

Sales Order Process

Exercise Introduction

In this exercise, you will be processing a customer order for the fictitious Fitter Snacker company—a manufacturer of snack bars. Fitter Snacker has two products, the NRG-A and NRG-B bars. The NRG-A bar touts “Advanced Energy,” while the NRG-B bar touts “Body Building Proteins.”

Within each client of this ERP system, there are 100 copies of the Fitter Snacker Company data. You have been assigned to one of these sets of data, defined by your **Data Set Number**, which tells you which set of data you should be using within your client.

IT IS CRITICAL THAT YOU USE ONLY YOUR DATA SET. FAILURE TO DO SO WILL CAUSE YOU PROBLEMS AS WELL AS OTHERS IN YOUR CLASS. WILLINGLY TAMPERING WITH OTHER STUDENT DATA IN THIS COURSE WILL HAVE SEVERE PENALTIES.

All of the data in the Fitter Snacker database begins with a Data Set Number. For example, the NRG-A bars are entered as 00 NRG-A, 01 NRG-A, 02 NRG-A, etc. This will allow you to use the search function in SAP to find your particular snack bar. In the instructions that follow, the pound symbol (##) will be used to represent the Data Set Number. For example, in creating an inquiry for West Hills Athletic Club, the instructions will refer to ## West Hills Athletic Club. You will need to replace the ## with your Data Set Number. For example, if you are data set number 09, then you will be searching for **09 West Hills Athletic Club**. The screen shots in the instructions were created using Data Set Number 00, which is reserved for the instructor. **Do not use Data Set Number 00 in any transactions.**

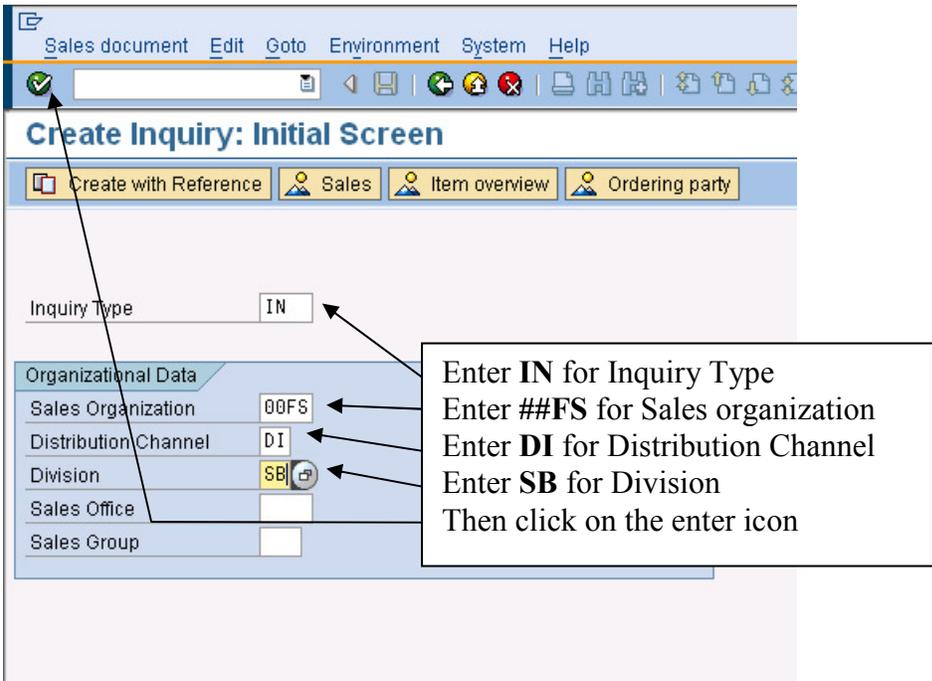
1. Create an Inquiry

An inquiry is a non-binding price quotation to a customer that tells them the price of a specific quantity of your product. We will create an inquiry for ## **West Hills Athletic Club**. To do this, follow the menu path:

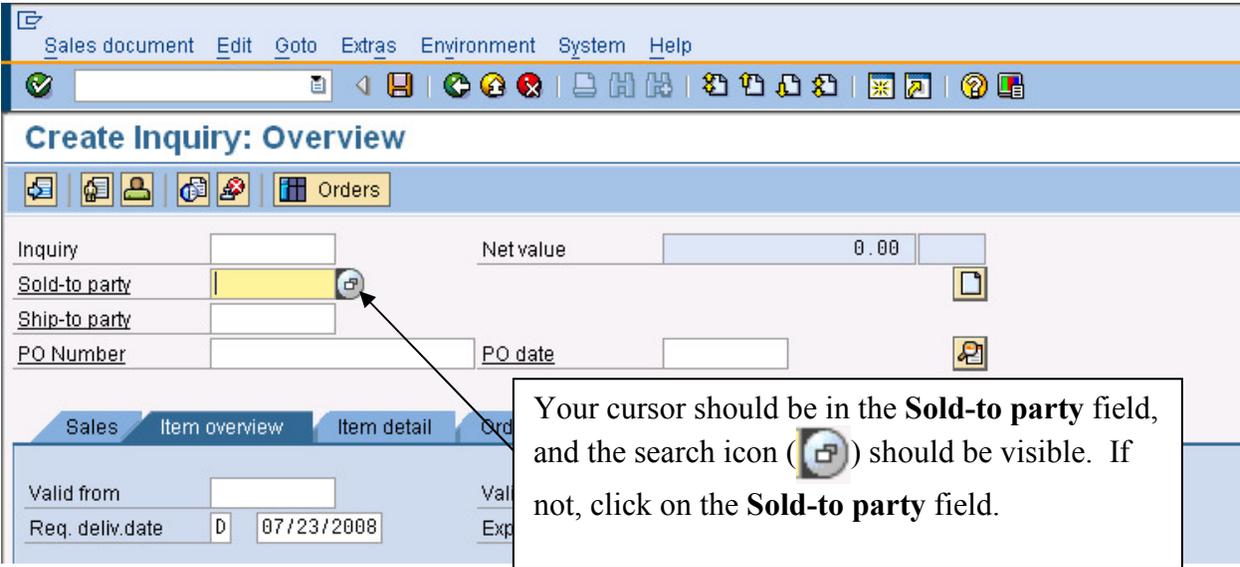
Logistics ▷Sales and Distribution ▷Sales ▷Inquiry ▷Create

which will bring up the following screen:

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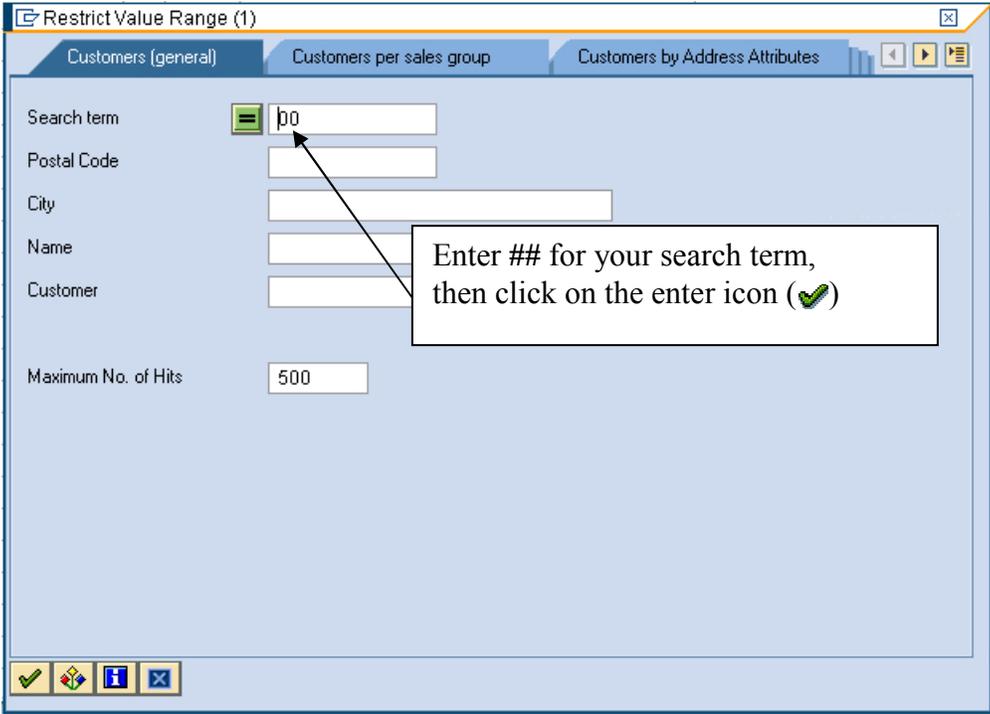
Enter the information shown above, click the enter icon (👍) and then click on the and the following screen will appear:



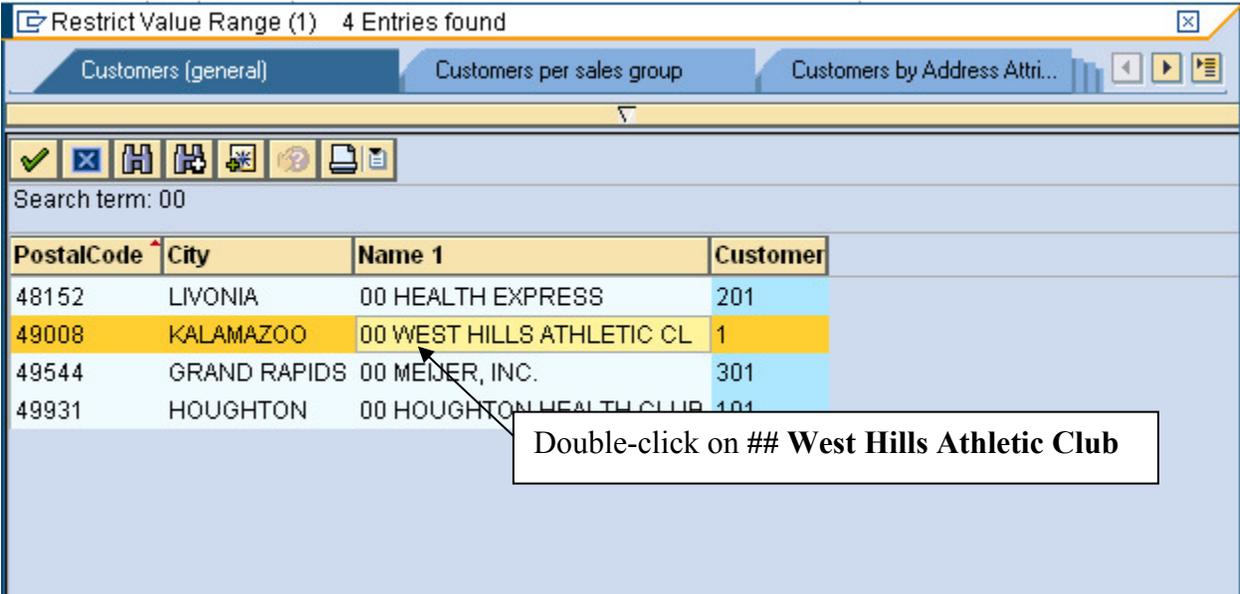
The screen should have the cursor already in the **Sold-to party** field. If you knew the customer number of the company requesting the inquiry, you could type it in directly. Usually, people can't remember arbitrary customer numbers. Fortunately, the SAP ERP system has a

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comprehensive search function that will allow us to find the **Sold-to party** easily. Click on the search icon (🔍) and the following pop-up menu will appear:



Enter your Data Set Number (##) for the search term and click on the enter icon (✔) and a list like the following will appear:



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Double-click on the entry **## West Hills Athletic Club** to select it. When you do, the customer number will be entered automatically:

The screenshot shows the 'Create Inquiry: Overview' window. The 'Sold-to party' field contains '1'. The 'PO Number' field contains 'WH100'. The 'Valid from' field has a search icon. A callout box contains the following text:

The customer number for **## West Hills Athletic Club** is displayed (your number will be different than the one shown in this figure). Enter **WH1##** in the **Purch. Order no.** field, then click on the **Valid from** field to display the search icon, then click on the search icon (🔍).

