



Sales and Distribution (Kundenauftragsabwicklung)

Trends and Concepts of Business Application Architecture

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Enterprise Platform and Integration Concepts

Hasso-Plattner-Institut

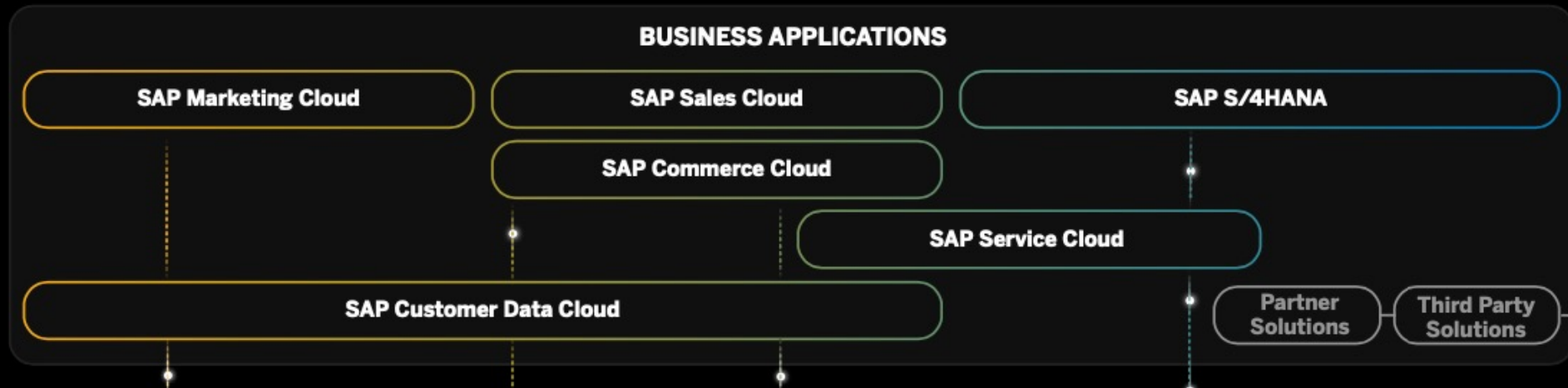
Course Overview

Trends and Concepts of Business Application Architecture

- Digitalization of Business Processes
- Enterprise Resource Planning
 - **Sales and Distribution**
 - Finance, Accounting, and Controlling
 - Human Resources
 - Material Management and Production Planning
- Columnar In-Memory Database Systems for Business Applications
- Customer Relationship Management
- Enterprise Cloud Platforms for Integration and Extensions
- Block Week: Architecture Deep Dives

Lead to Cash

Manage all aspects of the customer experience, from the initial interaction to order fulfillment and service delivery. Drive and realize revenue along the customer journey.



Lead to Cash



Lead to
Opportunity

Opportunity
to Quote

Quote to
Order

Create
Customer
Order

Order to Cash

Orchestrate
Fulfillment
Process

Invoice
Customer

Lead to Cash



Lead to Opportunity

**Customer Relationship Management
(Later in Lecture)**



Agenda

Sales and Distribution

- Organizational Structure
- Master Data
- Order-to-Cash Process
 - Create Customer Order
 - Orchestrate Fulfillment Process
 - Invoice Customer
- Summary

Agenda

Sales and Distribution

- **Organizational Structure**
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Organizational Structure

- Client
 - An independent environment in the system
- Company Code
 - Smallest org unit for which you can maintain a legal set of books
- Credit Control Area
 - An organizational entity which grants and monitors a credit limit for customers
 - It can include one or more company codes
- Sales Organization
 - An organizational unit responsible for the sale of certain products or services
 - The responsibility of a sales organization may include legal liability for products and customer claims
- Distribution Channel
 - The way in which products or services reach the customer
 - Typical examples of distribution channels are wholesale, retail, or direct sales

Organizational Structure

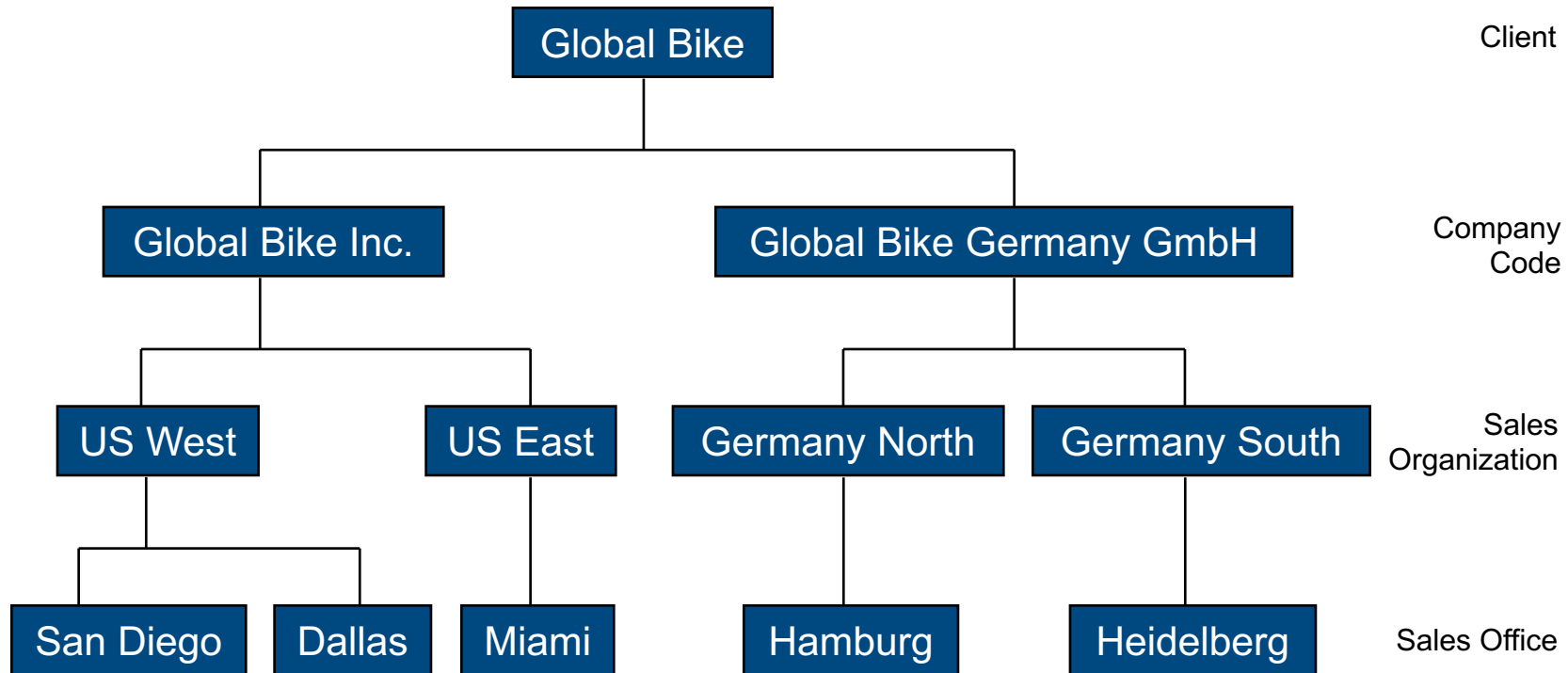
- Division (Sparte)
 - A way of grouping materials, products, or services

- Sales Area
 - Combination of Sales Organization, Distribution Channel and Division
 - Determines conditions (i.e. pricing) for sales activities

