen.

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Step 8: Display Sales Order

Task Display a sales order.

Time 10 min

Short Description Use the SAP Easy Access Menu to display a sales order.

Name (Position) Sandeep Das (Warehouse Supervisor)

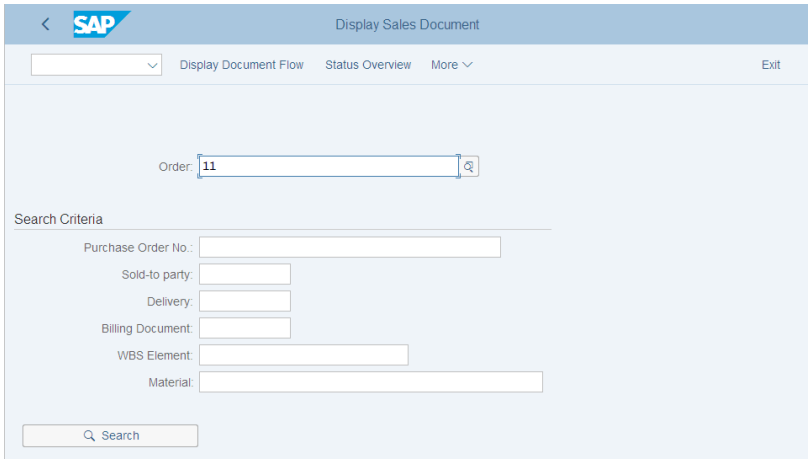
With relatively little user input, the sales order for The Bike Zone has been created. The Display Sales Order transaction provides the opportunity to review the order in detail.

To display a sales order, follow the menu path:

Logistics ▶ Sales and Distribution ▶ Sales ▶ Order ▶ Display

Menu path

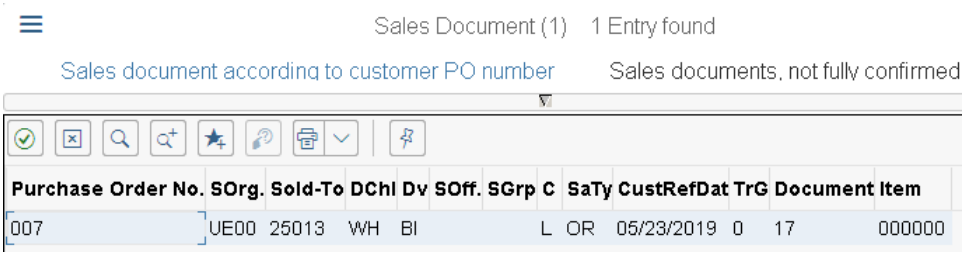
This will produce the following screen.



To make sure you have the correct sales order number, use the search function to find it. Click on the order field, then click on the search icon . This will bring up the search pop-up window.

After entering your PO number ###, click on Start Search to get a list of sales orders.

###



After double-clicking on your sales order number, click on Continue to display the sales order. This will produce the following sales order items.

All items

Item	Material	Order Quantity	Un	S	Description
10	DXTR1000	5	EA		Deluxe Touring Bike (black)
20	PRTR1000	2	EA		Professional Touring Bike (black)

Select the Professional Touring bike line item, then click on the display availability icon to explore the stock for this item in detail.

Totals display

Receipts: 80

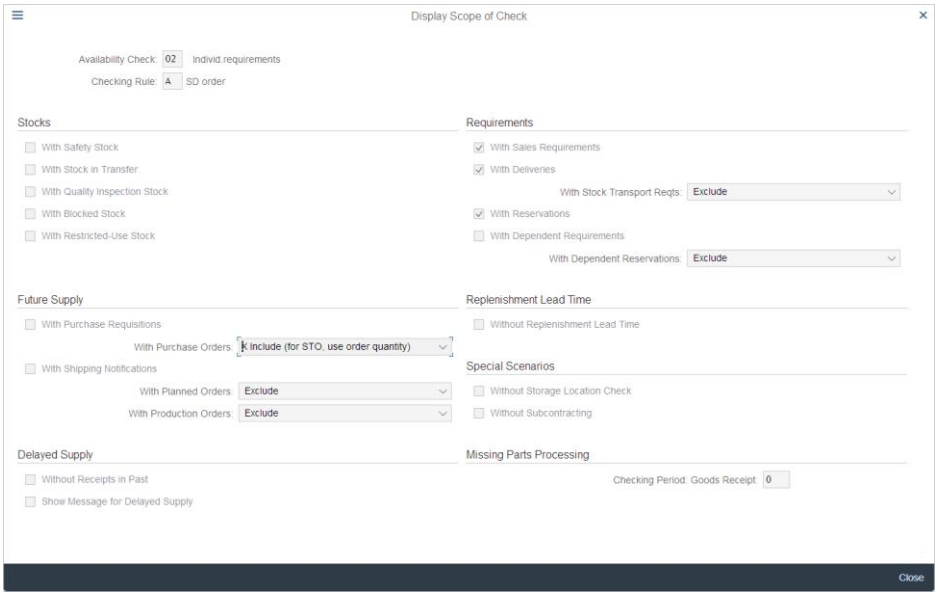
Issues: 2 Confrmd issues: 2

ATP situation

Date	MRP el...	MRP element data	Rec./reqd qty	Confirmed	Cum. ATP qty
05/23/2019	Stock		80		78
05/23/2019	CusOrd	Totals record	2-	2	78
05/23/2019	SLocSt	FG00	80		80

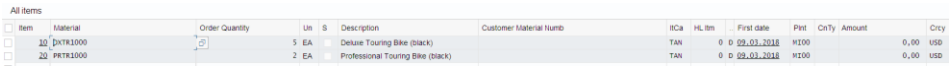
This screen shows that, in this case, there are actually 80 bikes in stock and the order we are displaying will use 2 of these.

Note Your numbers may be different. Clicking on the *Scope of check* icon will produce the following pop-up window.