Next, click on the **Purch.order no.** field and type **WH1##**. Then, click on the Valid from field so that the search icon is again displayed. Click on the search icon, and a calendar will be displayed:

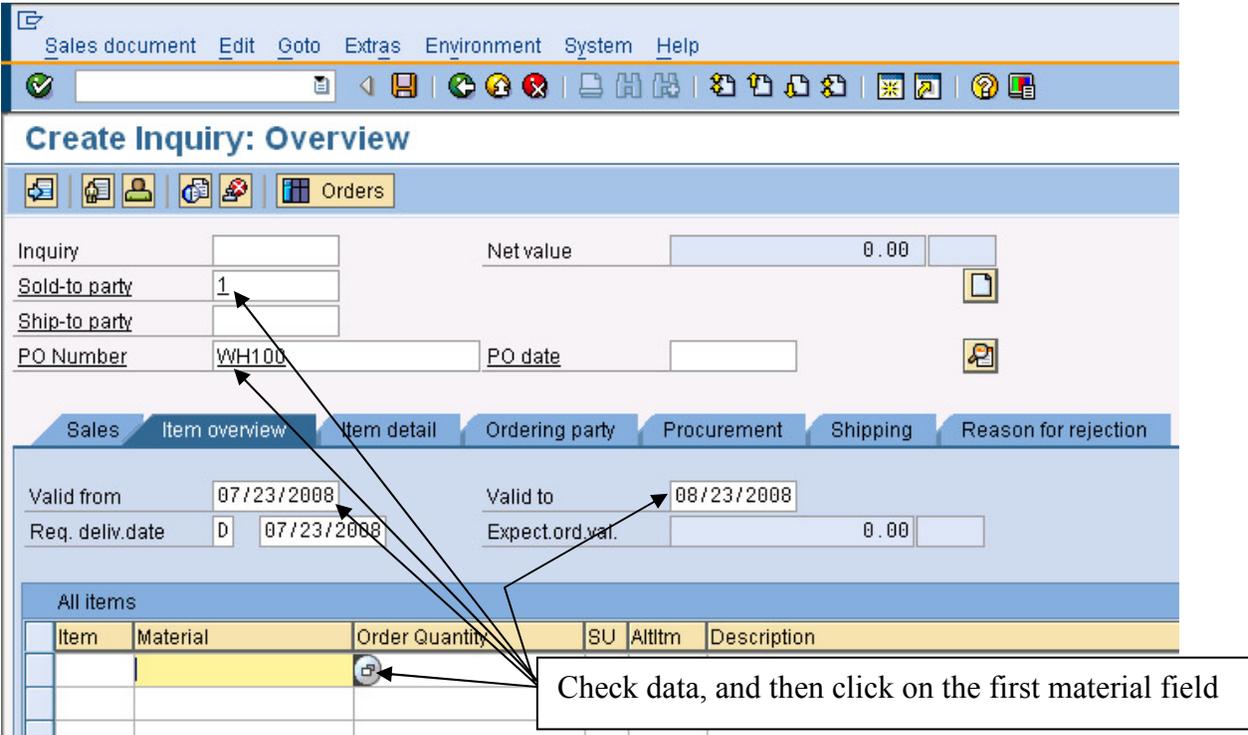
The screenshot shows a calendar window for 07/23/2008. The date 07/23/2008 is highlighted. A callout box contains the following text:

Double-click on today's date (which is highlighted) to enter it

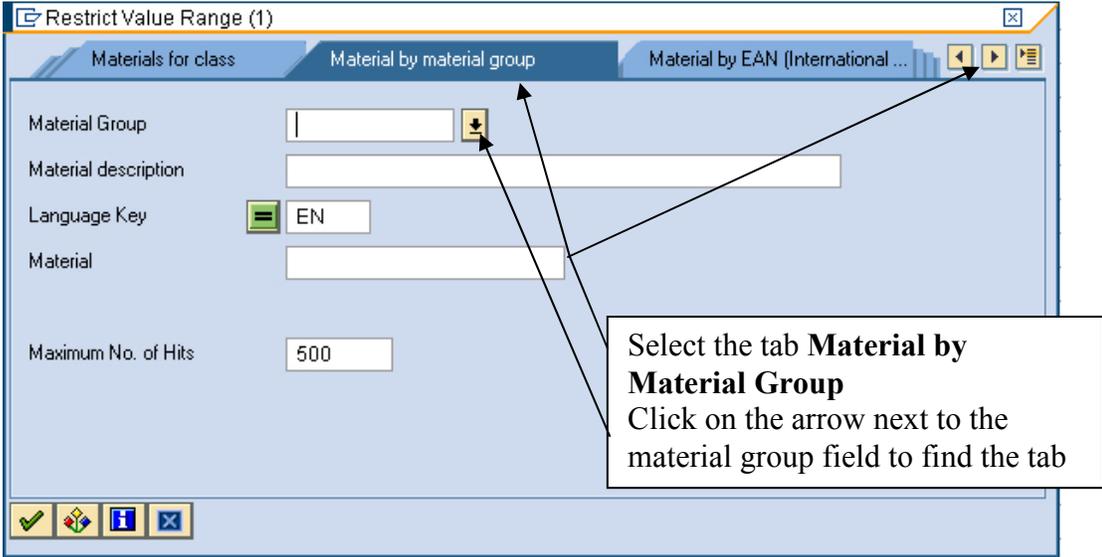
	W	Tu	We	Th	Fr	Sa	Su
2008/6	23	2	3	4	5	6	7
	24	9	10	11	12	13	14
	25	16	17	18	19	20	21
	26	23	24	25	26	27	28
	27	30	1	2	3	4	5
2008/7	28	7	8	9	10	11	12
	29	14	15	16	17	18	19
	30	21	22	23	24	25	26
	31	28	29	30	31	1	2
	32	4	5	6	7	8	9
2008/8	33	11	12	13	14	15	16
	34	18	19	20	21	22	23
	35	25	26	27	28	29	30
8/9	36	1	2	3	4	5	6
	37	8	9	10	11	12	13

Today's date is highlighted. Double-click on it to enter today's date in the **Valid from** field. Click on the **Valid to** field, then click on the search icon (🔍) to call up the calendar again, then double-click on a weekday approximately one month from today. When you are done, the customer order screen should look like the following:

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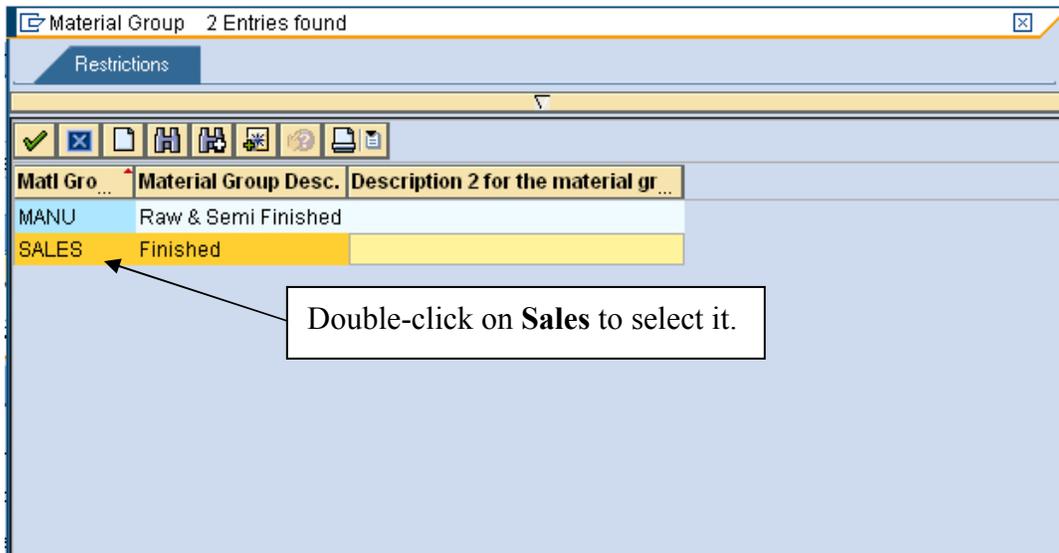


Click on the first material field, and then click on the search icon to call up the following search pop-up window:

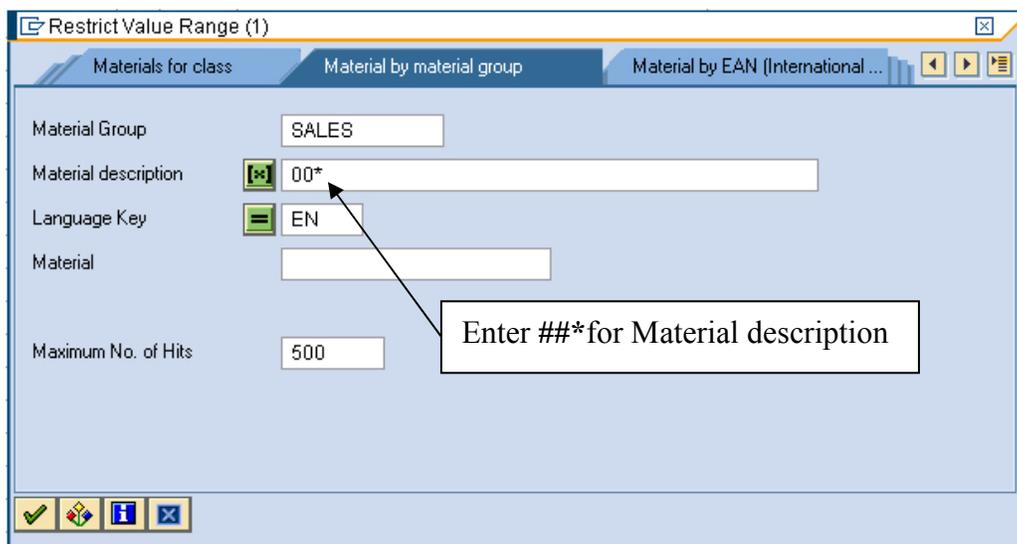


Find the tab with **Material by Material Group**, and then click on the arrow () next to the Material group field, which will call up a second pop-up window:

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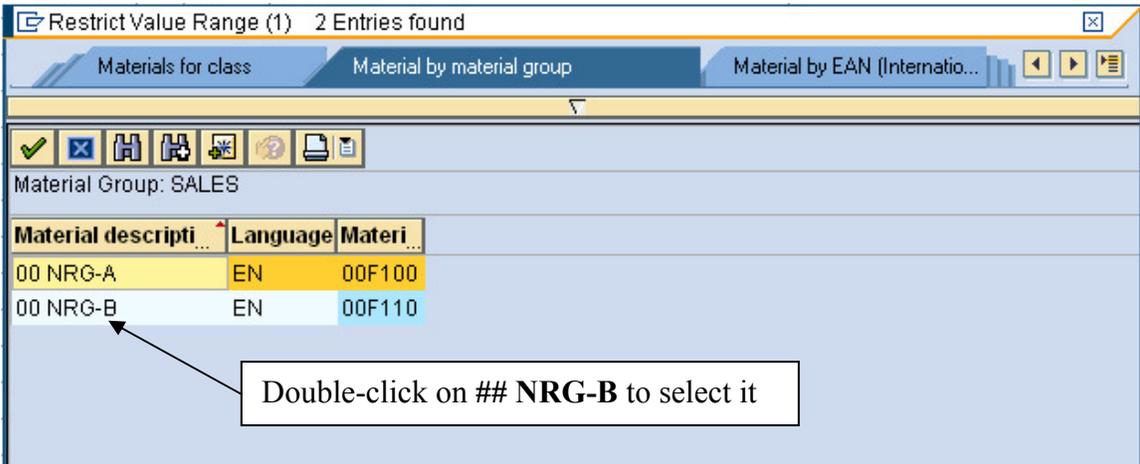