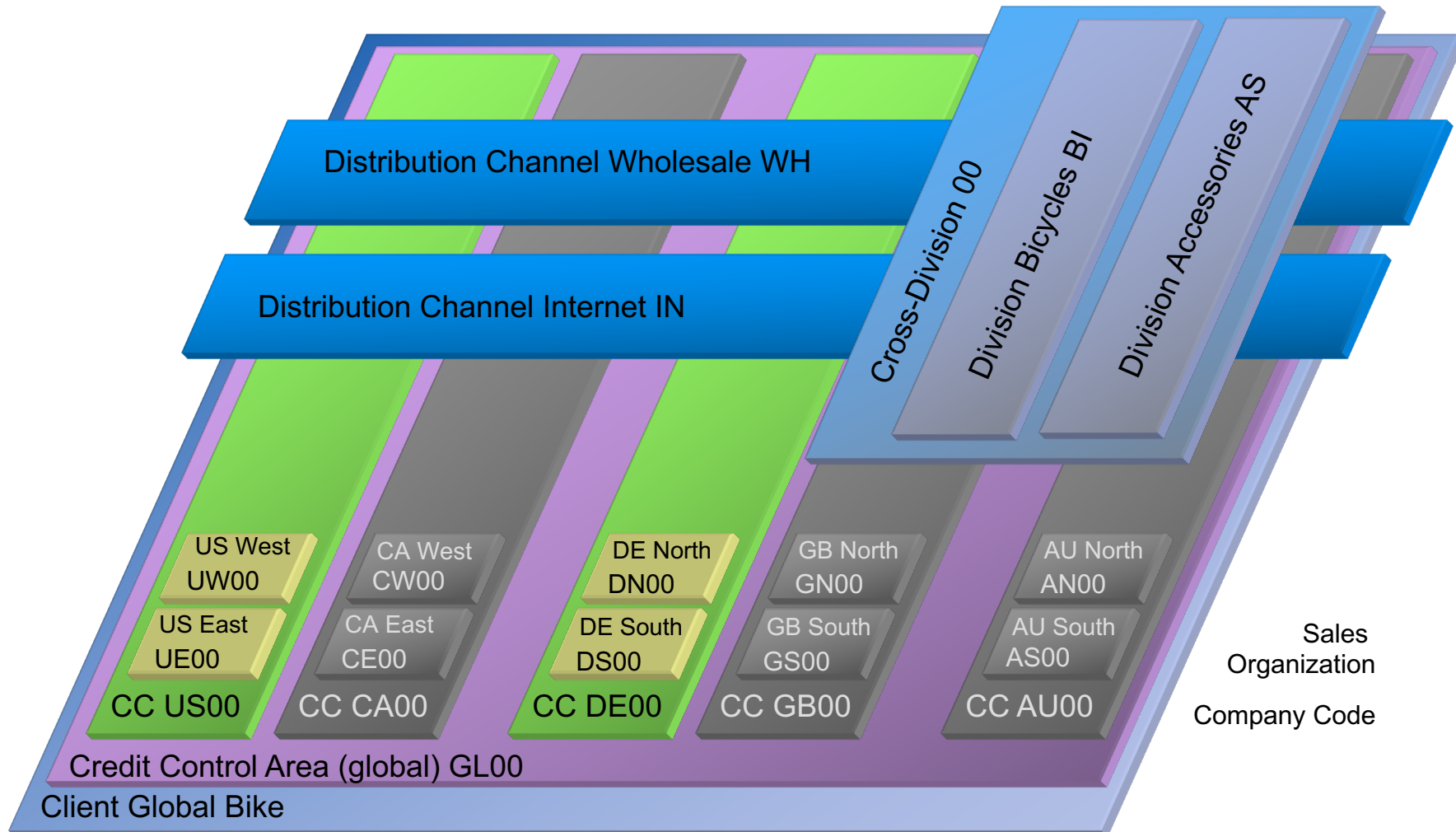
- Plant (here: Delivering Plant)
 - Plant from which the goods should be delivered to the customer

- Other SD organization units:
 - Shipping Point
 - Loading Point
 - Sales Office
 - Sales Group
 - Sales Person

Global Bike Structure for Sales and Distribution



Global Bike Enterprise Structure in SAP ERP (Sales)



Agenda

Sales and Distribution

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What kind of master data do we need?

Sales and Distribution Master Data

SAP Create Standard Order: Overview

Display Propose Items Header Output Preview Reject Document Mehr Exit

Standard Order: Net Value: 20.092,50 USD

Sold-To Party: 25011 The Bike Zone / 2144 N Orange Ave / Orlando FL 32804

Ship-To Party: 25011 The Bike Zone / 2144 N Orange Ave / Orlando FL 32804

Cust. Reference: Cust. Ref. Date:

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

*Req. Deliv.Date: D 07.06.2018 Deliver.Plant:

Complete Div.: Total Weight: 57.170 G

Delivery Block: Volume: 0,000

Billing Block: Pricing Date: 07.05.2018

Pyt Terms: 0001 Pay immediately w/o deduction

Inco. Version:

Inco. Terms: FOB

Inco. Location1: Miami

Group

All Items

Item	Material	Req. Segment	Order Quantity	Un	S
10	DXTR1000			5	EA
20	PRTR1000			2	EA

Customer Master

Material Master

Sales Condition

Customer Master Data

- Customer Master
 - Contains all of the information necessary for processing orders, deliveries, invoices and customer payment
 - Every customer MUST have a master record
 - But you can have one-time customers
- Created by Sales Area
 - Sales Organization
 - Distribution Channel
 - Division
- The customer master information is divided into 3 areas:
 - General Data (Name, address, communication)
 - Company Code Data (Accounts, bank)
 - Sales Area Data (Sales office, currency)

The screenshot shows the SAP Customer Master Data display for Business Partner 2001. The header includes the SAP logo and the text "Display Organization: 2001, role FI Customer". Below the header, there are navigation tabs: "Address", "Address Overview", "Identification", "Control", "Payment Transactions", "Status", "Legal Data", and "Custo...". The main content area is divided into several sections:

- Name:** Title: 0003 Company (dropdown), Name: Philly Bikes (text field), Salutation: (text field), Salutation: 00 (text field).
- Search Terms:** Search Term 1/2: 000 (text field).
- Special Customer:** VIP (checkbox), Undesirable Customer (checkbox), Reason Undes.: (text field), Comment: (text field).
- Standard Address:** Print Preview (button).
- Street Address:** Street/House number: 20 Pine St (text field), Postal Code/City: 19073 Philadelphia (text field), Country: US USA (text field), Region: PA Pennsylvania (text field), Time zone: EST (text field), Tax Juris.: PA0000000 (text field), Transportation Zone: 0000000001 Region East (text field).

Changes in SAP S/4HANA

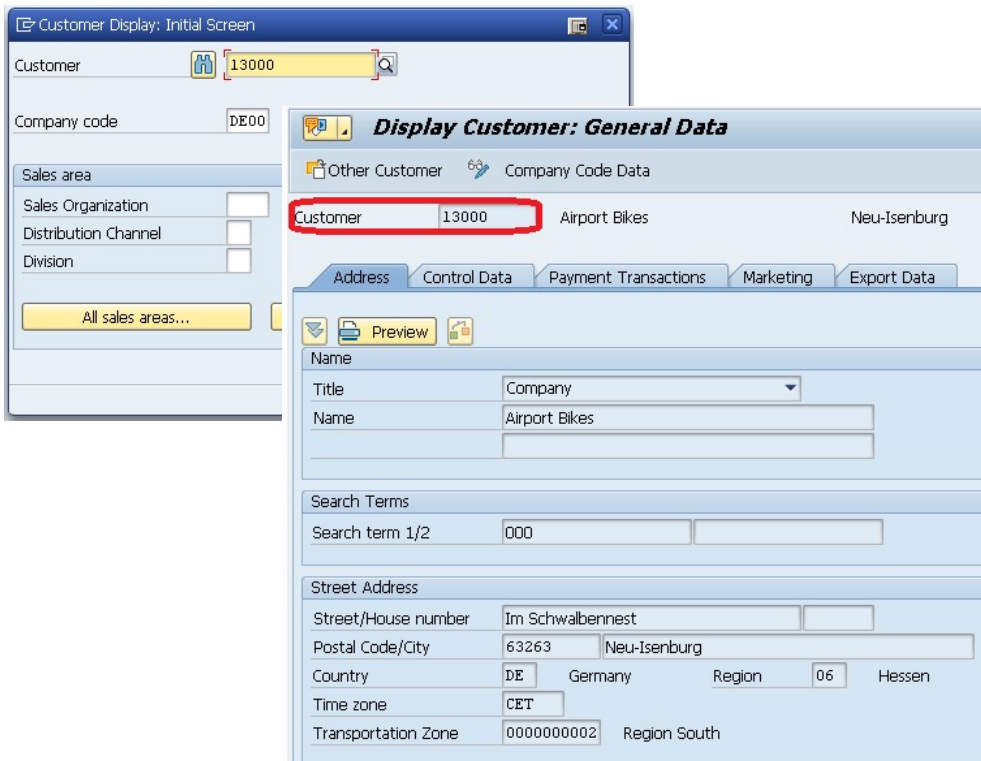
Business Partner

- There are redundant object models in the traditional ERP system where the vendor master and customer master is used
- The (mandatory) target in SAP S/4HANA is the Business Partner approach as Single Point of Entry for master data such as customer, supplier, contact person
- Business partners can be categorized as a person, group, or organization as follows:
 - An organization represents units such as a company (for example, a legal person), parts of a legal entity (for example, a department), or an association. Organization is an umbrella term to map every kind of situation in the day-to-day business activities
 - A group represents a shared living arrangement, a married couple, or an executive board
- As part of the current development, the transaction BP represents the central entry point for creating, editing and displaying the master data of business partners, customers, and suppliers