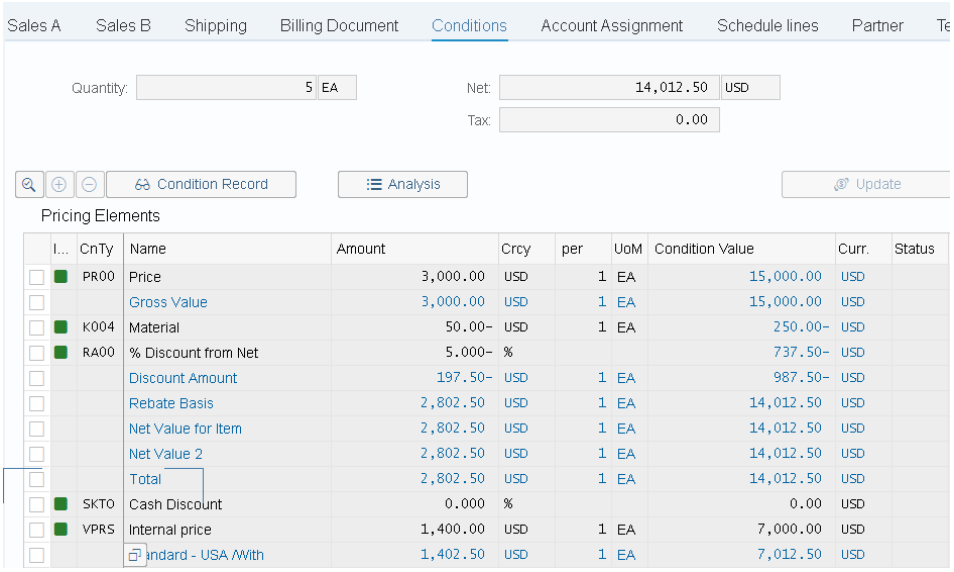


This screen displays the elements considered when performing the availability check. For example, Incl. purchase orders is selected, which means that a purchase order will be considered as available stock from its receipt date onward.

Click on the cancel icon ✕ to close the pop-up window, then click on the back icon to return to the overview screen.



After selecting the Deluxe Touring bike line and clicking on the item conditions icon , the following screen will be displayed.



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

The details of the price calculation for the Deluxe Touring bike are displayed. Note the two discounts that were manually applied to this line item. Click on the back icon twice to return to the overview screen.

Click on the exit icon to return to the SAP Easy Access screen.

Step 9: Start Delivery Process

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

Short Description Use the SAP Easy Access Menu to start the delivery process.

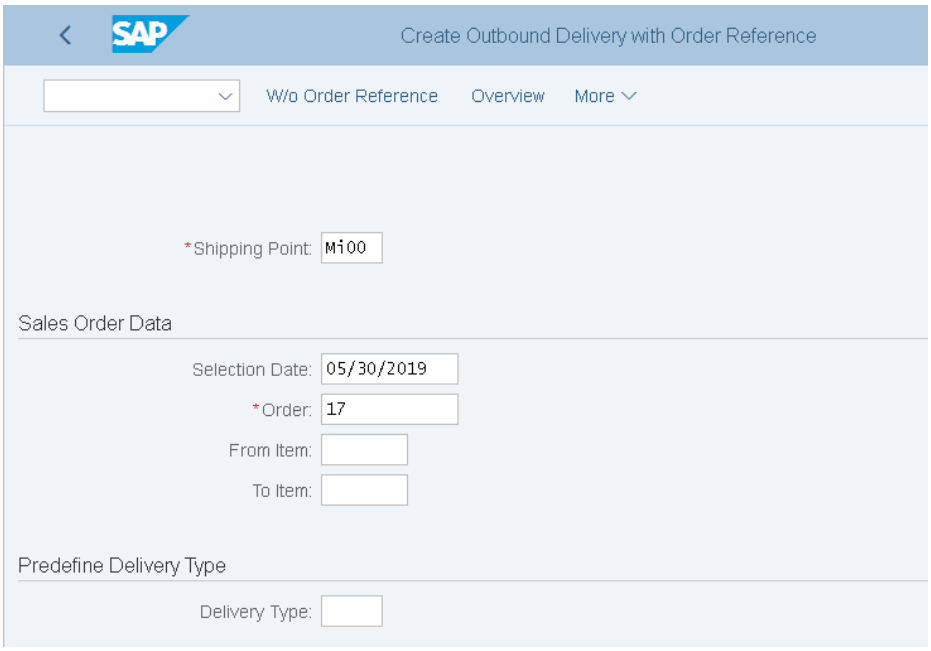
Name (Position) Sergey Petrov (Warehouse Employee)

To start the process that will fulfill The Bike Zone's order, we need to create a delivery document. To do this, follow the menu path:

Menu path

Logistics ► Sales and Distribution ► Shipping and Transportation ►Outbound Delivery ► Create ► Single Document ► With Reference to Sales Order

This will produce the following screen.



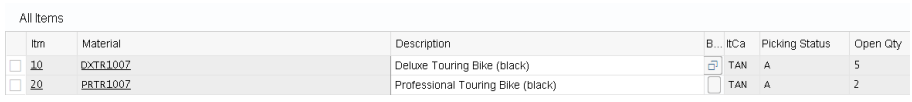
Enter **MI00** for Shipping Point. Enter a selection date **one week from today** (you can use **F4** to call up the calendar window).

MI00
one week from today

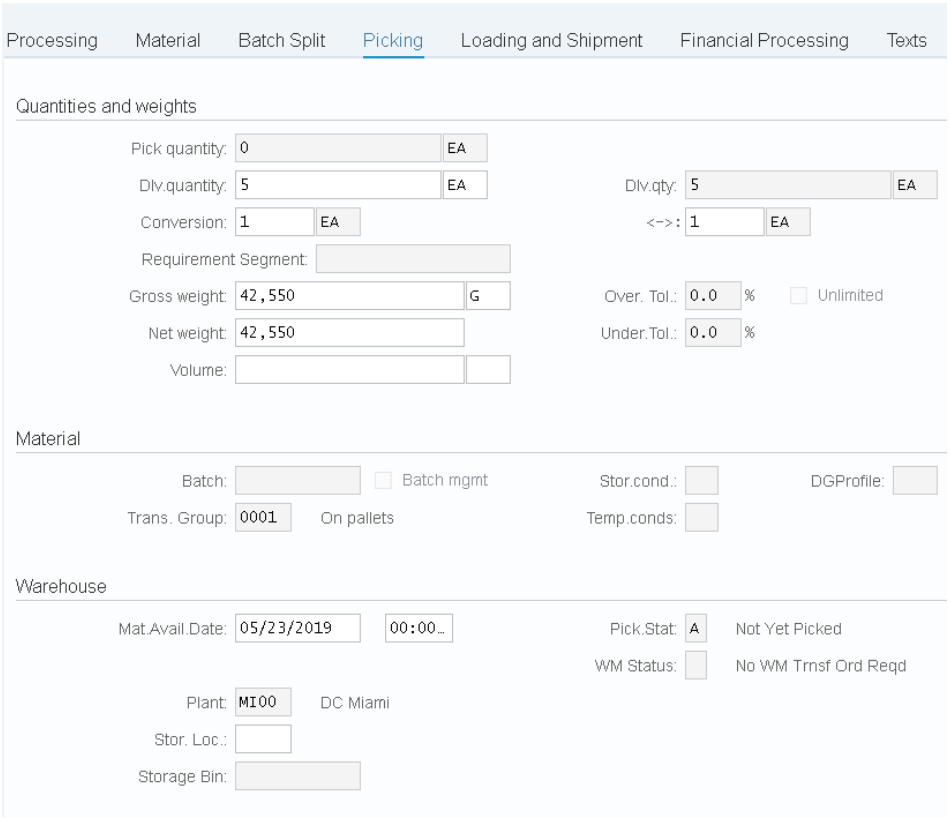
If the sales order number is not entered automatically, you can search for you sales order number using the Sales documents according to customer PO number tab. Enter your PO number (###).