Double-click on the **SALES** group to select it, then enter **##*** for Material description:

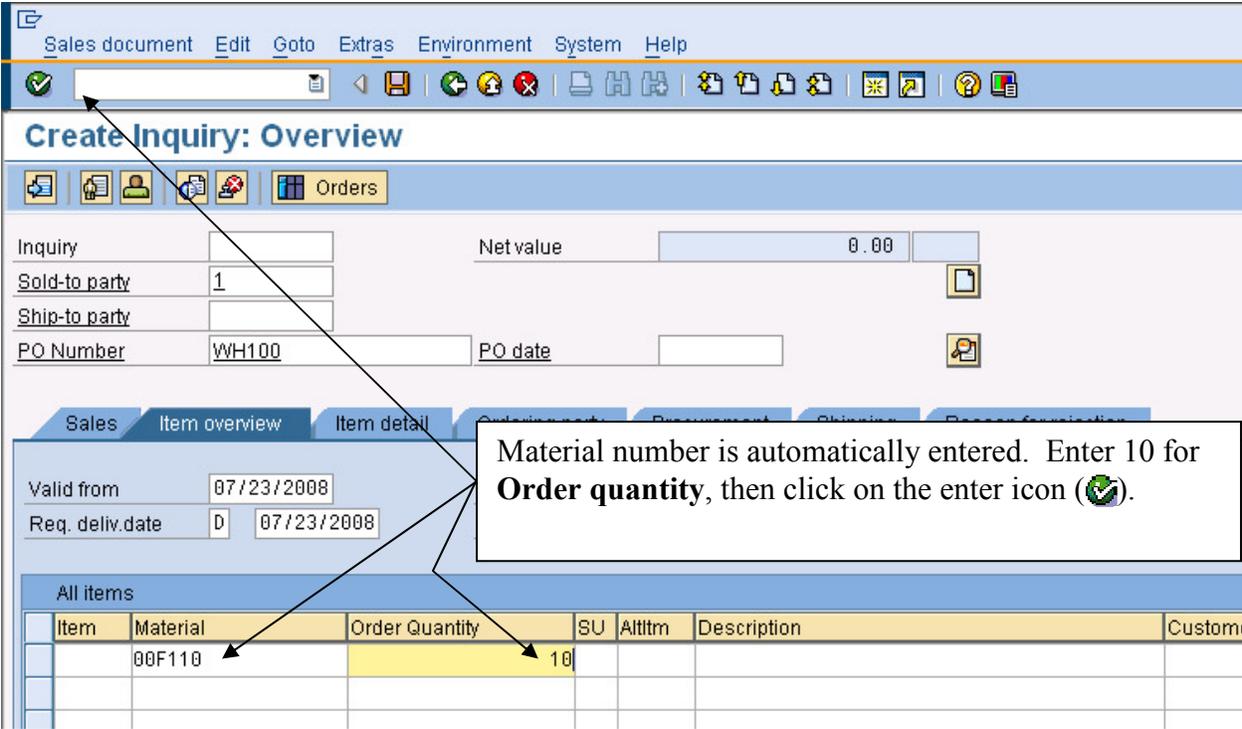


There are many ways to search for material in the SAP ERP system. One of the more useful is to search by old material number, as most companies change their material numbering systems after installing the SAP ERP system while many customers will still be using the old material numbers. Unfortunately, the SAP ERP system does not provide for user-defined search terms for materials like it does for customers. However, with the addition of an asterisk, we can take care of that problem. Because this database has all materials defined with the Data Set Number first, you can screen out materials for other Data Set Numbers by entering **##*** for the material description. This tells the search tool to only display those materials beginning with your Data Set Number. After selecting the **SALES** Material group and entering **##*** for material description, click on the enter icon (✓) and a list like the following will be displayed:

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Double-click on the ## NRG-B snack bar to select it, and the material number will be entered automatically:



With the material number entered automatically, enter 10 for Order quantity, then click on the enter icon (✓):

If any informational messages appear, just click on the enter icon (✓) to clear them.

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Notice that SAP has called up information about the **Sold-to party** and **Material** from the database.
 Select the first line by clicking on the square next to it (), then click on the item conditions icon ()

Click on the square () next to the first line to select it, and then click on the item conditions icon () and the following screen will appear:

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The screenshot shows the SAP 'Create Inquiry: Item Data' window. At the top, the title bar reads 'Sales document Edit Goto Extras Environment System Help'. Below the title bar, the window title is 'Create Inquiry: Item Data'. The main area contains several tabs: 'Sales A', 'Sales B', 'Shipping', 'Billing Document', 'Conditions', 'Account assignment', 'Schedule lines', 'Partners', 'Texts', 'Order Data', and 'Status'. The 'Conditions' tab is active, showing a table of pricing elements. The table has columns for 'N', 'CnTy', 'Name', 'Amount', 'Crcy', 'per', 'U', 'Condition value', 'Curr.', 'Status', 'NumC', 'OUn', 'CCon', 'Un', 'Condition value', 'CdCur', and 'Stat'. The data in the table is as follows:

N	CnTy	Name	Amount	Crcy	per	U	Condition value	Curr.	Status	NumC	OUn	CCon	Un	Condition value	CdCur	Stat
PR00		Price	295.00	USD	1	CS	2,950.00	USD			1	CS	1	CS	0.00	
		Gross	295.00	USD	1	CS	2,950.00	USD			1	CS	1	CS	0.00	
K007		Customer Discount	10.000	%			295.00	USD			0		0		0.00	
		Discount Amount	29.50	USD	1	CS	295.00	USD			1	CS	1	CS	0.00	
		Rebate Basis	265.50	USD	1	CS	2,655.00	USD			1	CS	1	CS	0.00	
		Net Value for Item	265.50	USD	1	CS	2,655.00	USD			1	CS	1	CS	0.00	
		Net Value 2	265.50	USD	1	CS	2,655.00	USD			1	CS	1	CS	0.00	
		Total	265.50	USD	1	CS	2,655.00	USD			1	CS	1	CS	0.00	
SKT0		Cash Discount	0.000	%			0.00	USD			0		0		0.00	
VPRS		Cost	244.00	USD	1	CS	2,448.00	USD			1	CS	1	CS	0.00	
		Standard - USA W/with	20.70	USD	1	CS	207.00	USD			1	CS	1	CS	0.00	

A callout box with a black border and white background is positioned over the 'Discount Amount' row. It contains the text: 'Note discount, then click on the back icon'. An arrow points from the back icon (a globe with a left-pointing arrow) in the top-left corner of the window to the callout box. Another arrow points from the callout box to the 'Discount Amount' row in the table.

Because the standard price for 10 cases is \$2,950 and ## West Hills Athletic Club receives a 5% price discount for any line item over \$1,000 and a 10% discount for any line item over \$1,500, this inquiry includes a discount of \$295. Click on the back icon (🌐) to return to the **Create Inquiry: Overview** screen:

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Sales document Edit Goto Extras Environment System Help

Net value 2,655.00 USD

Sold-to party 1 00 West Hills Athletic Club / 2001 S. 11th St. / Kalamazoo MI 4900

Ship-to party 1 00 West Hills Athletic Club / 2001 S. 11th St. / Kalamazoo MI 4900

PO Number WH100 PO date

Valid from 07/23/2008 Valid to 08/23/2008

Req. deliv date D 07/23/2008 Expect.ord.val. 796.50 USD

Item	Material	Order Quantity	SU	Altitm	Description	Customer Material
18	00F110	10 CS	00		NRG-B	

Select the first line, then click on the Display availability icon

Select the line item again, and then click on the Display availability icon (🔍) which will produce the following screen:

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Availability overview Edit Goto Settings Environment System Help

Availability Overview

Stock Stock Totals records Totals records Scope of check

Material: 00F110
00 NRG-B

Plant 00PT Avail. check 02 Check.rule A
 With reqmts qtys

Base Unit CS End lead time 07/26/2008

Totals display

Receipts 1,000
Issues 0 Confirmed issues 0

ATP situation

Date	MRP e	MRP element data	Rec./reqd qty	Confirmed	Cum. ATP qty
07/23/2008	Stock		1,000		1,000
07/23/2008	SLocSt	300	1,000		1,000

This screen shows that number of cases that are currently available to sell and where they are located (storage location 300)

10

Note the quantity of ## NRG-B bars available and the storage location where they are currently located. Click on the back icon (←), then click on the save icon (💾) to save the inquiry. Click on the exit icon (🚪) to return to the SAP Easy Access screen.

2. Create a Sales Order from an Inquiry

If the customer wants to place an order after receiving the inquiry, we can create a sales order from the inquiry so that we don't have to reenter the basic data (and, potentially, make a mistake in doing so). To create a sales order from the inquiry, follow the menu path:

Logistics ▷Sales and Distribution ▷Sales ▷Order ▷Create

which will bring up the following screen:

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The screenshot shows the SAP 'Create Sales Order: Initial Screen' interface. At the top, there is a menu bar with 'Sales document', 'Edit', 'Goto', 'Environment', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main title is 'Create Sales Order: Initial Screen'. Below the title, there are four buttons: 'Create with Reference', 'Sales', 'Item overview', and 'Ordering party'. The 'Create with Reference' button is highlighted with a yellow box and an arrow pointing to it from a text box. The 'Order Type' field contains 'OR' and a dropdown arrow. Below this is the 'Organizational Data' section, which includes the following fields and values:

Organizational Data	
Sales Organization	00FS
Distribution Channel	DI
Division	SB
Sales Office	
Sales Group	

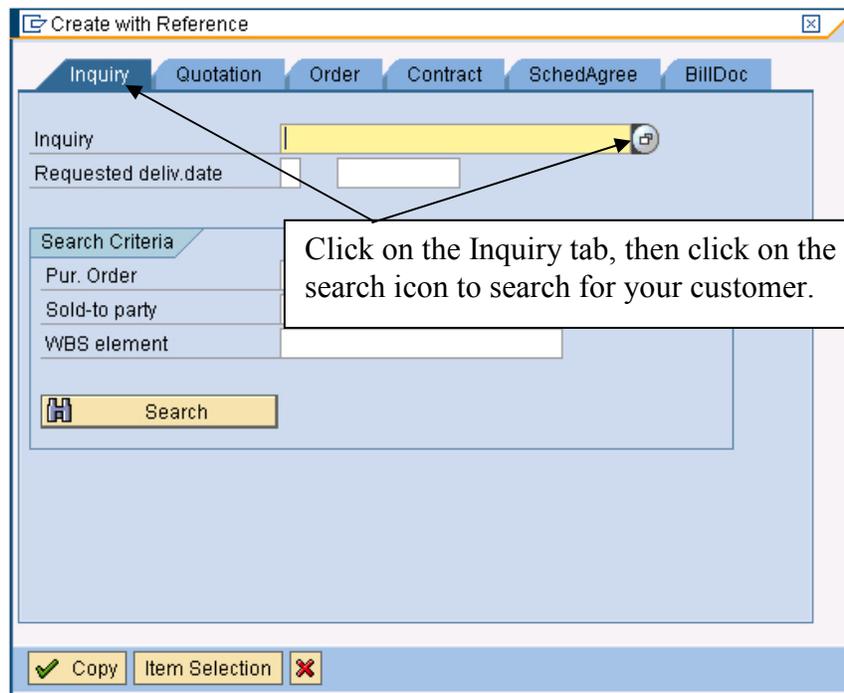
Annotations in the text box point to the following fields:

- Order Type: Enter **OR** for Order Type
- Sales Organization: Enter **##FS** for Sales organization
- Distribution Channel: Enter **DI** for Distribution channel
- Division: Enter **SB** for Division

Then click on the **Create with reference** icon

Enter the information shown above, then click on the Create with reference
( Create with Reference) icon and the following screen will appear:

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Make sure you have selected the inquiry tab, and then click on the search icon () to bring up the following pop-up window:

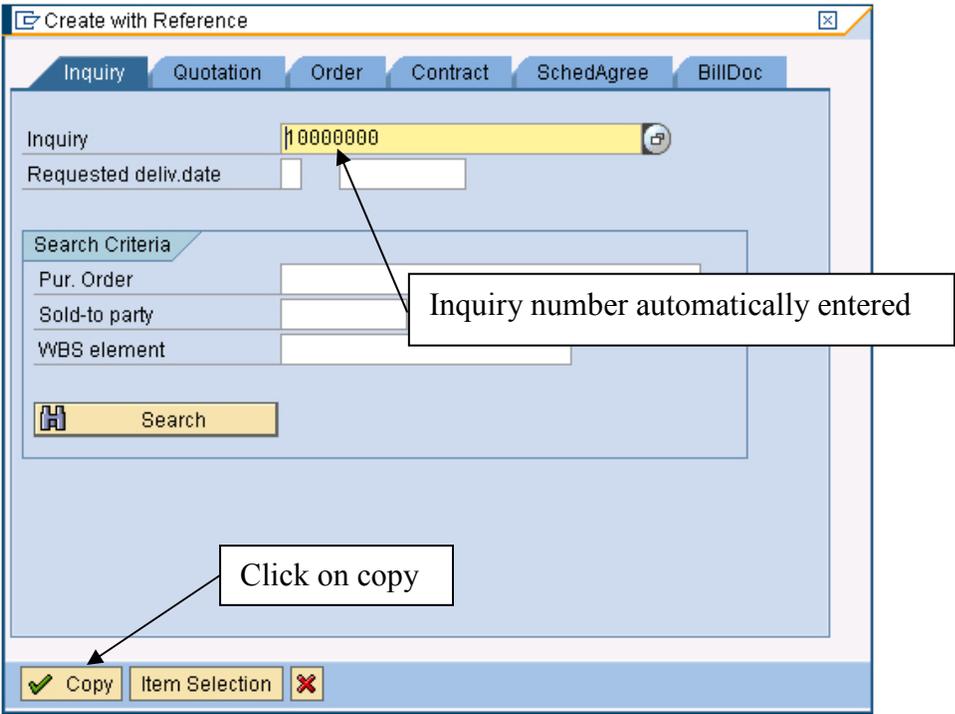
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To search for the inquiry, make sure **SP** is entered for the Partner function (sold-to party) and **##FS** is entered for the Sales organization, then click on the enter icon (👍) and search results similar to the following should appear:

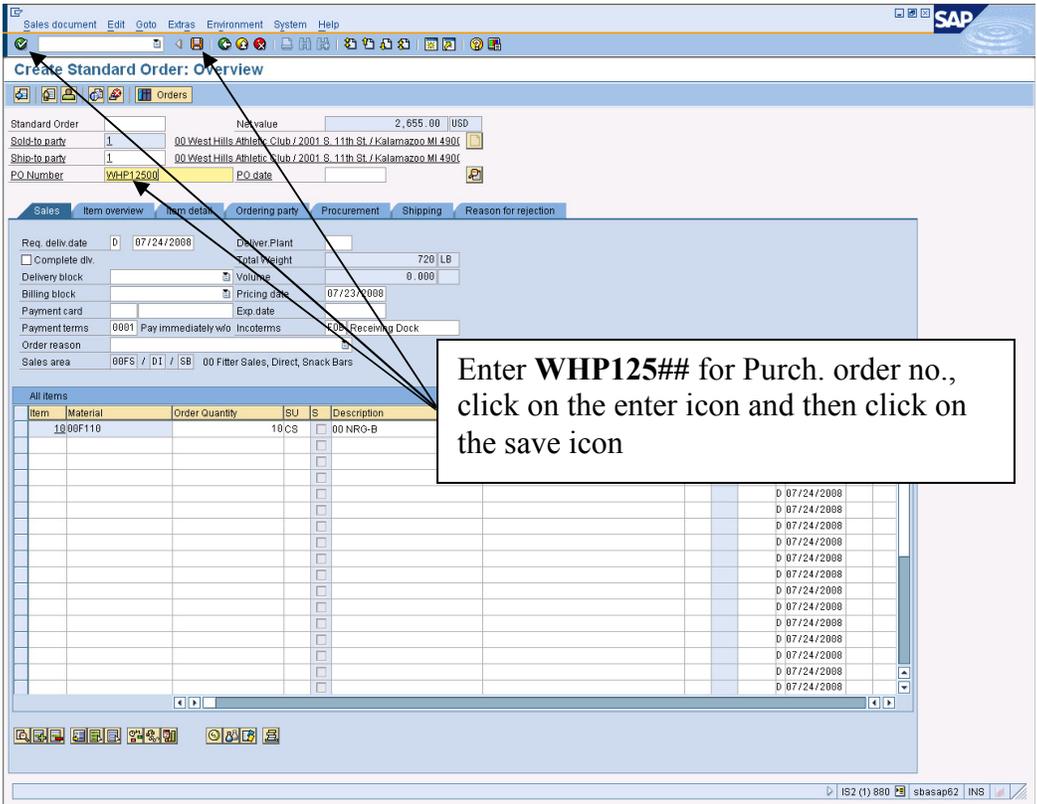
Partn.	Funct	SOrg	SO...	SGrp	DChl	Dv	SaTy	Purchase order ...	Doc. Date	Created ...	Valid from	Valid to	TrG	Document
1	SP	00FS	00S	SW	DI	SB	IN	WH100	07/24/2008	BRET	07/23/2008	08/23/2008	1	10000000

Double-click on your inquiry, and the inquiry number will automatically be entered:

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With the inquiry number entered, click on the copy icon () and the following screen will appear:



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Information from the Inquiry has been entered automatically—sold-to and ship-to party information, material and quantity. Enter **WHP125##** for purchase order number, click on the enter icon (✓), then click on the save icon (💾) to save the order. Click on the exit icon (🚪) to return to the SAP Easy Access screen.

3. Create a Delivery for the Sales Order

In the SAP ERP system, a delivery is a status that allows the warehouse to pick, pack and ship the order. To create a delivery, follow the menu path:

Logistics ▷Sales and Distribution ▷Shipping and Transportation ▷Outbound Delivery ▷Create ▷Single Document ▷With reference to Sales Order

which will bring up the following screen:

Shipping point 00SP

Sales order data

Selection date 07/23/2008

Order 1

From item

To item

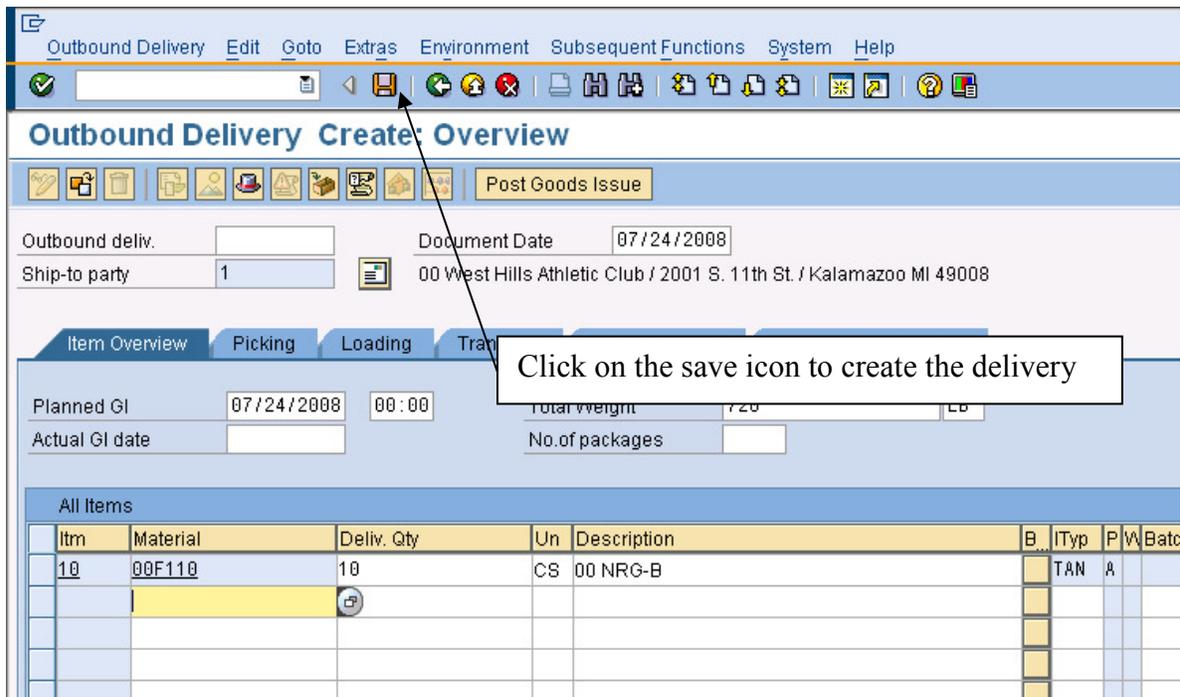
Predefine delivery type

Delivery Type

Enter ##SP for Shipping Point Order number should be entered automatically. Click on the enter icon

The order number should be entered automatically. Enter **##SP** for shipping point, then click on the enter icon (✓) to bring up the following screen:

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As we are happy with all of the default values, we can click on the save icon (📁) to create the delivery. You should get a message like the following:



Click on the back icon (🏠) to return to the SAP Easy Access screen.

Stock/Requirements List

To see the current inventory position for our snack bars, we can use the Stock/Requirements list. The stock requirements list shows the current inventory level, any outstanding sales orders as well as any planned production orders. The stock/requirements list is very handy, and it is usually a good idea to keep a session open so that you can easily view the Stock/Requirements list without having to leave a session.

First, we need to create another session for the Stock/requirements list. To do this, follow the **pull-down** menu path:

System→Create Session

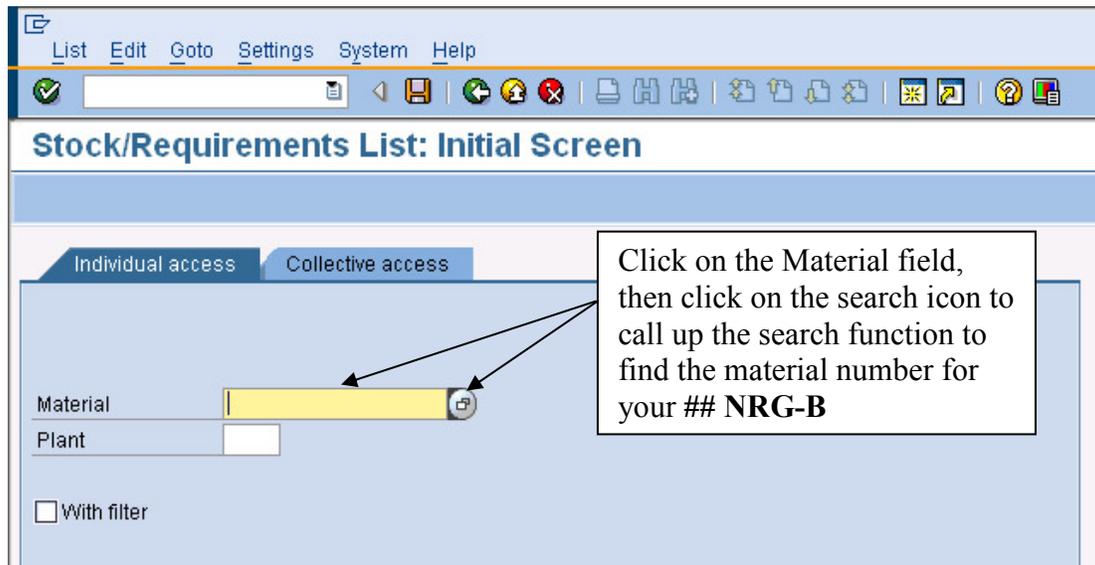
This will create a new session. To view the new session, look for it on the task bar at the bottom of the screen and click on it.