Changes in SAP S/4HANA Business Partner

DEMO

- The core function of SAP S/4HANA is the simplification of data structures
- ➔ various transactions, such as the management of customers or creditor, are summarized
- It is (so far) still possible to navigate through the well-known tree paths



Customer Display: Initial Screen

Customer: 13000

Company code: DE00

Sales area

Sales Organization:

Distribution Channel:

Division:

All sales areas...

Display Customer: General Data

Other Customer Company Code Data

Customer: 13000 Airport Bikes Neu-Isenburg

Address Control Data Payment Transactions Marketing Export Data

Name

Title: Company

Name: Airport Bikes

Search Terms

Search term 1/2: 000

Street Address

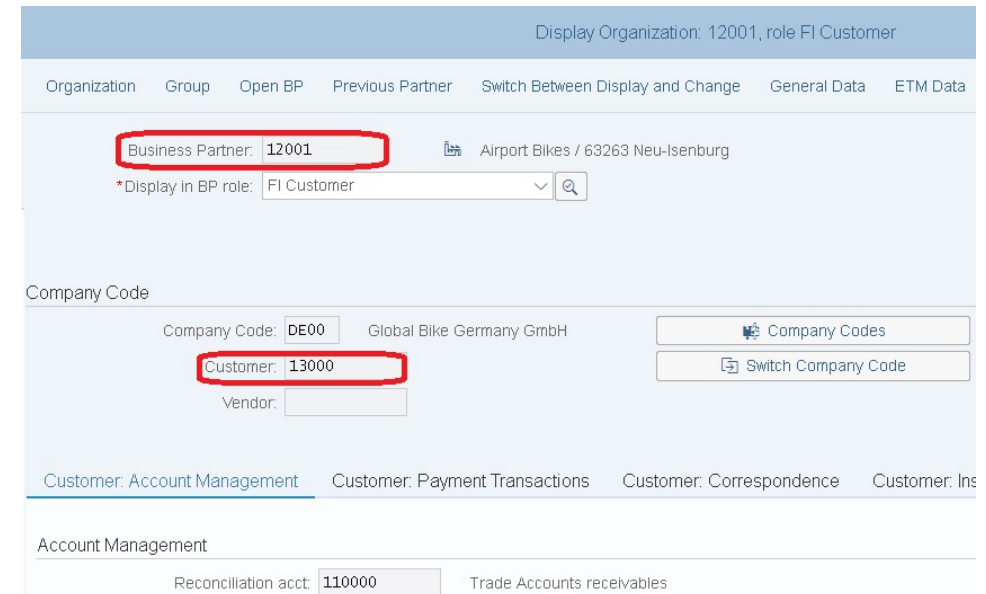
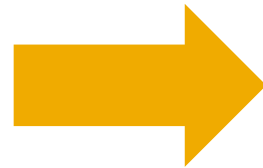
Street/House number: Im Schwalbennest

Postal Code/City: 63263 Neu-Isenburg

Country: DE Germany Region: 06 Hessen

Time zone: CET

Transportation Zone: 0000000002 Region South



Display Organization: 12001, role FI Customer

Organization Group Open BP Previous Partner Switch Between Display and Change General Data ETM Data

Business Partner: 12001 Airport Bikes / 63263 Neu-Isenburg

*Display in BP role: FI Customer

Company Code

Company Code: DE00 Global Bike Germany GmbH

Customer: 13000

Vendor:

Customer: Account Management Customer: Payment Transactions Customer: Correspondence Customer: Ins

Account Management

Reconciliation acct: 110000 Trade Accounts receivables

A unique business partner number is assigned to customer 13000. This business partner number is assigned to various roles such as the customer, creditor or contact person.

Relationship: n:m

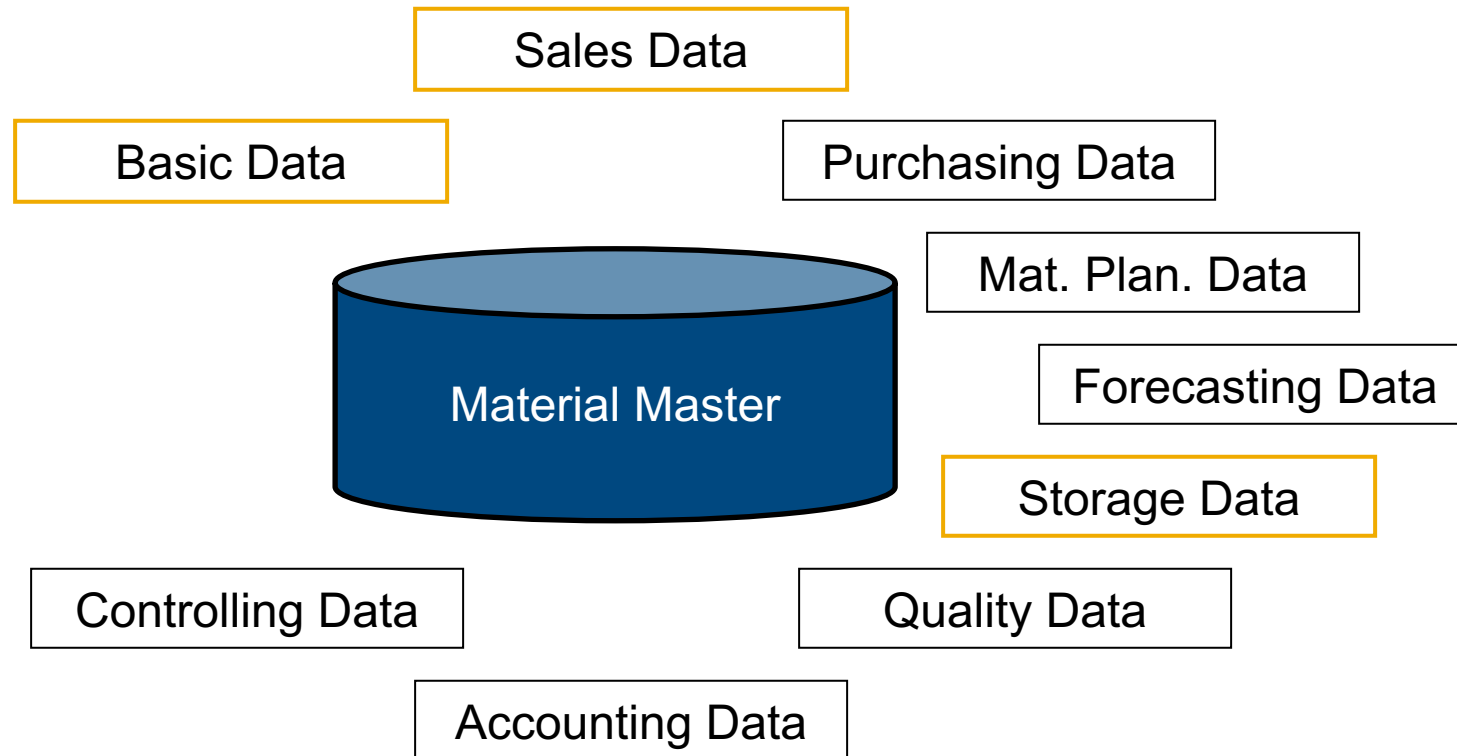
Material Master Data

- Material master
 - Represents the central source for retrieving material-specific data for a company
 - Used by most components in the SAP system:
 - Sales
 - Material management
 - Production
 - Maintenance
 - Accounting
 - Quality management
 - Material master data is stored in functional segments, the so-called views