###

Then click on Continue.



Select the Deluxe Touring bike line, then click on the details icon and choose the Picking tab, which will produce the following screen.



This screen shows that the order has not yet been picked. After clicking on Save, a delivery document will be created with a unique document number

Click on Exit to return to the SAP Easy Access screen.

Step 10: Check Stock Status

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

Short Description Use the SAP Easy Access Menu to check the stock status.

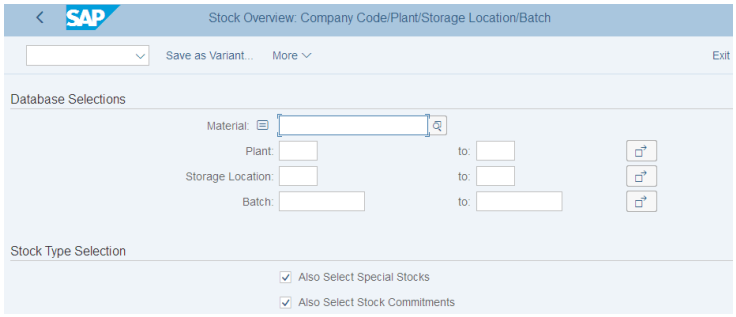
Name (Position) Sergey Petrov (Warehouse Employee)

To check on the inventory for the bikes in the sales order for The Bike Zone, follow the menu path:

Menu path

Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview

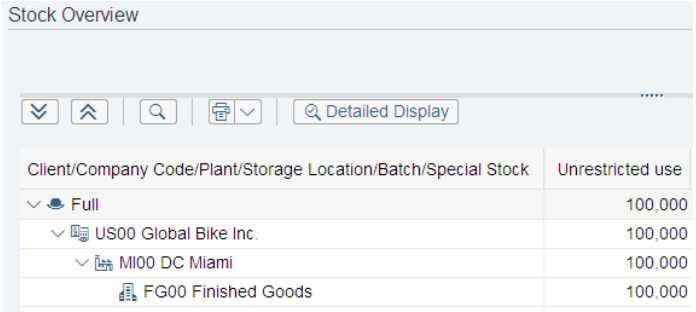
This will produce the following screen.



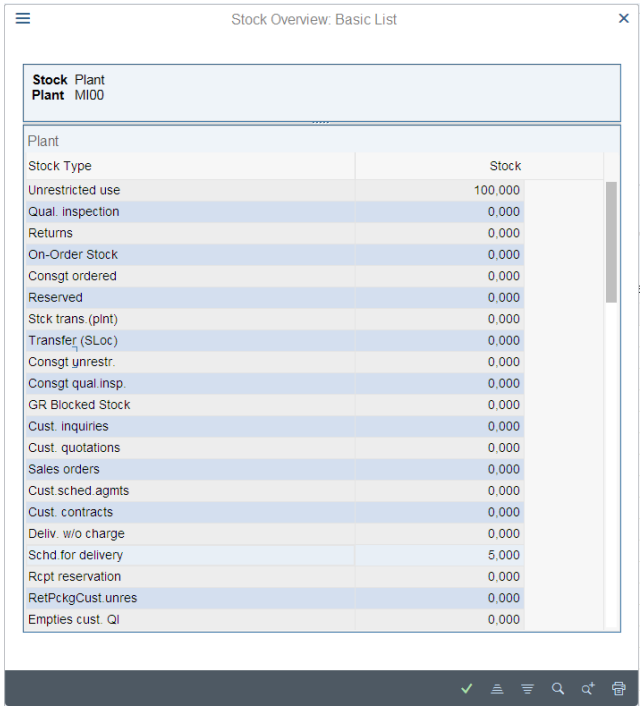
If the Material and Plant fields are not automatically filled in, click on the Material field, then click on the search icon . Use the Sales material by description tab with **UE00** for Sales Organization, **WH** for Distribution Channel and ***###** for Material. Pick the black Deluxe Touring bike. Then, enter **MI00** in the Plant field.

UE00
WH
*###
MI00

When the Material and the Plant field are correctly filled (compare with the screenshot above), click on Execute. This will produce the following screen.



Select the Miami DC, then click Detailed Display .



Note that the 5 bikes for The Bike Zone order are now showed as *Schd. for delivery*. Click on the enter icon to close the Detailed Display window.

Click on Exit to return to the SAP Easy Access screen.

Step 11: Pick Materials on Delivery Note

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

Short Description Use the SAP Easy Access Menu to pick materials.

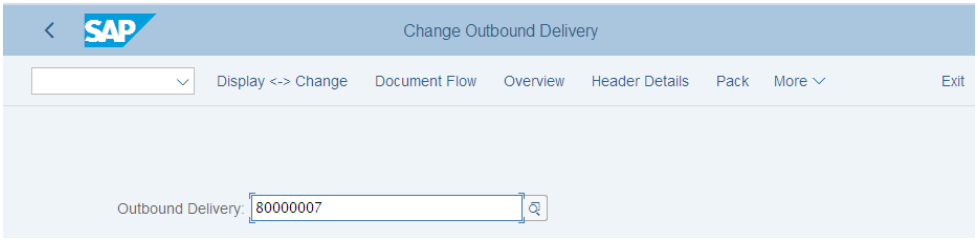
Name (Position) Sandeep Das (Warehouse Supervisor)

To record the picking of the material, we change the delivery document. To change the delivery document, follow the menu path:

Menu path

Logistics ► Sales and Distribution ► Shipping and Transportation ► Outbound Delivery ► Change ► Single Document

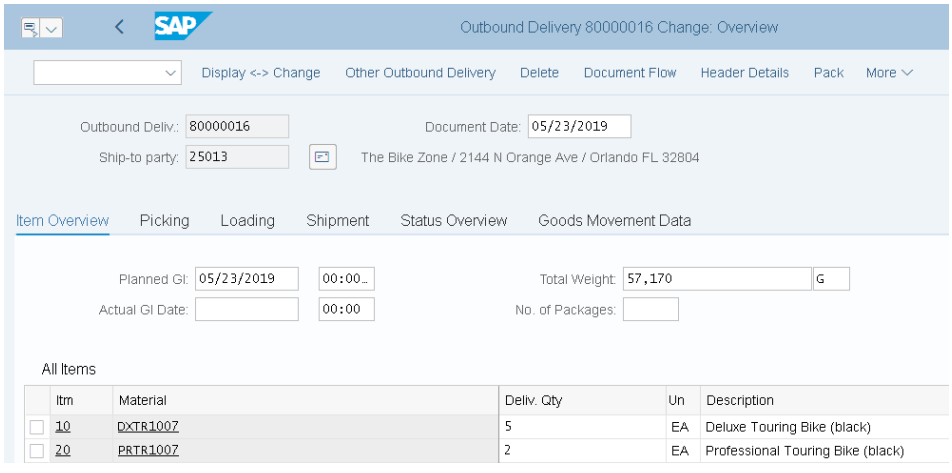
This will produce the following screen.