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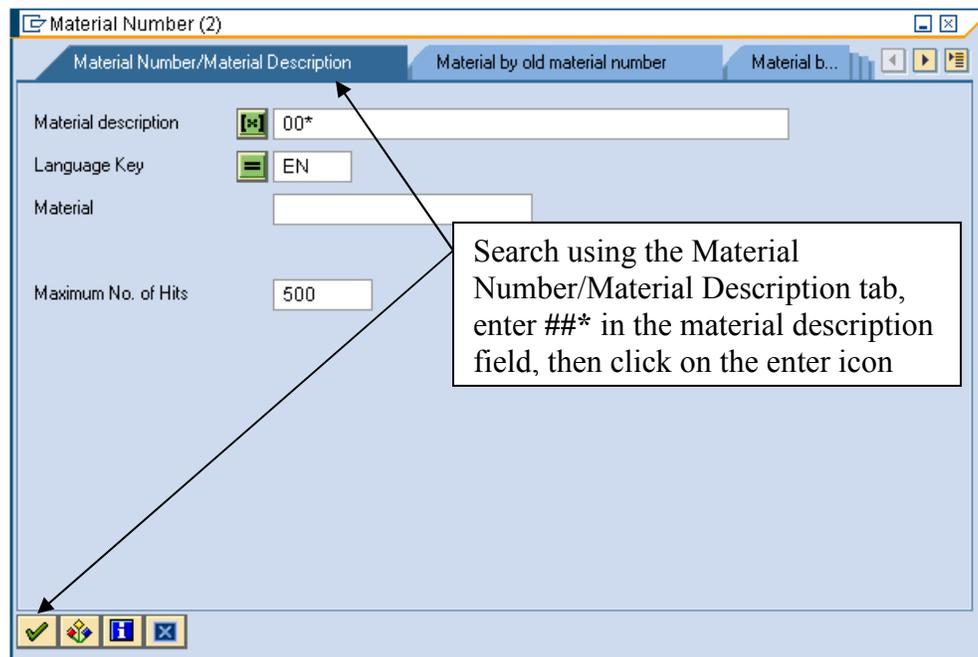
When you are in the new session, you need to find the Stock/Requirements list. There are many different menu paths that will get you there. One of the menu paths is:

Logistics ▷ Production ▷ MRP ▷ Evaluation ▷ Stock/Requirements List

which will bring up the following screen:

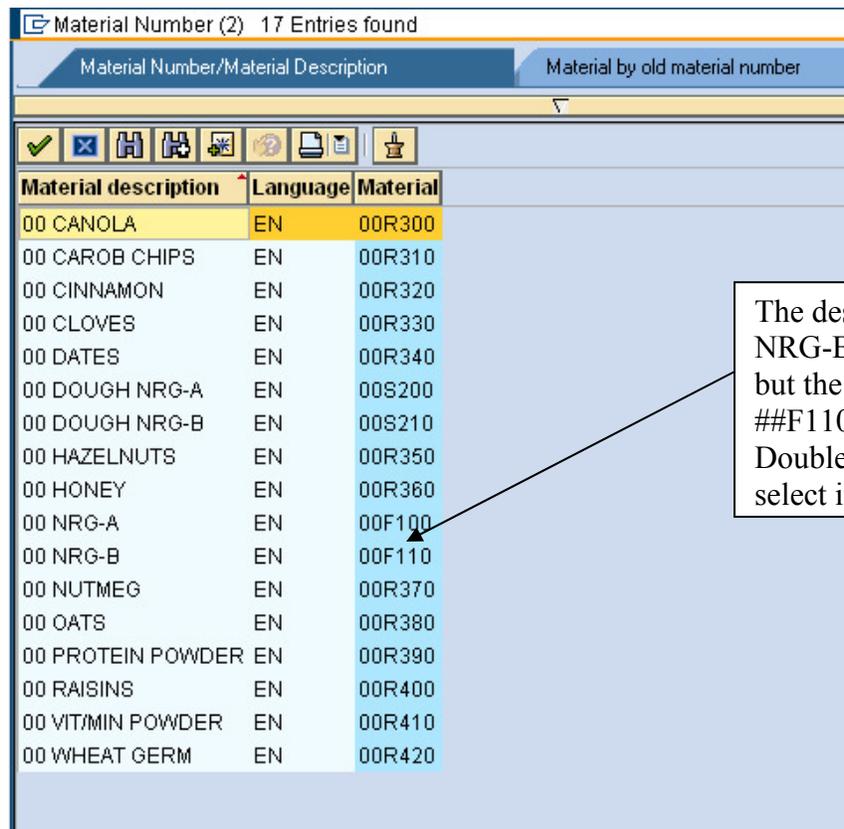


You can use the search function to find the material number for your NRG-B bars. Calling up the search screen will produce the following pop-up window:



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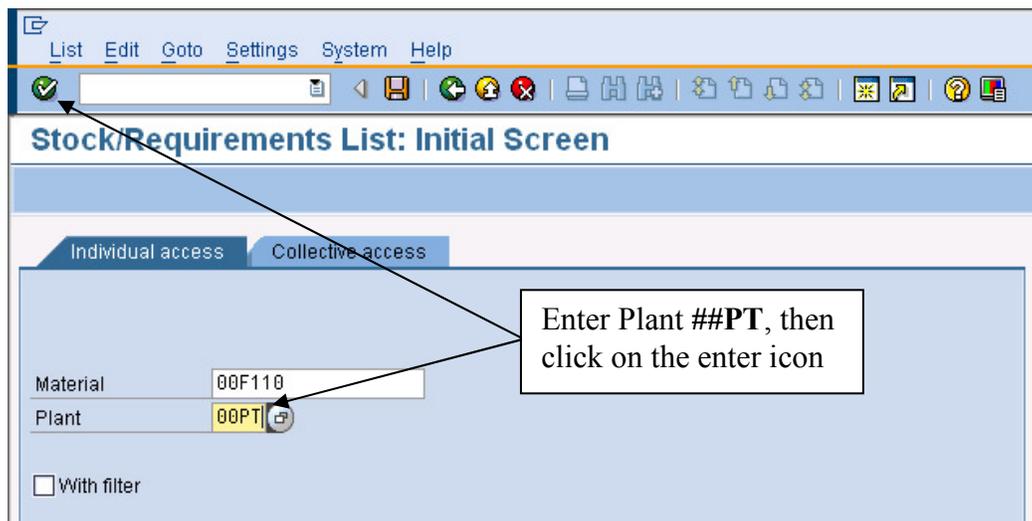
Search for your material using your two-digit data set number plus and asterisk (***) then click on the enter icon (✓) to get a list of your materials:



The screenshot shows a SAP search results window titled "Material Number (2) 17 Entries found". It contains a table with the following columns: "Material description", "Language", and "Material". The table lists various materials, with "00 NRG-B" and its material number "00F110" highlighted in blue. A callout box points to this row with the text: "The description for the NRG-B bars is ## NRG-B, but the material (number) is ##F110. Double-click on this line to select it."

Material description	Language	Material
00 CANOLA	EN	00R300
00 CAROB CHIPS	EN	00R310
00 CINNAMON	EN	00R320
00 CLOVES	EN	00R330
00 DATES	EN	00R340
00 DOUGH NRG-A	EN	00S200
00 DOUGH NRG-B	EN	00S210
00 HAZELNUTS	EN	00R350
00 HONEY	EN	00R360
00 NRG-A	EN	00F100
00 NRG-B	EN	00F110
00 NUTMEG	EN	00R370
00 OATS	EN	00R380
00 PROTEIN POWDER	EN	00R390
00 RAISINS	EN	00R400
00 VIT/MIN POWDER	EN	00R410
00 WHEAT GERM	EN	00R420

Double-click on the line for the NRG-B bar to select it:



The screenshot shows the "Stock/Requirements List: Initial Screen" in SAP. The "Material" field contains "00F110" and the "Plant" field contains "00PT". A callout box points to the "Plant" field with the text: "Enter Plant ##PT, then click on the enter icon".

Material: 00F110
Plant: 00PT

With filter

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Enter ##PT for plant, then click on the enter icon (👉), which will bring up the Stock/Requirements list:

Stock/Requirements List as of 10:43 Hrs

Material: 00F110 00 NRG-B
Plant: 00PT MRP type: PD Material Type: FERT Unit: CS

A	Date	MRP e	MRP element data	Rescheduli	E	Rec./reqd.qty	Available qty
Stock	07/24/2008						1,000
Delvry	07/24/2008		0080000000/000010/000			10-	990

Note the current level of on-hand material and your delivery (Delvry). Double-click on the delivery line.

You should see enough material on hand to complete your order and your delivery should be listed. You may also see deliveries from other students. You can see more details about the delivery by double-clicking on the line with your Delivery. When you do, you will get the following pop-up window:

Additional Data for MRP Element

Delivery: 0080000000 10 0 Reqmts class: Warehouse consumpt.
Allocation ind.: 1 Consume planning with assembly
Reqmts qty: 10 CS Reqmts date: 07/24/2008

Click on the details icon

Click on the details icon, and the ERP system will display the details of the delivery you just created:

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Outbound Delivery 80000000 Display: Overview

Outbound deliv. 80000000 Document Date 07/24/2008
 Ship-to party 1 00 West Hills Athletic Club / 2001 S. 11th St. / Kalamazoo MI 49008

Planned GI 07/24/2008 00:00 Total Weight 720 LB
 Actual GI date No. of packages 0

itm	Material	Deliv. Qty	Un	Description	B	ITyp	P	W	Ba
10	00F110	10	CS	00 NRG-B		TAN	A		

From this delivery, we can see the documents that resulted in this delivery (inquiry and sales order). In SAP, the **Document Flow** links all of the documents related to a particular sales order. The document flow can be accessed by following the pull-down menu path:

Environment→Document Flow

which will produce the following screen:

Document flow Edit Goto Environment System Help

Document Flow

Status overview Display document Service documents Additional links

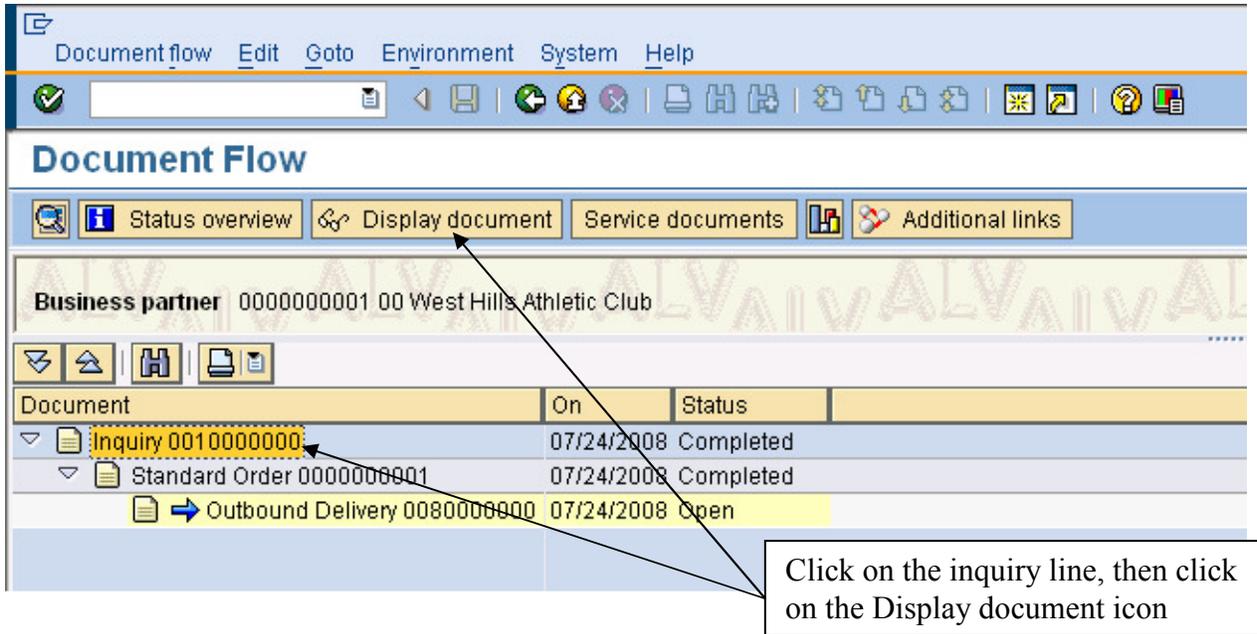
Business partner 0000000001 00 West Hills Athletic Club

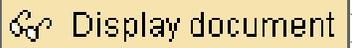
Document	On	Status
Inquiry 0010000000	07/24/2008	Completed
Standard Order 0000000001	07/24/2008	Completed
Outbound Delivery 0080000000	07/24/2008	Open

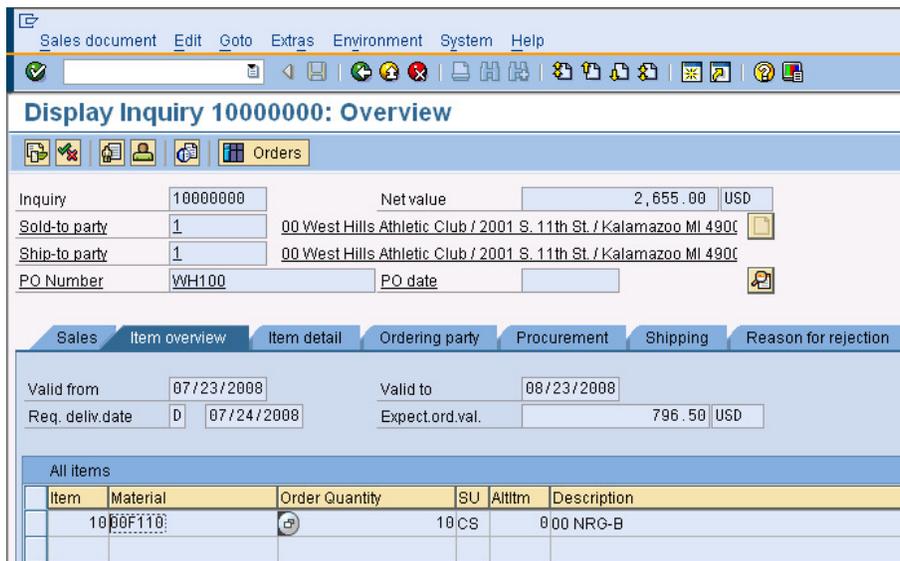
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The **Document Flow** shows the trail of documents for the sales cycle. For the ## West Hills order, the cycle started with an inquiry which was used to create a sales order. The processing status of the Inquiry and Standard order are shown as completed. The Outbound Delivery, which encompasses the pick, pack and ship tasks, is shown as open.

From the Document flow, you can display any of the documents shown. For example, right-mouse-click on the inquiry to call up the following pop-up menu:



Click on the inquiry line, then click on the Display document icon () to display the original inquiry that started the sales-order process:



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The ability to link to any document in the sales process via the document flow is a powerful tool. If a customer calls with a question regarding their sales order, the customer service representative can quickly find any document related to the sales order once they have found one document.

Use the back icon (🏠) repeatedly to return to the Stock/Requirements list.

4. Picking the order

With the delivery created, the order can be picked, packed and shipped. The SAP ERP system has many capabilities to schedule these processes, however, we will not consider those in this exercise. In a highly automated warehouse, the picking of the order may be recorded in the SAP system using bar code scanning. For our exercise, we will manually enter the quantity picked.

To do this, switch back to the other session and follow the menu path:

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

which will bring up the following screen:



Your delivery number should automatically be entered. Click on the enter icon (👉) to bring up the following screen:

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Outbound Delivery 80000000 Change: Overview

Outbound deliv. 80000000 Document Date 07/24/2008
 Ship-to party 1 00 West Hills Athletic Club / 2001 S. 11th St. / Kalamazoo MI 49008

Item Overview **Picking** Loading Transport Status Overview Goods Movement Data

Pick Date/Time 07/24/2008 00:00 OvrllPickStatus A Not yet picked
 Warehouse No. OverallWWMStatus No WWM trnsf ord reqd

Item	Material	Plant	Storage Loc	Deliv. Qty	Un	Picked Qty	Un	Batch	B...	P	W	Stac
10	00F110	00PT	300	10	CS	10	CS			A		07/24/2008

Click on the Picking tab, then Enter **300** for SLoc (Storage location) and **10** for Pick quantity, then click on the save icon.

This screen allows you to enter a different pick quantity than what was in the order in case the inventory in the warehouse does not match the inventory level shown in the system. Of course, the idea with an integrated information system like SAP is to have 100% accurate, real-time inventory information, but mistakes in entering and recording inventory transactions do occur.

We will assume that the inventory is accurate and the order can be completed, so enter **10** for Pick quantity and **300** for SLoc (Storage location), then click on the save icon (💾). You should get a message like the following **at the bottom of the page**:

✔ Outbound Delivery 80000000 has been saved

Switch to the other session, which should still be showing the Stock/Requirements list. Click on the refresh icon (🔄) to see if picking the order has changed anything:

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Stock/Requirements List as of 10:56 Hrs

Material: 00F110, 00 NRG-B
Plant: 00PT, MRP type: PD, Material Type: FERT, Unit: CS

A	Date	MRP e	MRP element data	Rescheduli...	E	Rec./reqd.qty	Available qty	St...
	07/24/2008	Stock					1,000	
	07/24/2008	Delvry	0080000000/000010/000			10-	990	300

Storage location is now displayed

In case you haven't noticed, the Stock/Requirements list is changed very little. While we have picked the cases of snack bars off of the warehouse shelf in preparation for shipping, according to the SAP system they are still Fitter Snacker's snack bars. The only change is that the storage location for the delivery is now shown. In the next section, we will post the goods issue, which will signify that the snack bars have left the building.

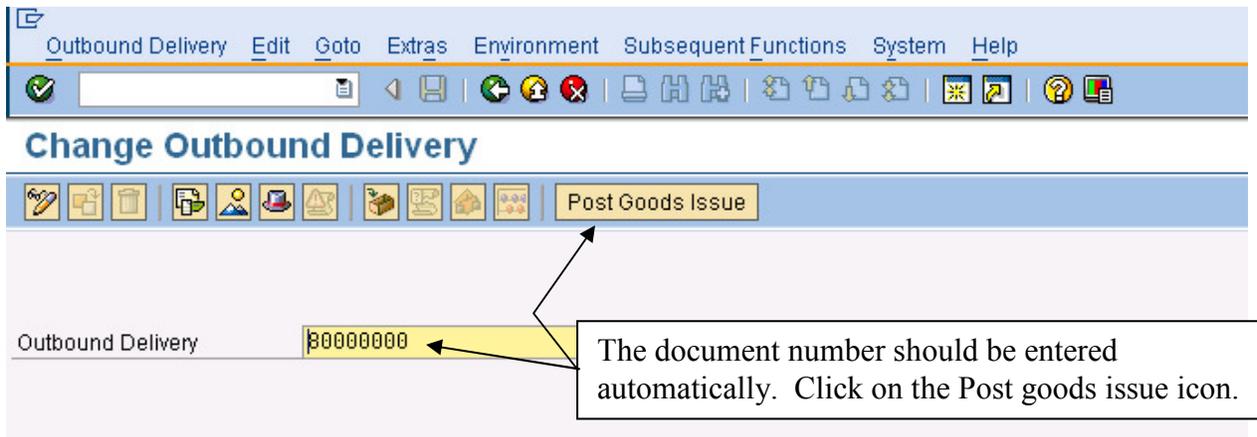
5. Post Goods Issue

In the SAP logistics terminology, we receive goods into inventory and issue goods from inventory to the production floor or to the customer. In the accounting world, we record business transactions by posting them to an account. Thus, when we post the goods issue, we record the change in stock level and financial position of the company as a result of sending the goods on their way. To post the goods issue, follow the menu path:

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

which will bring up the following screen:

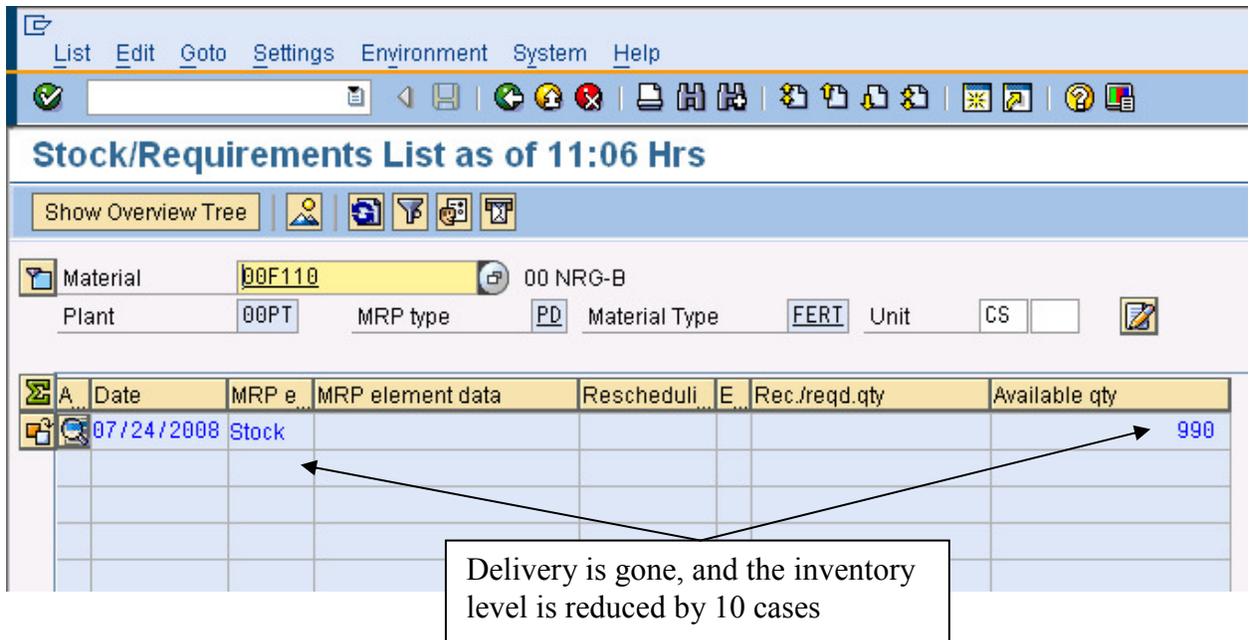
Sales Order Process



After clicking on the Post goods issue icon, the following message should appear at the bottom of the screen:

Outbound Delivery 800000000 has been saved

Switch to the other session, which should still be showing the Stock/Requirements list. Click on the refresh icon (🔄) to see if picking the order has changed anything:

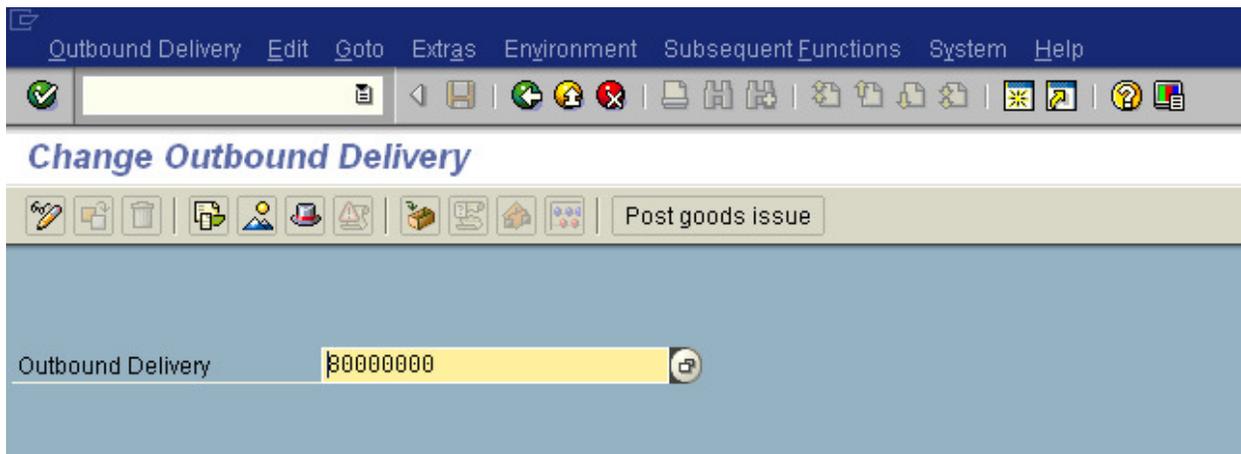


Posting the goods issue has removed the Delivery from the Stock/Requirements list and reduced the available inventory level by 10.

Sales Order Process

Switch to the other session. You should be at the **Change Outbound Delivery** screen. If not, follow the menu path:

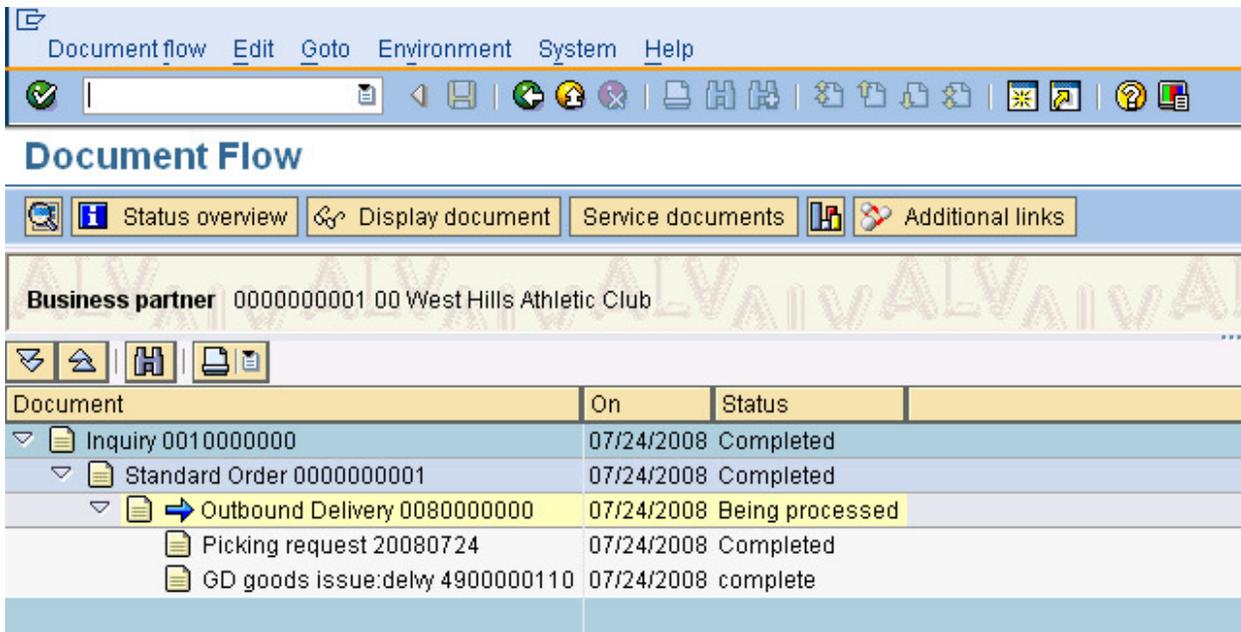
Logistics ▷ **Sales and Distribution** ▷ **Shipping and Transportation** ▷ **Outbound Delivery** ▷ **Change** ▷ **Single Document**



Your delivery document number should be entered automatically. Follow the pull-down menu path:

Environment → **Document Flow**

which will produce the following screen:



Sales Order Process

Compare this document flow to the previous status. The outbound delivery status is now **Being processed**, and the picking request and goods issue are both complete. Click on the back icon (🏠) until you are back at the SAP Easy Access screen. By now, your menus are probably pretty unwieldy because of the number of paths that have been expanded. To make the menus easier to use, click on the SAP Menu icon (📁) to restore your menus to their original configuration.

6. Invoice the Customer

Perhaps as important as delivering the customer's order on time and in good condition is properly billing the customer for their purchase. If we don't invoice the customer, we aren't likely to be paid. Thus, it is important to be able to determine which customers still need to be billed. We can use the Billing Due List to see all of the customers that need to be invoiced. To create the Billing Due List, follow the menu path:

Logistics ▷ **Sales and Distribution** ▷ **Billing** ▷ **Billing Document** ▷ **Process Billing Due List**

which will produce the following screen:

The screenshot shows the SAP 'Maintain Billing Due List' interface. The title bar includes 'Billing document', 'Edit', 'Goto', 'Settings', 'System', and 'Help'. Below the title bar are two buttons: 'DisplayBillList' and 'DisplayVariants'. The main area is divided into several sections:

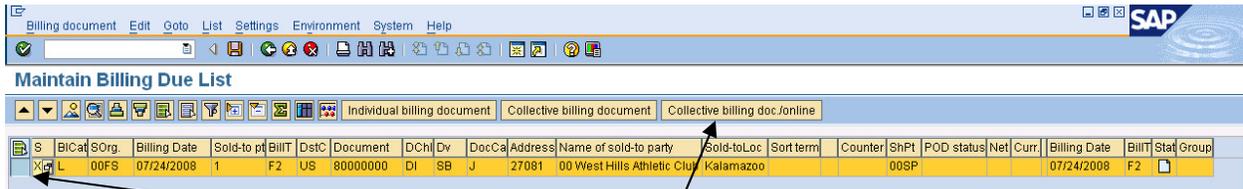
- Billing Data:** Contains fields for 'Billing Date from' (07/16/2008), 'Billing Date to' (07/23/2008), 'Billing Type', and 'SD Document'.
- Selection:** Includes tabs for 'Default Data' and 'Batch and Update'.
- Organizat. Data:** Contains fields for 'Sales Organization' (00FS), 'Distribution channel', 'Division', and 'Shipping point'.
- Customer Data:** Contains fields for 'Sold-To Party', 'Destination country', and 'Sort Criterion'.
- Documents to be selected:** Includes checkboxes for 'Order-related', 'Delivery-related' (checked), 'Rebate-related', 'Intercompany Billing', 'No docs with billing block', and 'Docs with SES Status'.

A callout box with arrows pointing to the 'Billing Date from' field, the 'Sales Organization' field, and the 'Delivery-related' checkbox contains the following text:

Today's date will show up automatically in the **to** field. Enter a date a week in the past in the **Billing date from** field.
Enter **##FS** for Sales organization
Check both **Order-related** and **Delivery-related** check boxes.

Sales Order Process

Enter the information shown above, then click on DisplayBillList icon ( DisplayBillList), which will produce the following screen:



Make sure the line is selected, and then click on Collective billing document

There should only be one item on the list. Select it, and then click on the icon Collective billing document (). It won't appear that much has happened, but an invoice will be created. To confirm this, use the exit icon () to return to the SAP Easy Access screen. Follow the menu path:

Logistics ▷ **Sales and Distribution** ▷ **Shipping and Transportation** ▷ **Outbound Delivery** ▷ **Display**

which will produce the following screen:



Your delivery document number should be entered automatically. Follow the pull-down menu path:

Environment → **Document Flow**

which will produce the updated **Document Flow**:

Sales Order Process

Document flow Edit Goto Environment System Help

Document Flow

Status overview **Display document** Service documents Additional links

Business partner 0000000001 00 West Hills Athletic Club

Document	On	Status
Inquiry 0010000000	07/24/2008	Completed
Standard Order 0000000001	07/24/2008	Completed
Outbound Delivery 0080000000	07/24/2008	Completed
Picking request 20080724	07/24/2008	Completed
GD goods issue:delvy 4900000110	07/24/2008	complete
Invoice 0090000000	07/24/2008	
Accounting document 0090000000	07/24/2008	Not cleared

Click on the Accounting Document line, then click on the Display document icon

Notice that the status of the Outbound delivery is now completed. That is because the creation of the invoice completes the Outbound delivery process. Notice also that an accounting document has been created. Click on the Accounting document line, then click on the **Display document** icon (**Display document**) and the following screen will appear:

Document Edit Goto Extras Settings Environment System Help

Display Document: Data Entry View

Display Currency

Data Entry View

Document Number: 900000000 Company Code: 00FS Fiscal Year: 2008

Document Date: 07/24/2008 Posting Date: 07/24/2008 Period: 7

Reference: WHP12500 Cross-CC no.:

Currency: USD Texts exist: Ledger Group:

C...	Itm	PK	S	Account	Description	Amount	Curr.	Tx
00FS	1	01	1		00 West Hills Athletic Club	2,655.00	USD	
	2	50		600000	Sales Revenue	2,950.00-	USD	
	3	40		610000	Sales Discount	295.00	USD	

Sales Order Process

Notice that three accounts have been affected by the invoice—## West Hills Athletic Club’s account, the Sales Revenue account and the Sales Discount account. Click on the back icon (↶) until you have returned to the SAP Easy Access screen.