The screenshot displays the SAP Material Master Data view for Material DXTR1000 (Deluxe Touring Bike (schwarz)). The interface is organized into several functional segments (views):

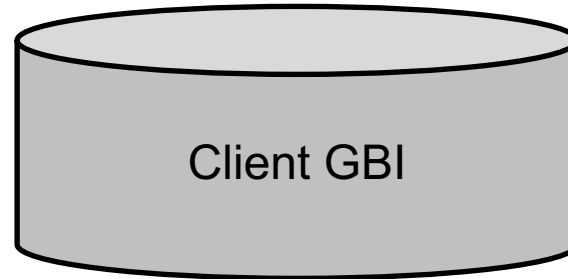
- Material:** DXTR1000
- Bezeichnung:** Deluxe Touring Bike (schwarz)
- Allgemeine Daten (General Data):**
 - Basismengeneinheit: EA (each)
 - Warengruppe: BIKES
 - Alte Materialnummer: [Empty]
 - Ext. Warengr.: [Empty]
 - Sparte: BI
 - Labor/Büro: [Empty]
 - Kontingentschema: [Empty]
 - Produktthierar.: [Empty]
 - Werksüb. MatStatus: [Empty]
 - Gültig ab: [Empty]
 - Gültigkeit bewerten: [Empty]
 - allg. Posttypengr: NORM (Normalposition)
- Materialberechtigungsgruppe (Material Authorization Group):**
 - Berechtigungsgruppe: [Empty]
- Abmessungen/EAN (Dimensions/EAN):**
 - Bruttogewicht: 8.510
 - Gewichtseinheit: G
 - Nettogewicht: 8.510
 - Volumen: 0,000
 - Volumeneinheit: [Empty]
 - Größe/Abmessung: [Empty]
 - EAN/UPC-Code: [Empty]
 - EAN-Typ: [Empty]
- Verpackungsmaterialdaten (Packaging Material Data):**
 - Materialgruppe PM: [Empty]

Material Master Views



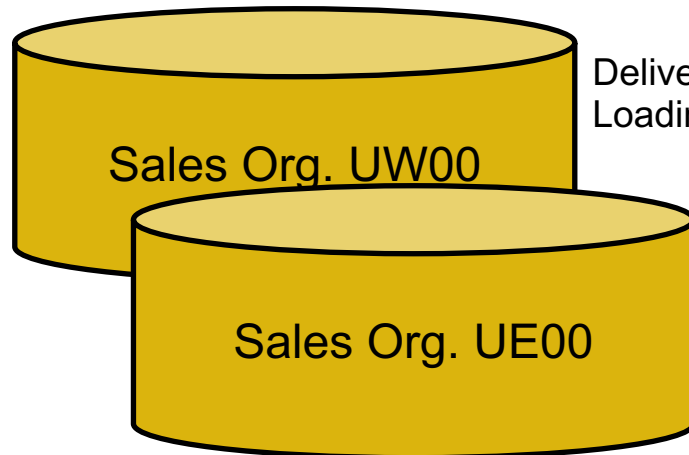
Material Master

General Information relevant for the entire organization:



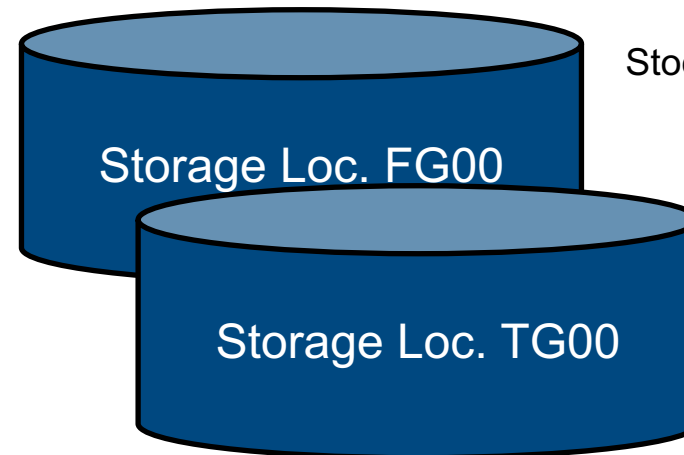
Name
Weight
Unit of Measure

Sales specific information:



Delivering Plant
Loading Grp

Storage Location specific information:



Stock Qty

Condition Master Data (Pricing)

- Condition master data includes:
 - Prices
 - Surcharges
 - Discounts
 - Freights
 - Taxes

- You can define the condition master to be dependent on various data:
 - Material specific
 - Customer specific

- Conditions can be dependent on any document field

Item: 10 Item category: TAN Standard Item
 Material: DXTR1000 Deluxe Touring Bike (black)

Sales A Sales B Shipping Billing Document **Conditions** Account Assignment Schedule lines Partner

Quantity: 5 EA Net: 15.000,00 USD
 Tax: 0,00

Condition Record Analysis Update

Pricing Elements

I...	CnTy	Name	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
I		Standard - USA /With	1.600,00	USD	1	EA	8.000,00	USD

Output

- Output is information that is sent to the customer using various media, such as:
 - E-mail
 - Mail
 - EDI
 - Fax
 - XML
- Output examples:
 - Quotation
 - Confirmation
 - Invoice

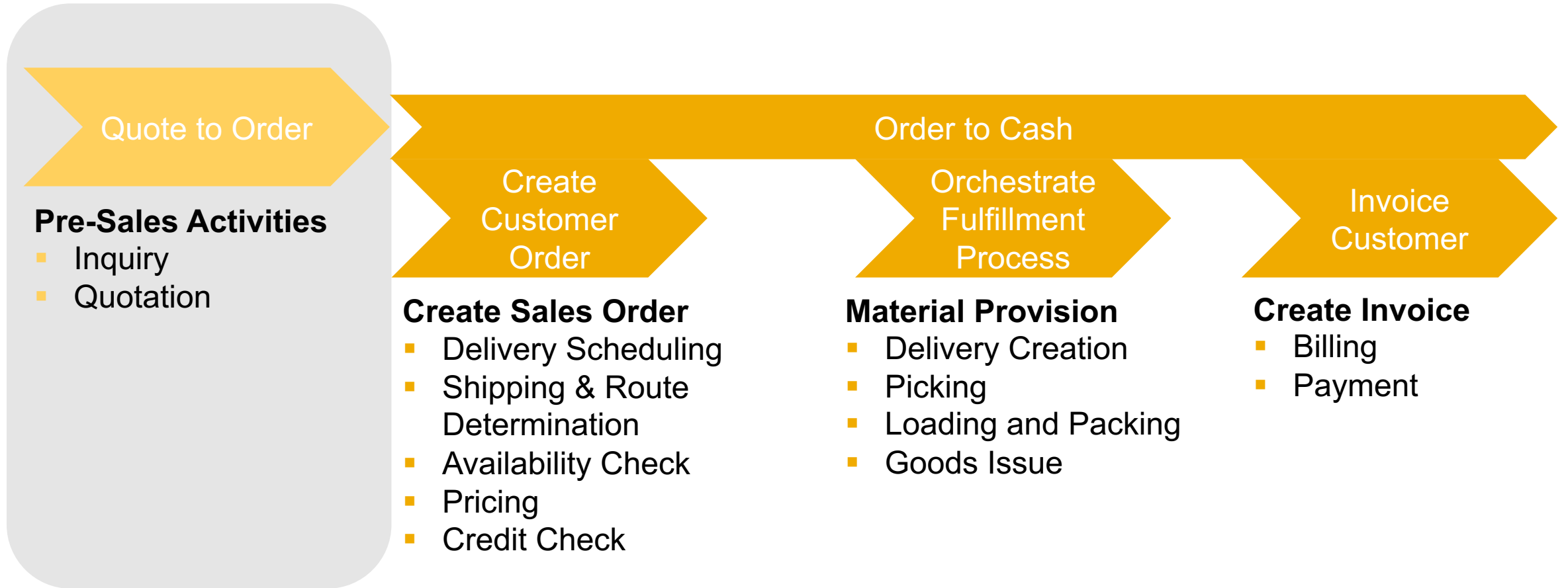
The screenshot shows the SAP configuration interface for 'Change Standard Order 6: Output'. The header includes the SAP logo and a navigation arrow. Below the header, there is a search bar and a 'More' dropdown. The main content area is divided into sections: 'Sold-to party' (25008, The Bike Zone), 'Output type' (BA00, Order Confirmation), and 'Printing information'. The 'Printing information' section contains several fields: 'Logical destination' (LP01), a note 'Beispieldrucker. Mit SPAD anpassen.', 'Number of messages' (0), 'Print immediately' (checked), 'Release after output' (unchecked), 'Spool request name' (LIST15), 'Suffix 1' (BA00), 'Suffix 2' (AUFTRAG), 'SAP cover page' (Do Not Print), 'Recipient' (LEARN-015), 'Department' (empty), 'Cover Page Text' (empty), 'Authorization' (empty), and 'Storage Mode' (1 Print only). The 'Format' section at the bottom has a 'Form' field (empty).