If the Outbound Delivery document number is not entered automatically, you can search for your delivery document using the tab Outbound Delivery: Not Posted for Goods Issue (**MI00** for Shipping Point and **your customer number** for Ship-to party).

MI00
your customer number

After clicking on Continue, you will get the following screen.



Click on the picking tab, then enter **FG00** for SLoc (storage location) and the appropriate quantity for the picked quantity (**5** for DXTR1### and **2** for PRTR1###). Click on Save to save the picking information. You should get the following message at the bottom-left corner of the screen.

FG00
5
2

Click on Exit to return to the SAP Easy Access screen.

Step 12: Post Goods Issue

Task Post a goods issue. **Time** 5 min

Short Description Use the SAP Easy Access Menu to post a goods issue.

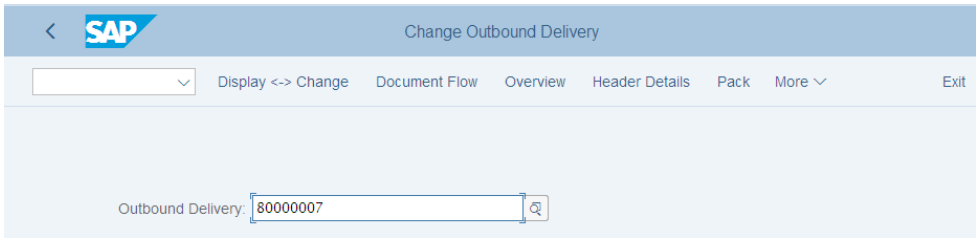
Name (Position) Sandeep Das (Warehouse Supervisor)

To post the goods issue (change the possession of the material from GBI to The Bike Zone), follow the menu path:

Logistics ► Sales and Distribution ► Shipping and Transportation ► Outbound Delivery ► Change ► Single Document

Menu path

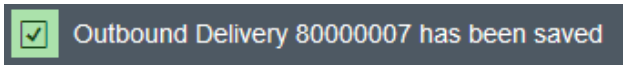
This will produce the following screen.



If the Outbound Delivery document number is not entered automatically, you can search for your delivery document using the tab Outbound Delivery: Not Posted for Goods Issue (**MI00** for Shipping Point and **your customer number** for Ship-to party).

MI00
your customer number

With the correct delivery document number filled in, click on the Post Goods Issue icon. You should get the following message at the bottom-left corner of the screen.



Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 13: Check Stock Status

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

Short Description Use the SAP Easy Access Menu to check the stock status.

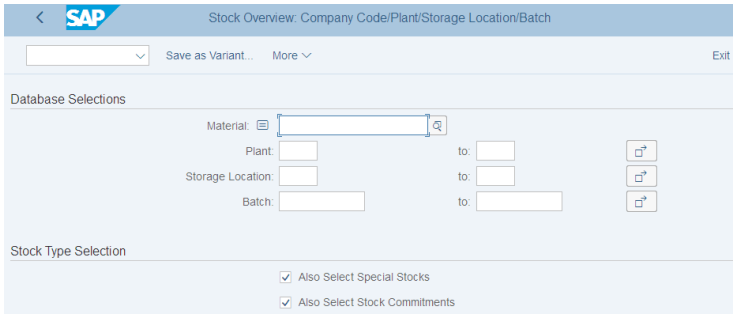
Name (Position) Sandeep Das (Warehouse Supervisor)

To see the impact that the goods issue for the bikes in the sales order for The Bike Zone has on the inventory position of GBI, follow the menu path:

Menu path

Logistics ► Materials Management ► Inventory Management ► Environment ► Stock ► Stock Overview

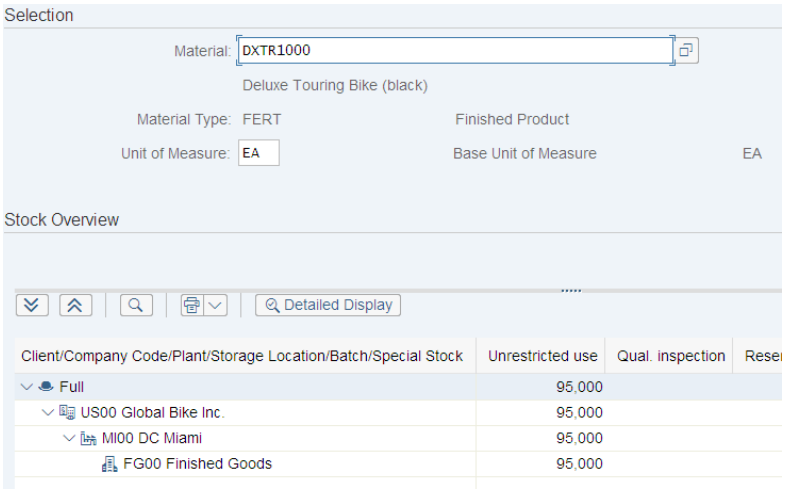
This will produce the following screen.



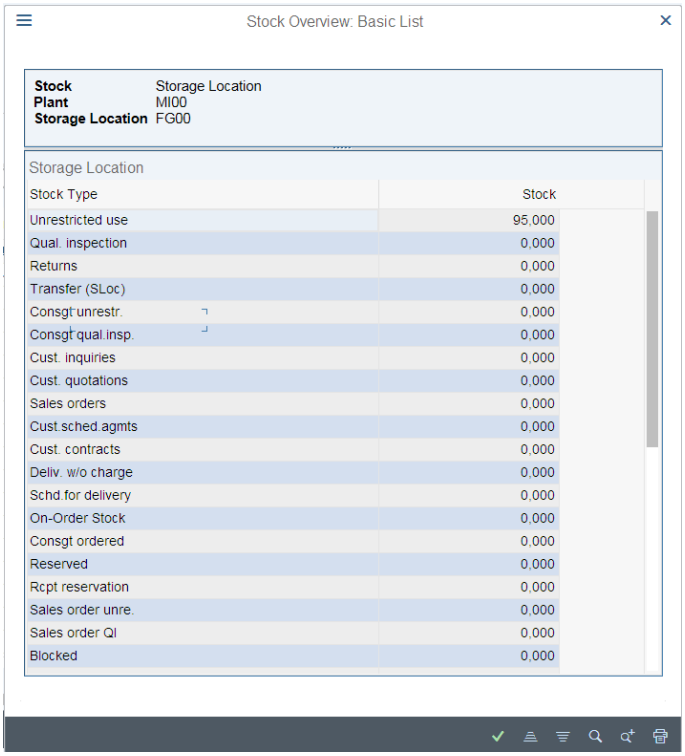
If the Material and Plant fields are not automatically filled in, click on the Material field, then click on the search icon . Use the Sales material by description tab with **UE00** for Sales Organization, **WH** for Distribution Channel and ***###** for Material. Pick the black Deluxe Touring bike (black). Then, enter **MI00** in the Plant field.