7. Receive payment from the Customer

Hopefully the invoice has prompted the customer to send in a payment for the snack bars they have received. To post the customer payment, follow the menu path:

Accounting ▷ **Financial Accounting** ▷ **Accounts Receivable** ▷ **Document Entry** ▷ **Incoming Payments**

which will bring up the following screen:

The screenshot shows the SAP 'Post Incoming Payments: Header Data' screen. The interface includes a menu bar (Document, Edit, Goto, Settings, System, Help) and a toolbar with various icons. The main data entry area is divided into several sections:

- Process open items** (highlighted in yellow):
 - Document Date: 07/24/2008
 - Posting Date: 07/24/2008
 - Document Number: [empty]
 - Reference: [empty]
 - Doc. Header Text: [empty]
 - Clearing text: [empty]
 - Type: DZ
 - Period: 7
 - Company Code: 00FS
 - Currency/Rate: USD
 - Translatn Date: [empty]
 - Cross-CC no.: [empty]
 - Trading part.BA: [empty]
- Bank data** (highlighted in blue):
 - Account: 100000
 - Amount: 2655
 - Bank charges: [empty]
 - Value date: [empty]
 - Text: [empty]
 - Business Area: [empty]
 - Amount in LC: [empty]
 - LC bank charges: [empty]
- Open item selection** (highlighted in blue):
 - Account: [empty] (with search icon)
 - Account Type: D
 - Special G/L ind: [empty]
 - Prmt advice no.: [empty]
 - Other accounts
 - Standard OIs
 - Distribute by age
 - Automatic search
 - Dunning Area
 - Others

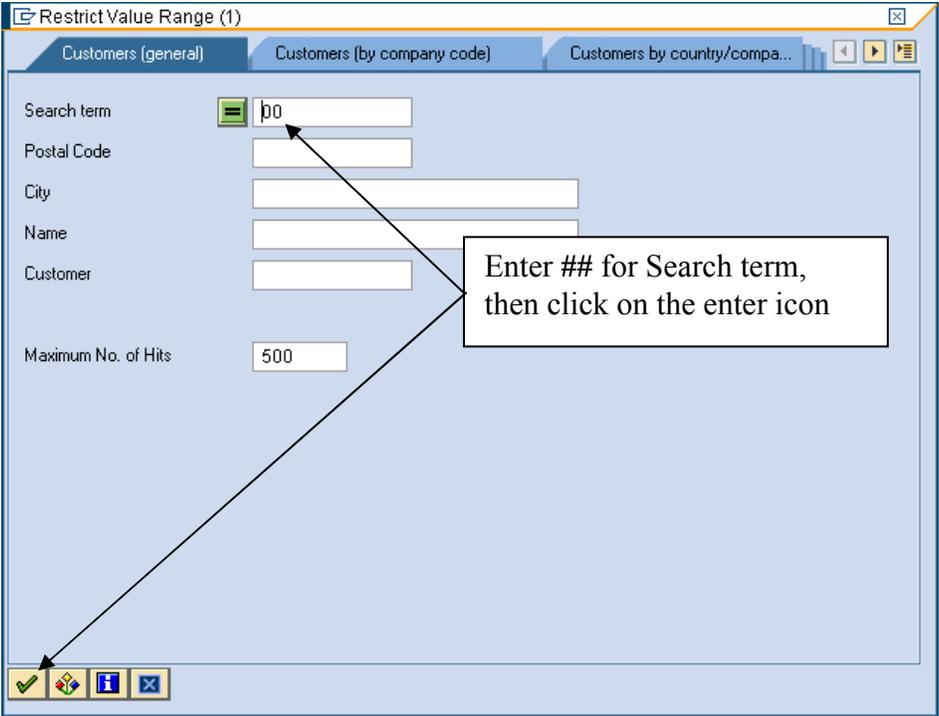
A callout box with a black border and white background is positioned over the 'Open item selection' section. It contains the following instructions:

- Enter **today's date** for document date
- Make sure **##FS** is entered for company code and **USD** is entered for Currency/rate
- Enter **100000** for Account under bank data
- Enter **2655** for Amount
- Click on the Account field in Open item selection, and then click on the search icon

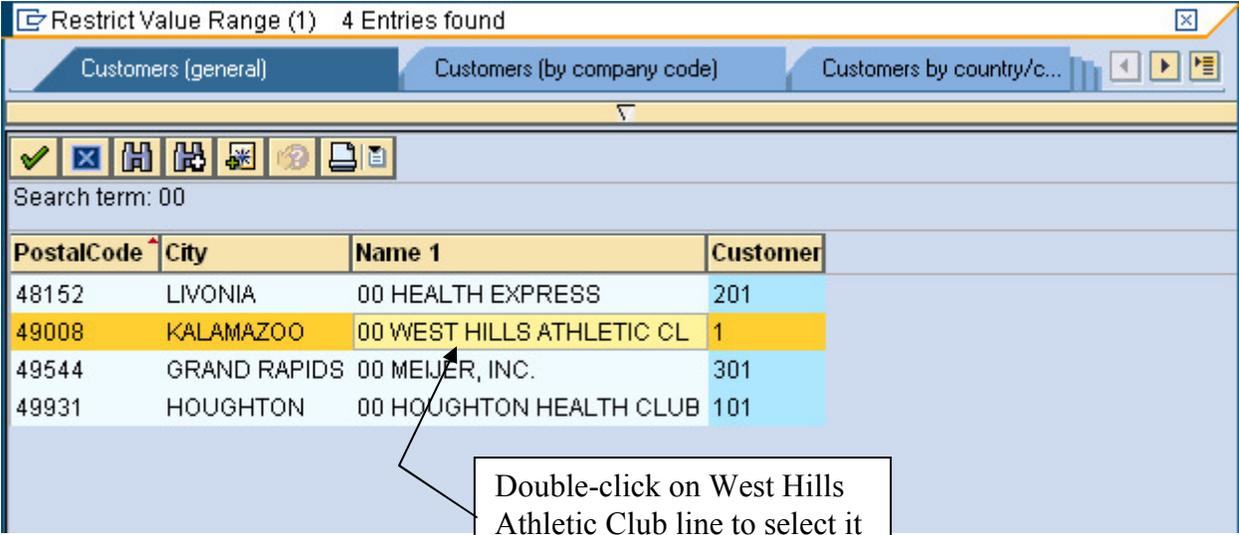
Arrows from the callout box point to the 'Document Date', 'Company Code', 'Currency/Rate', 'Account' field, and the search icon in the 'Open item selection' section.

Sales Order Process

Make sure the information shown above is entered, then click on the search icon for Account under Open item selection:



Enter ## for search term, then click on the enter icon (✓), which will bring up a list of your customers:



After selecting ## **West Hills Athletic Club**, click on the Process open items icon (Process open items):

Sales Order Process

Document Edit Goto Settings Environment System Help

Post Incoming Payments Process open items

Distribute diff. Charge off diff. Editing options Cash Disc. Due Create Dispute Case

Standard Partial pmt Res.items Withhdg tax

Account items 1 00 West Hills Athletic Club

Document	D	Document	P	Bus	Day	USD Gross	Cash discnt	Cash
90000000	RV	07/24/2008	01		0	2,655.00		

Check to see if amount of payment has been assigned to the accounts receivable document. If not, double-click on the USD Gross amount

Editing status

Number of items	1	Amount entered	2,655.00
Display from item	1	Assigned	2,655.00
Reason code		Difference postings	
Display in clearing currency		Not assigned	0.00

The SAP system may or may not automatically assign the payment to the accounts payable item. If not, Double-click on the USD Gross amount, and the system will assign the entire payment to the invoice. Your screen should look like the following if the amount is correctly assigned:

Amount entered	2,655.00
Assigned	2,655.00
Difference postings	
Not assigned	0.00

Double-click on the USD Gross amount until you achieve this result.

Click on the save (post) icon (📄) to post the payment, then click on the exit icon (🏠) to return to the SAP Easy Access screen. To view the document flow, follow the menu path:

Sales Order Process

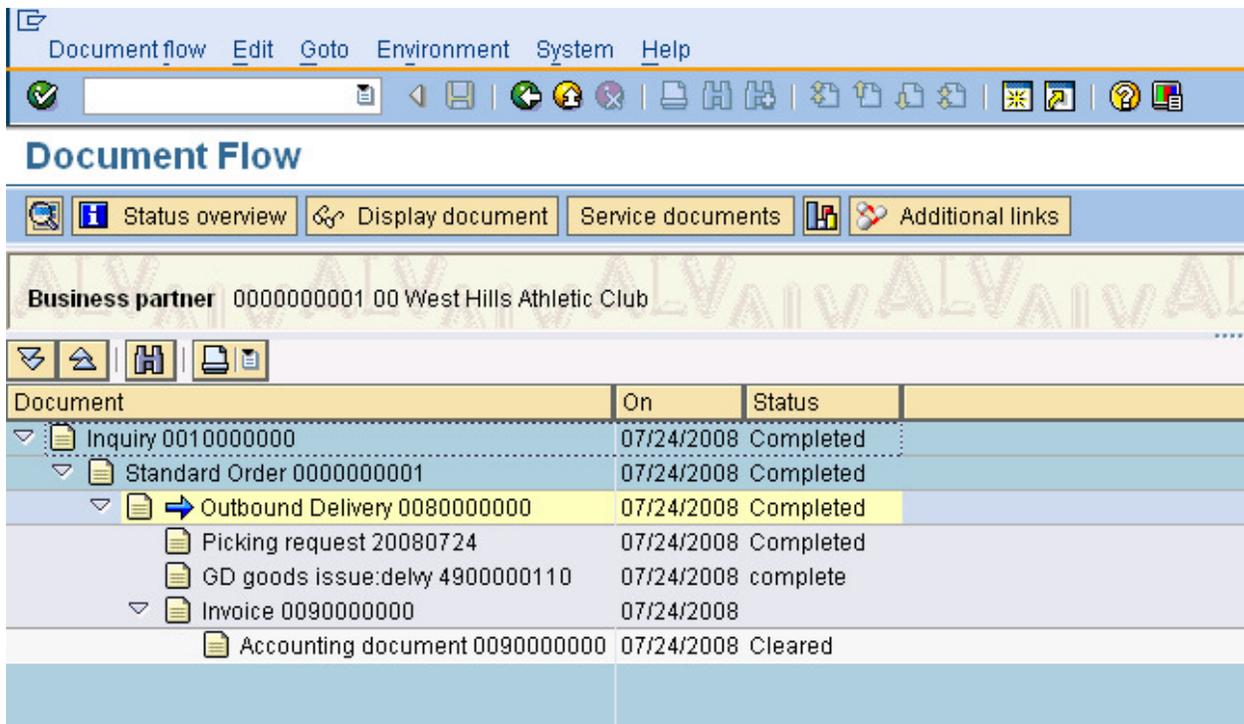
Logistics ▷Sales and Distribution ▷Shipping and Transportation ▷Outbound Delivery ▷Display

which will again produce the following screen:



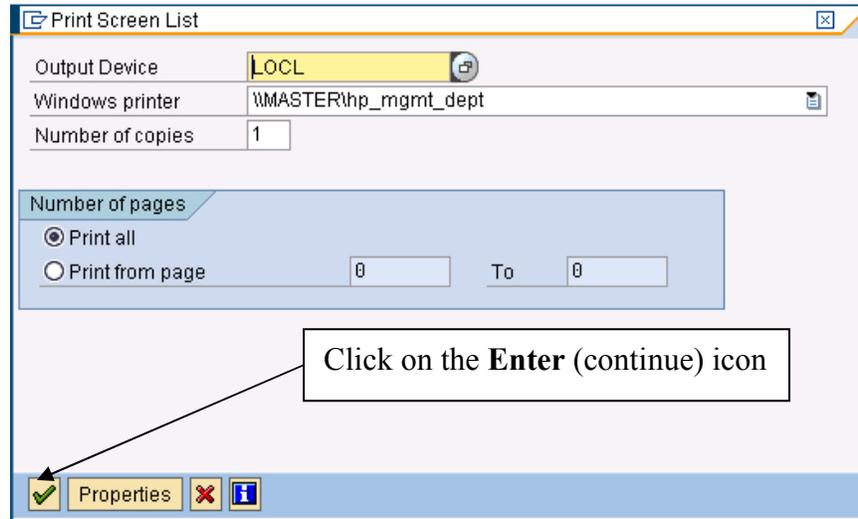
Your delivery document number should be entered automatically. Follow the pull-down menu path:

Environment→Document Flow



Sales Order Process

The document flow shows that the sales order process is complete. To complete this assignment, you need to print a copy of the document flow to hand in. To do this, click on the print icon (🖨️) and you will probably get a screen like the following:



After clicking on the continue icon the SAP ERP system will also open window that will contain details of the print job, and your print job should be sent to your local Window's printer.

Be sure to neatly print your name on a printout of the completed Document flow to hand in.