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Sales Order Process



Pre-Sales Activities (CRM Light)

- Sales Support is a component that assists in the sales, distribution, and marketing of a company's products and services to its customers
- It contains the following functionality:
 - Creating and tracking customer contacts and communications (sales activity)
 - Phone call records
 - On-site meeting
 - Letters
 - Campaign communication
 - Implementing and tracking direct mailing, internet, and trade fair campaigns based on customer attributes
- Pre-sales documents need to be managed within the presales activities: **Inquiries and Quotations**
- These documents help identify possible sales related activity and determine sales probability

Pre-Sales Activities (CRM Light)

- The goal of all pre-sales activities is to equip the sales technician with all the information necessary to negotiate and complete the potential sale
- Information needed:
 - Past sales activity
 - Past communication
 - Contact information
 - General Company info
 - Credit limits and usage
 - Current backorders
- 360° view of your customer

The screenshot displays the SAP CRM Light interface for a sales activity. The top section shows 'Sales activity' details: Type: Sales Call, From: 10/04/2006 09:45, To: 10/04/2006 10:22, and Comment: Status HOT. The 'Contact persons' section shows Company: 162 (SAP, America // Newton Square PA), Contact person: Eva Romero, and Employee respons.: 21 (Grayson / 150 Forest Ave / US / 5). Below this is a 'Follow-up actions' bar with 'Create standard order' and 'Link objects' buttons. The main content area has tabs for 'Description', 'Partner', 'Texts', and 'Sales summary'. The 'Info block' shows 'Key figures' and 'Statistical info' views, with a customer ID of 000000162. The 'Statistics measures' table shows values for Document category, Min, Max, Totals, Average, Open, and Number. The 'Last SD documents' table lists sales activities with their dates, net values, and statuses.

Statistics measures						
Value in T						
Document category	Min	Max	Totals	Average	Open	Number
Sales activities (CAS)	0	0	0	0		

Last SD documents				
Sales activities (CAS)	Date	Net value	Status	
0100000003	03/10/06	0.00	Open	
Order	Date	Net value	Status	
000000146	10/03/06	1,452.25 USD	Open	
000000145	09/25/06	1.09 USD	Open	
000000140	03/15/06	49,750.00 USD	Completed	
000000133	09/14/05	18,000.00 USD	Open	
000000132	09/14/05	13,500.00 USD	Being processed	

Inquiry (Anfrage)

- An inquiry is a customer's request to a company for information or quotation in respect to their products or services without obligation to purchase
 - How much will it cost
 - Material/Service availability
 - May contain specific quantities and dates

- The inquiry is maintained in the system and a quotation is created to address questions for the potential customer

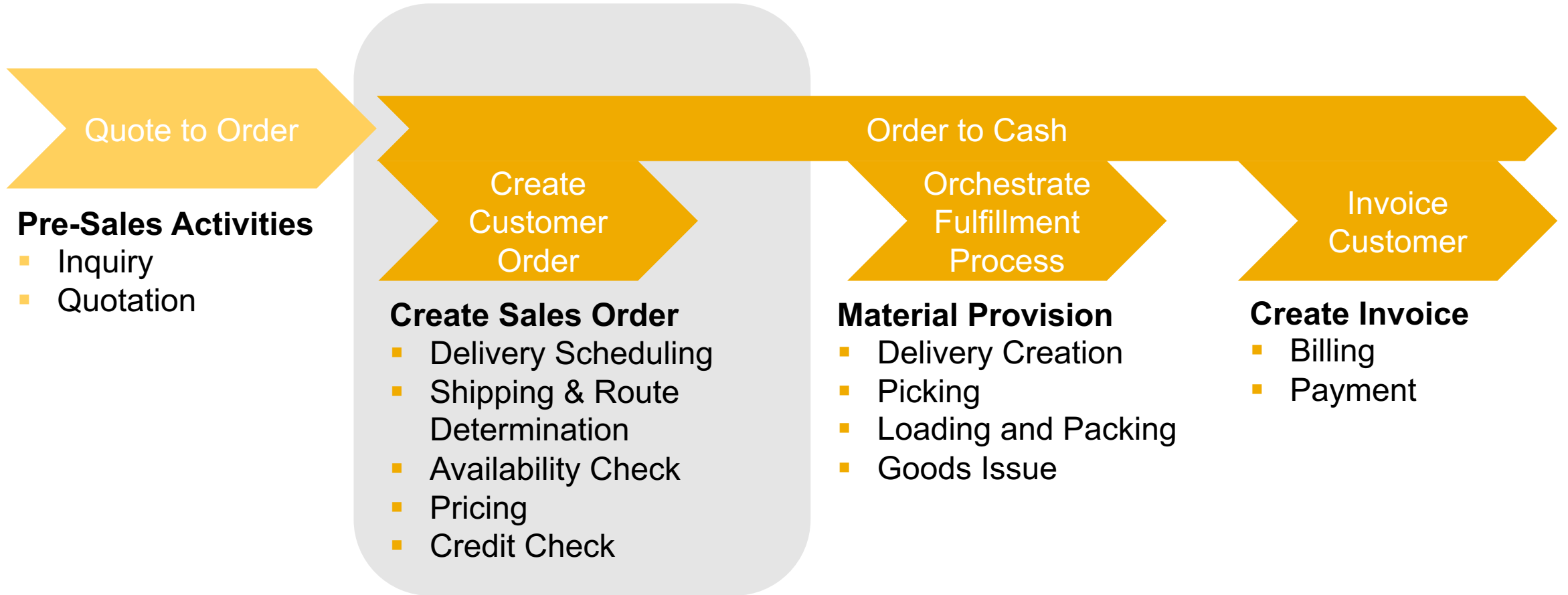
Company		Inquiry				
The Bike Zone 2105 N Lewis Ave Portland OR 97227		Number/Date 10000002 / 04/21/2010				
		Reference no./Date 000 / 04/21/2010				
		Delivery date Day 04/21/2010				
		Cust. no. 1301				
		Validity period 04/21/2010 bis 05/21/2010				
We deliver according to the following conditions: Currency USD						
Terms of payment Payable immediately without deduction						
Terms of delivery FOB San Diego						
Weights (gross/net) - Volume - Mark						
Gross weight		57,170 G	Net weight 57,170 G			
Please see our promotional offer enclosed. Delivery as long as stocks last.						
Item	Material	Qty	Description	Price	Price unit	Value
000010	DXTR1000	5 EA	Deluxe Touring Bike (black)	3,000.00	USD 1 EA	15,000.00
000020	PRTR1000	2 EA	Professional Touring Bike (black)	3,200.00	USD 1 EA	6,400.00
Final amount						21,400.00

Quotation (Angebot)

- The quotation presents the customer with a legally binding offer to deliver specific products or a selection of a certain amount of products in a specified timeframe at a pre-defined price.