UE00
WH
*###
MI00

When the Material and the Plant field are correctly filled (compare with the screenshot above), click on Execute. This will produce the following screen.



Note that the available inventory has changed. Select the Miami DC, then click on the Detailed Display icon.



The inventory is reduced from before by the amount that used to appear as *Schd. for delivery*. Click on the enter icon to close the window.

Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 14: Create Invoice for Customer

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

Short Description Use the SAP Easy Access Menu to create a customer billing document.

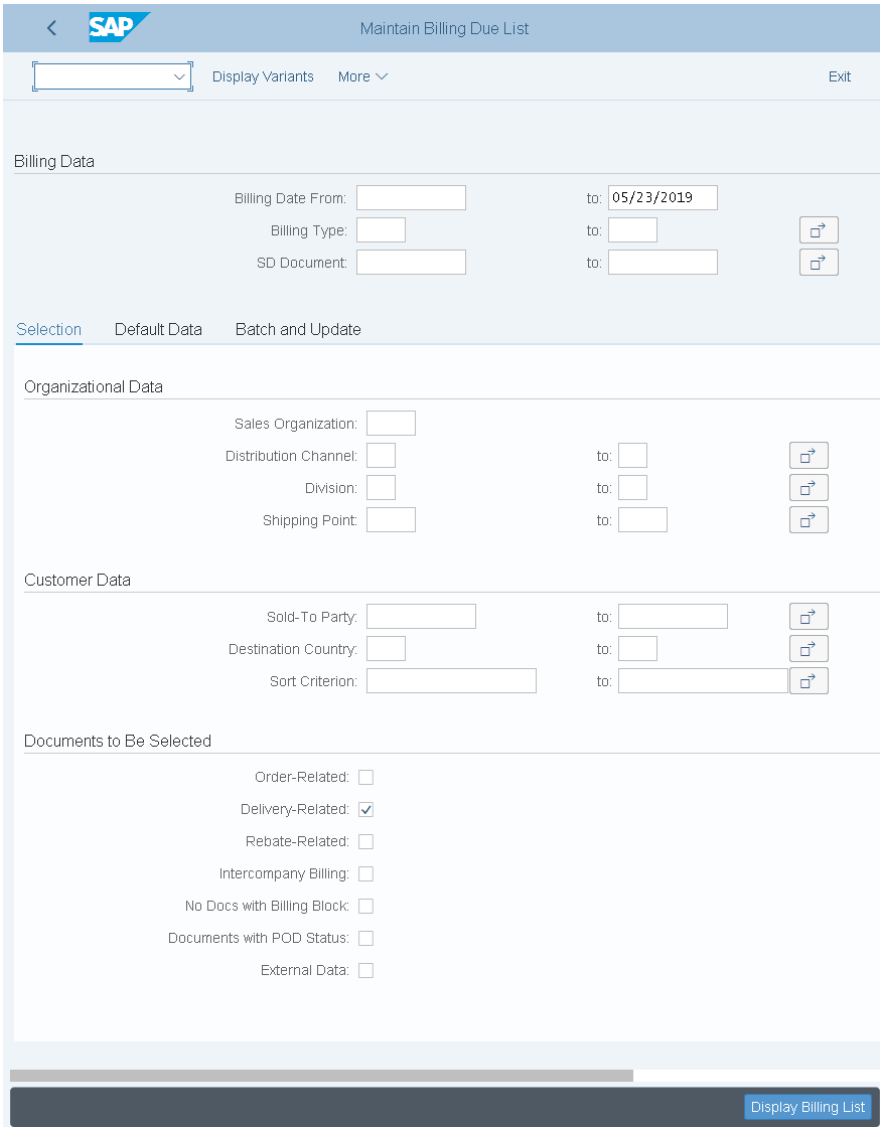
Name (Position) Stephanie Bernard (Billing Clerk)

With the delivery complete, the customer can be invoiced. To do this, follow the menu path:

Menu path

Logistics ► Sales and Distribution ► Billing ► Billing Document ► Process Billing Due List

This will produce the following screen.



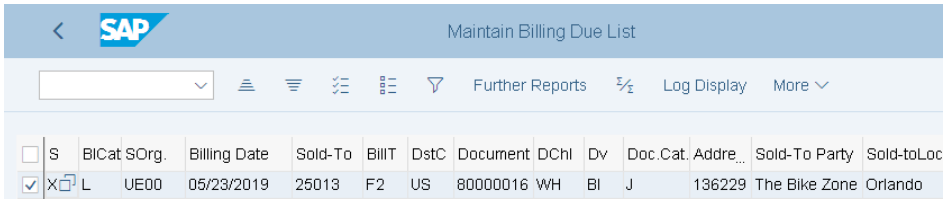
Enter **UE00** for Sales Organization and **your customer number** for Sold-To Party.

UE00
your customer number

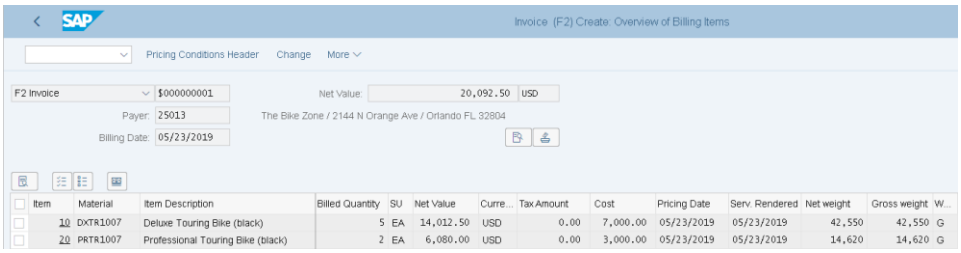
If you do not remember your customer number, find it by using the F4 help in the Sold-To Party field and entering your individual number (###) in the Search term field and **Orlando** in the City field. Confirm with Start Search. Then, double-click on the one result row.

F4
###
Orlando

Then, click on the Display Billing List Display Billing List icon. This will produce the following screen.

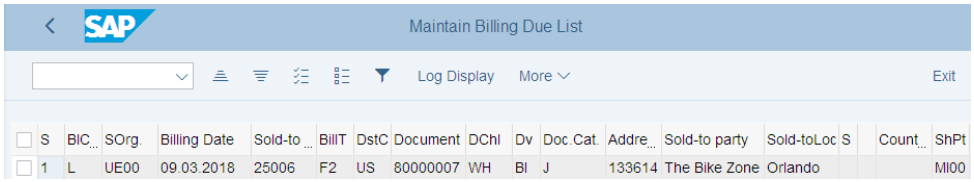


Select you line item and click on Individual Billing Document.



Click on the icon Save to return to the Maintain Billing Due List screen.

Note that the highlight is turned off on the line, and there is a message at the bottom of the screen.



Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 15: Display Billing Document and Customer Invoice

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

Short Description Use the SAP Easy Access Menu to display a billing document/customer invoice.

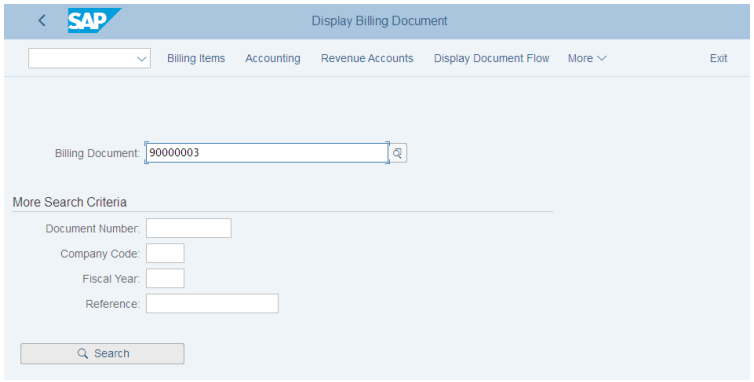
Name (Position) Stephanie Bernard (Billing Clerk)

The invoice that will be sent to The Bike Zone can be viewed by following the menu path:

Menu path

Logistics ► Sales and Distribution ► Billing ► Billing Document ► Display

This will produce the following screen.



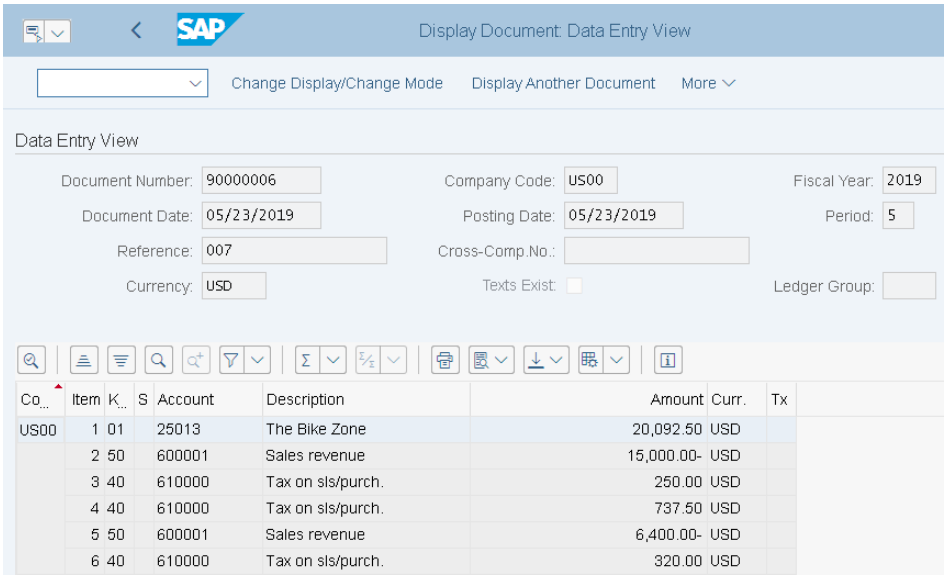
If the billing document number is not entered automatically, you can find it with the F4 help. Extend the tab *Restrictions*. Enter there your Sold-to party and press Enter. Double click at your Billing Document Number.

F4
Sold-to party number

If you don't know your Sold-to party number, go back to the SAP Easy Access Menu and open the Transaction VD03. Use the F4 Help in the Customer field. In the pop-up enter Orlando as City and *### as Search term and click on Start Search. Write down your Sold-to party number and restart this step.

VD03
F4
Orlando
*###

To review the accounting implications of this sale, click on the icon Accounting. This will produce the following screen.



Review the accounting postings due to this sales order.

Click on the exit icon Exit to return to the SAP Easy Access screen.

Step 16: Post Receipt of Customer Payment

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

Short Description Use the SAP Easy Access Menu to post a customer payment receipt.

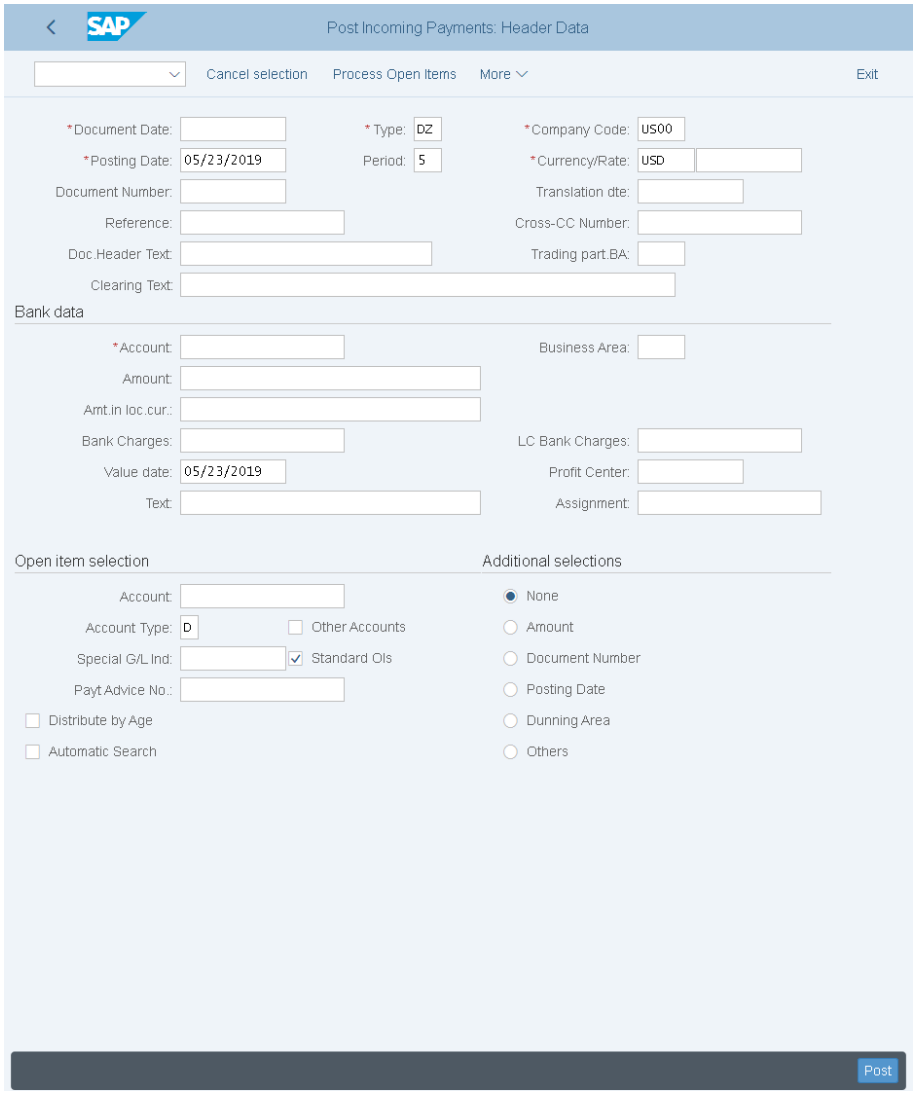
Name (Position) Jamie Shamblin (Cost Accountant)