Company		Quotation				
The Bike Zone 2105 N Lewis Ave Portland OR 97227		Number/Date 20000000 / 04/21/2010				
		Reference no./Date 000 / 04/21/2010				
		Delivery date Day 04/21/2010				
		Cust. no. 1301				
		Validity period 04/21/2010 bis 05/21/2010				
We deliver according to the following conditions: Currency USD						
Terms of payment Payable immediately without deduction						
Terms of delivery FOB San Diego						
Weights (gross/net) - Volume - Mark						
Gross weight 57,170 G Net weight 57,170 G						
Please see our promotional offer enclosed. Delivery as long as stocks last.						
Item	Material	Qty	Description	Price	Price unit	Value
000010	DXTR1000		Deluxe Touring Bike (black)			
		5 EA		3,000.00	USD	15,000.00
	Material			50.00-	USD	250.00-
	% Discount from N			5.000-	%	737.50-
	Net Value for Ite			2,802.50	USD	14,012.50
000020	PRTR1000		Professional Touring Bike (black)			
		2 EA		3,200.00	USD	6,400.00
	% Discount from N			5.000-	%	320.00-
	Net Value for Ite			3,040.00	USD	6,080.00
Final amount						20,092.50

Sales Order Process



Sales Order

- Sales order processing can originate from a variety of documents and activities
 - Customer contacts us for order: phone, internet, email
 - Existing Contract
 - Quotations
- The electronic document that is created should contain the following basic information:
 - Customer Information
 - Material/service and quantity
 - Pricing (conditions)
 - Specific delivery dates and quantities
 - Shipping information
 - Billing Information

How would you design a Sales Order business object?

Sales Order

DEMO

■ The sales document is made up of three primary areas:

- Header

- Data relevant for the entire sales order, e.g., customer data, total cost of the order

- Line Item(s)

- Information about the specific product, e.g., material and quantity, cost of an individual line

- Schedule Line(s) (Lieferplaneinteilung)

- Uniquely belongs to a Line Item, contains delivery quantities and dates for partial deliveries

The screenshot displays the SAP Sales Order interface. At the top, a red banner reads 'DEMO'. The header section shows 'Standard Order: 15' and 'Net Value: 21,400.00 USD'. Customer data includes 'Sold-To Party: 25011' and 'Ship-To Party: 25011', both at 'The Bike Zone / 2144 N. Orange Ave / Orlando FL 32804'. 'Cust. Reference: 0000' and 'Cust. Ref. Date: 08.05.2018' are also visible. The 'Item Overview' tab is active, showing a table of items:

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

Below the table, the 'Schedule Lines' section is shown for item 10. It includes fields for 'Item: 10', 'Material: DXTR1000', 'Item category: TAN', and 'Standard Item: Deluxe Touring Bike (black)'. The 'Schedule lines' tab is active, showing 'Fixed Date and Qty: []' and 'Order Quantity: 5 EA'. 'Delivery Time: []' and 'Delivered qty: 5' are also displayed. At the bottom, a 'Quantities/Dates' table is shown:

Delivery Date	Order Quantity	Rounded qty	Confirmed Qty	S	Delivery Block	Delivered qty
08.05.2018	5	5	5	EA		5

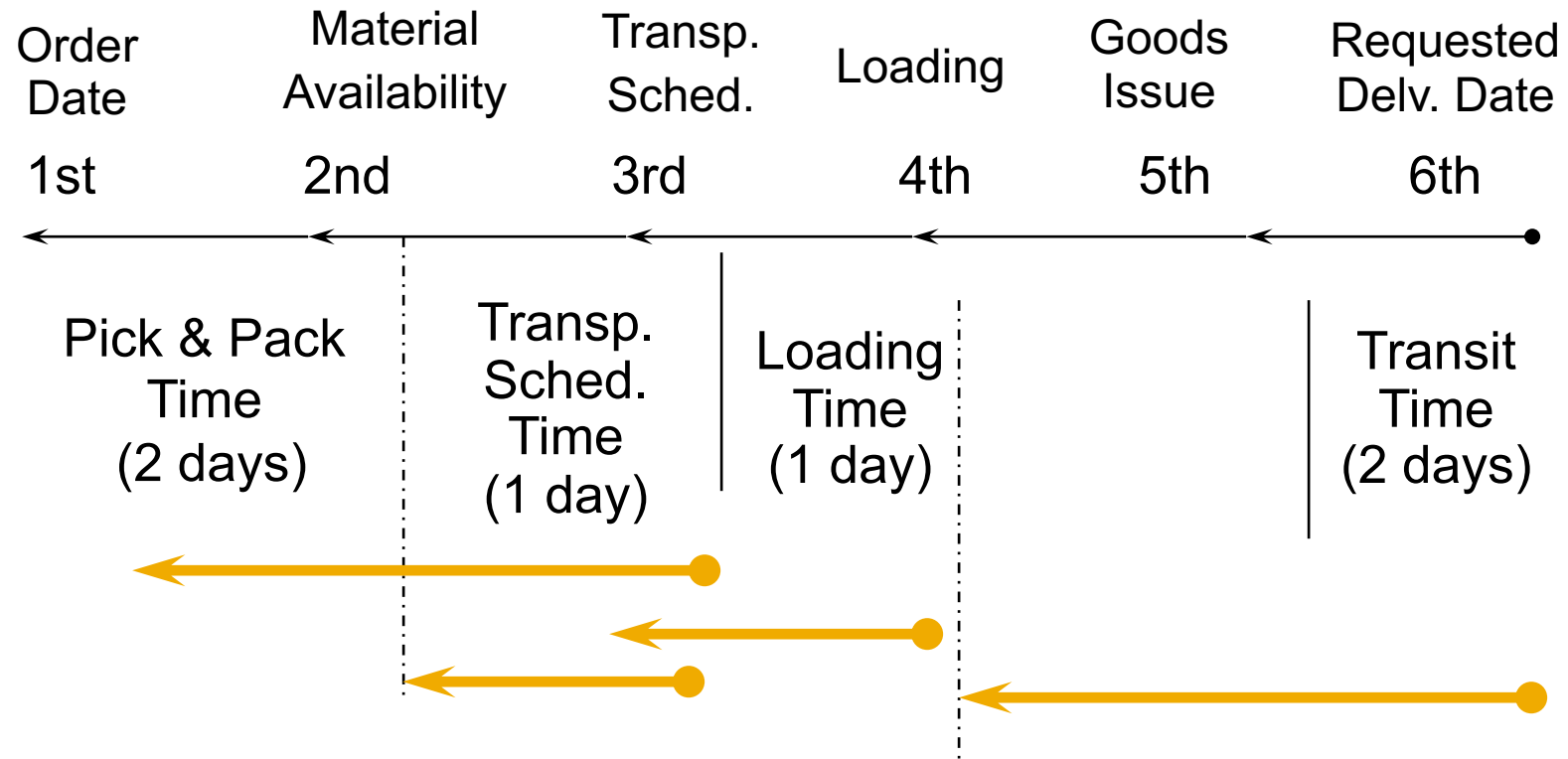
Sales Order

- The sales order contains all information needed to process your customer's request,
- The following information is determined for each sales order:
 - Delivering Schedule
 - Shipping point and route determination
 - Availability Check
 - Transfer of requirements to Material Resource Planning (MRP)
 - Pricing
 - Credit limit check

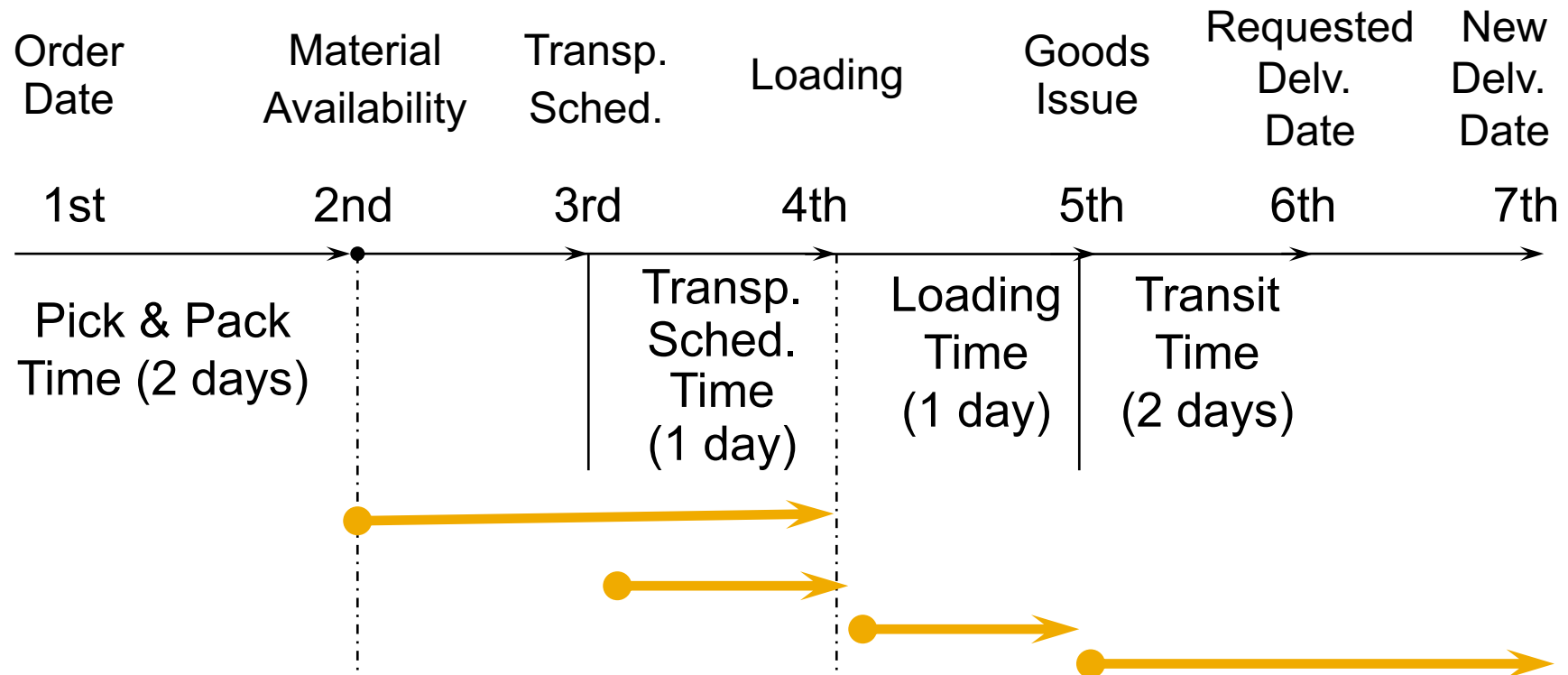
Delivery Scheduling

- When an order is created you must enter a requested delivery date for the order or each line item
- The system will then determine a delivery timeline, this will be used when determining our material availability, or **ATP (Availability to Promise)** date
- The system will determine this date using forward and backward scheduling rules you have defined

Backward Scheduling



Forward Scheduling



Shipping & Route Determination

- During the creation of the sales order the system must determine the shipping point from which the material will be shipped and the route the material will take to get from your warehouse to your customers location
- A shipping point is determined for each line item within the order
- The route determination is used to define the transit time of the material that we used in scheduling

Availability Check

- Availability Check
 - Determines the material availability date
 - Considers all inward and outward inventory movements
- Proposes 3 methods of delivery
 - One-time delivery
 - Complete delivery
 - Delayed proposal
- Rules are created by USERS

The screenshot shows the SAP Availability Overview interface. At the top, there is a navigation bar with the SAP logo and the title 'Availability Overview'. Below this, there are several tabs: 'Period Totals', 'All details', 'Stock Overview', 'Stock in Detail', 'Totals Overview', and 'More'. The main content area is divided into several sections:

- Material:** DXTR1015 (Deluxe Touring Bike (black))
- Plant:** MI00
- MRP Area:** MI00
- Base Unit:** EA
- Avail. check:** 02
- Check.rule:** A
- With reqmts qtys:**
- End lead time:**

Totals display

Receipts:	<input type="text" value="95"/>
Issues:	<input type="text" value="0"/>
Confmrd issues:	<input type="text" value="0"/>

ATP situation

<input type="checkbox"/>	Date	MRP el...	MRP element data	Rec./reqd qty
<input type="checkbox"/>	14.05.2018	Stock		95
<input type="checkbox"/>	14.05.2018	SLocSt	FG00	95
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

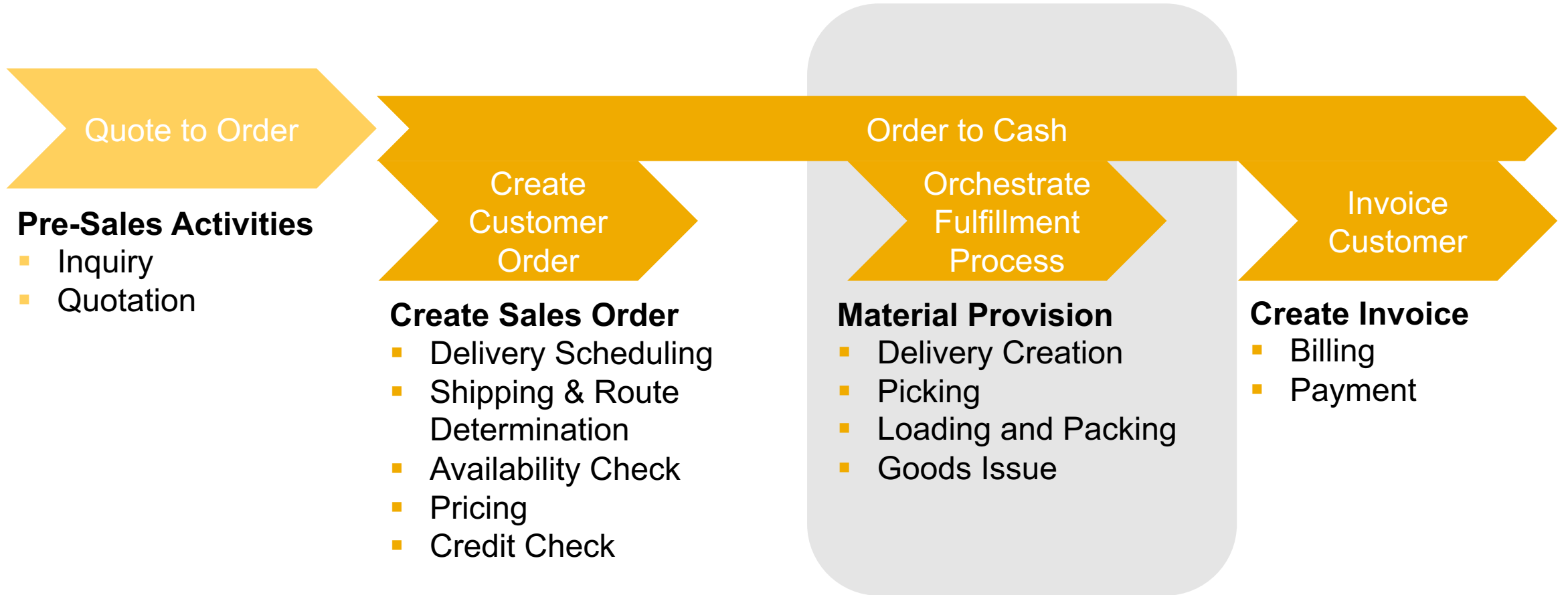
Pricing

- The system displays pricing information for all sales documents on the pricing screens at both the header and the line item level
 - Header pricing is valid for the whole order and it is the cumulative of all line items within the order
 - Line item pricing is for each specific material
- The system will automatically search for prices, discounts, surcharges, calculate taxes and freight. You have the ability to manually manipulate the pricing at both the header and line item level within the sales order by entering a condition type and amount
 - Taxes and freight are generated

Credit Check

- Allows your company to manage its credit exposure and risk for each customer by specifying credit limits
- During the sales order process the system will alert the sales representative about the customers credit situation that arises
- If necessary, the system can be configured to block orders and deliveries