After The Bike Zone mails its payment, it needs to be recorded. To do this, follow the menu path:

Menu path

Accounting ► Financial Accounting ► Accounts Receivable ► Document Entry ► Incoming Payments

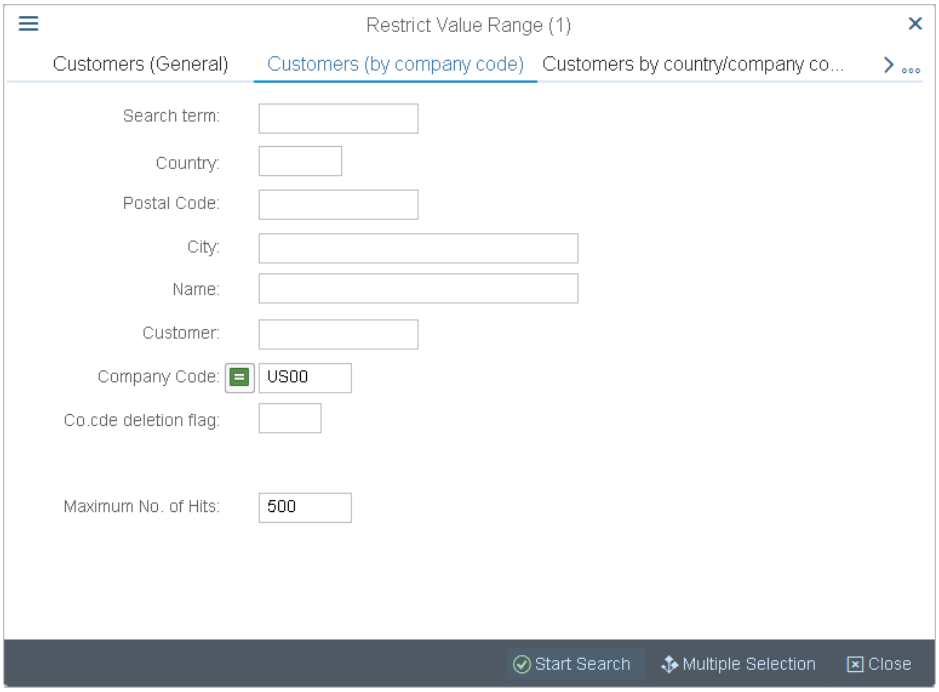
This will produce the following screen.



Use F4 and Enter to enter the **current date** for the document date. Enter **US00** for Company Code, **USD** for Currency/Rate, **100000** for Account, and **20,092.50** for amount.

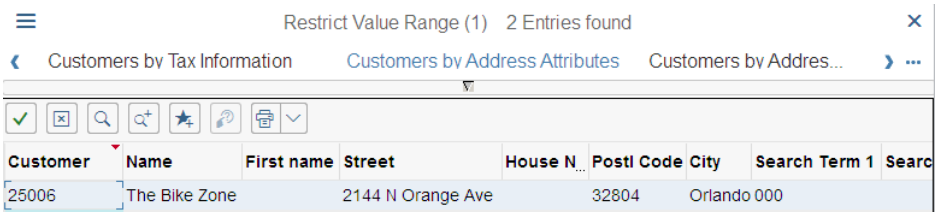
current date
US00
USD
100000
20.092,50

Under Open item selection, click on the Account field, then the search icon , to get the following search pop-up window.

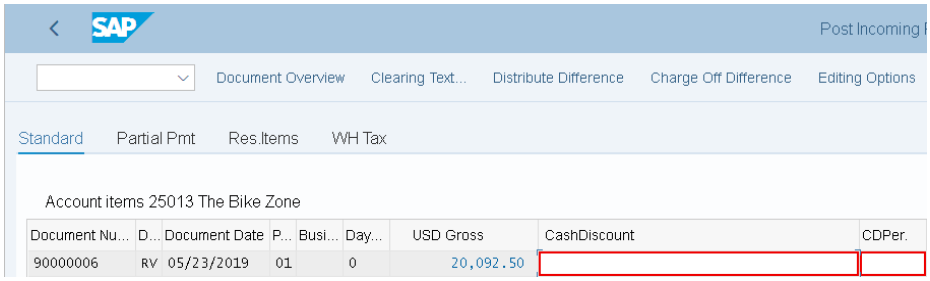


As The Bike Zone was created with the data set number (###) as a search term, you can use this and the City **Orlando** to find your Bike Zone customer. After entering ### and Orlando on the Customers (by company code) tab, click on Start Search and you will get the following results.

###
Orlando



After double-clicking on Bike Zone to select it, click on the Process Open Items button. You will get the following screen.

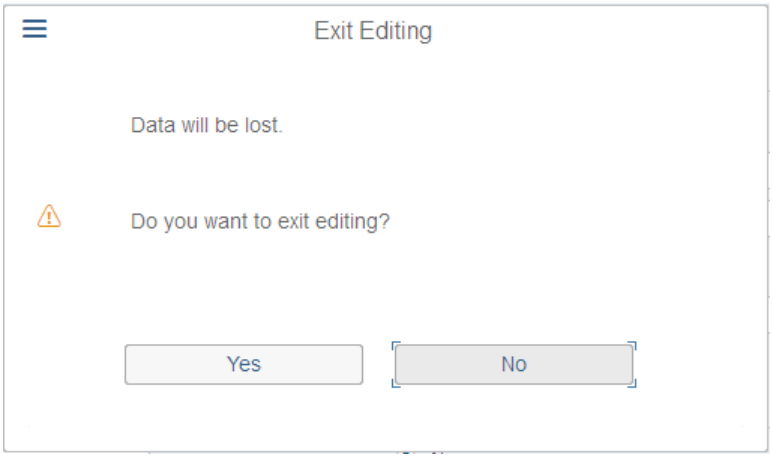


If the Not assigned field does not show a 0.00 balance, double-click on the **20,092.50** amount to assign the payment to the accounts receivable.

Payment document number

Then click on Post to post the payment. The system will assign a document number automatically.

Click on the exit icon Exit, which will produce the following pop-up window.



There is no data to be lost, so click on the **Yes** icon to return to the SAP Easy Access menu.

Yes

Step 17: Review Document Flow

Task Review the document flow. **Time** 5 min

Short Description Use the SAP Easy Access Menu to review the document flow.

Name (Position) David Lopez (East Rep. Miami)

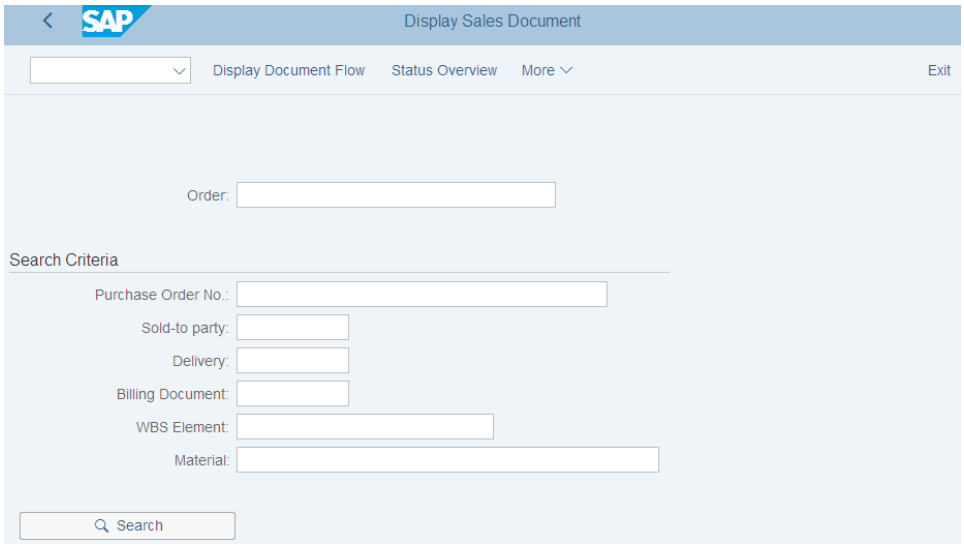
The document flow tool links all documents that were used in The Bike Zone's sales order. Again, there are many ways to access the document flow tool. One way is to start by displaying the sales order document.

To display the document flow, follow the menu path:

Logistics ► Sales and Distribution ► Sales ► Order ► Display

Menu path

This will produce the following screen.



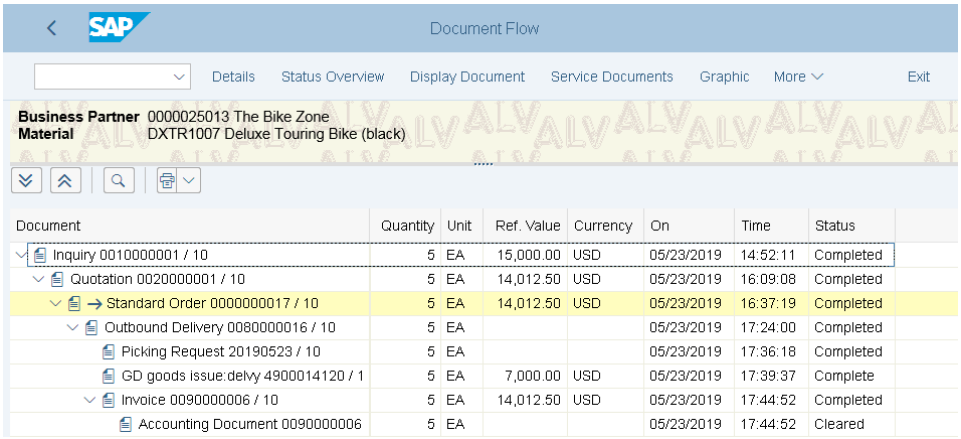
If your sales order is not displayed, you can search for you sales order number using the Sales document according to customer PO number tab. Enter your PO number (###).

###

To access the document flow tool, follow the pull-down menu path:

More ► Environment ► Display Document Flow

The document flow for The Bike Zone will look like the following.



Document	Quantity	Unit	Ref. Value	Currency	On	Time	Status
Inquiry 0010000001 / 10	5	EA	15,000.00	USD	05/23/2019	14:52:11	Completed
Quotation 0020000001 / 10	5	EA	14,012.50	USD	05/23/2019	16:09:08	Completed
→ Standard Order 0000000017 / 10	5	EA	14,012.50	USD	05/23/2019	16:37:19	Completed
Outbound Delivery 0080000016 / 10	5	EA			05/23/2019	17:24:00	Completed
Picking Request 20190523 / 10	5	EA			05/23/2019	17:36:18	Completed
GD goods issue:delvy 4900014120 / 1	5	EA	7,000.00	USD	05/23/2019	17:39:37	Complete
Invoice 0090000006 / 10	5	EA	14,012.50	USD	05/23/2019	17:44:52	Completed
Accounting Document 0090000006	5	EA			05/23/2019	17:44:52	Cleared

Review the documents for The Bike Zone's order. You may select any document and click on Display Document to look at it in detail.

Click on the exit icon Exit to return to the SAP Easy Access screen.

SD Challenge

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

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

Scenario Your customer has opened a new store *Alster Adventures* and wishes to profit from your new initiative, which promises one free off-road helmet for each mountain bike ordered. A single position can be marked as Free of Charge Item (TANN) within the Item detail view of a standard order. Please note that off-road helmets belong to a different division. Create a new customer *Alster Adventures* by copying from *Alster Cycling* (Debtor 14000). Your new customer should to be supplied from the factory in Hamburg (HH00) via the sales organization Germany North (DN00). Remember that in Europe, the EURO is the usual currency. Notice that you thus need to expand the rights of your customer *Alster Adventures* to the effect that the company can release cross-division orders for the division accessories and cross-division.

Subsequently, please order five mountain bikes for men and five mountain bikes for women in the role of *Alster Adventures*. Since *Alster Adventures* is a long-term customer, the company gets 50$ discount on each ordered mountain bike and an additional discount of 3% of the net price for the complete purchase.

Note the new customer will be created by references to a German customer, so the standard communication language is automatically set to German.

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

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