Sales Order Process



Material Provision

DEMO

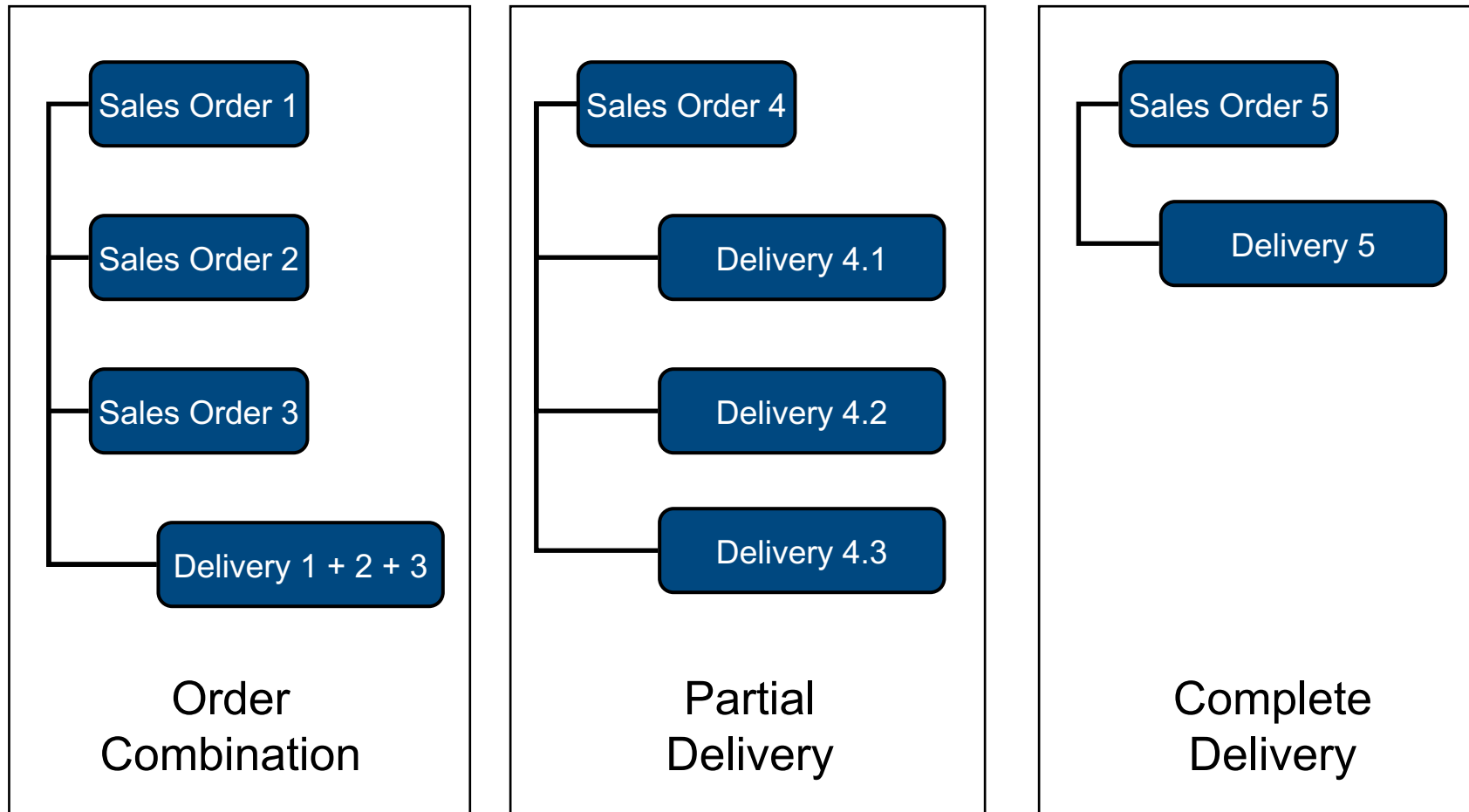
- The shipping process begins when you create the **delivery document** for the sales order
- This document controls, supports, and monitors numerous sub-processes for shipping processing:
 - Picking
 - Packing
 - Loading
 - Post Goods Issue
- Changes to delivery are allowable - products, quantities
- Integrated with the Material Management (MM), extended Warehouse Management (eWM) and Finance (FI) modules

Delivery Creation

- Checks order and materials to determine if a delivery is possible — delivery block (hold), completeness
- Confirms availability
- Confirms export/foreign trade requirements

- Generates packing proposal
- Calculates (total) weight and volume
- Checks scheduling
- Considers partial deliveries
- Updates route assignment
- Assigns picking location
- Updates sales order
- Determines batches
- Quality check (if needed)
- Updates sales order

Kinds of Shipping



Picking (Kommissionierung)

- Quantities based on delivery note
- Assigned date when picking should begin
- Automated storage location assignment
- Supports serial number/lot number tracking and batch management
- Integrated with Warehouse Management (WM)

Loading and Packing

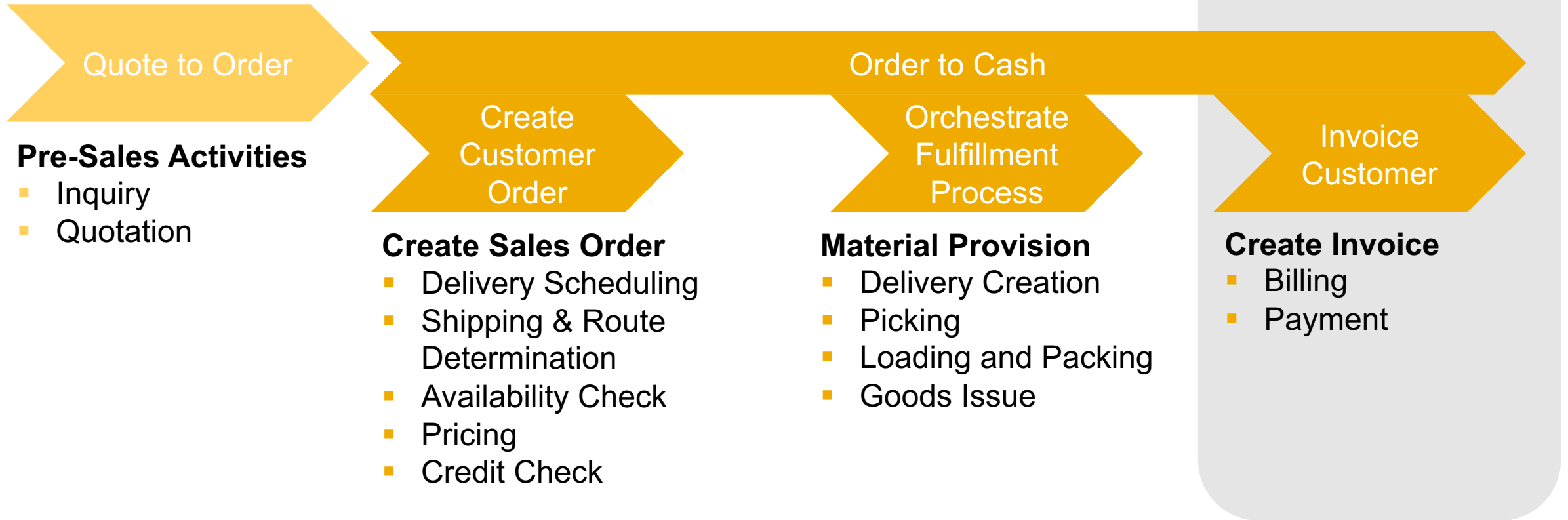
- Identifies which packaging is to be used for specified products
- Identifies and updates accounts associated with returnable packaging
- Tracks the packed product by container
- Insures weight/volume restrictions are enforced
- All packed items are assigned to the required means of transportation

Goods issue (Warenausgang)

- Event that could indicate the legal change in ownership of the products
 - It is recognition that the goods have left the premises of the seller
 - Legal change in ownership depends on the Incoterm (International Commercial Terms) and what's in the sales order terms and conditions
- Reduces inventory and enters Cost of Goods Sold
- Automatically updates the General Ledger (G/L) accounts
- Ends the shipping process and updates the status of the shipping documents

Sales Order Process

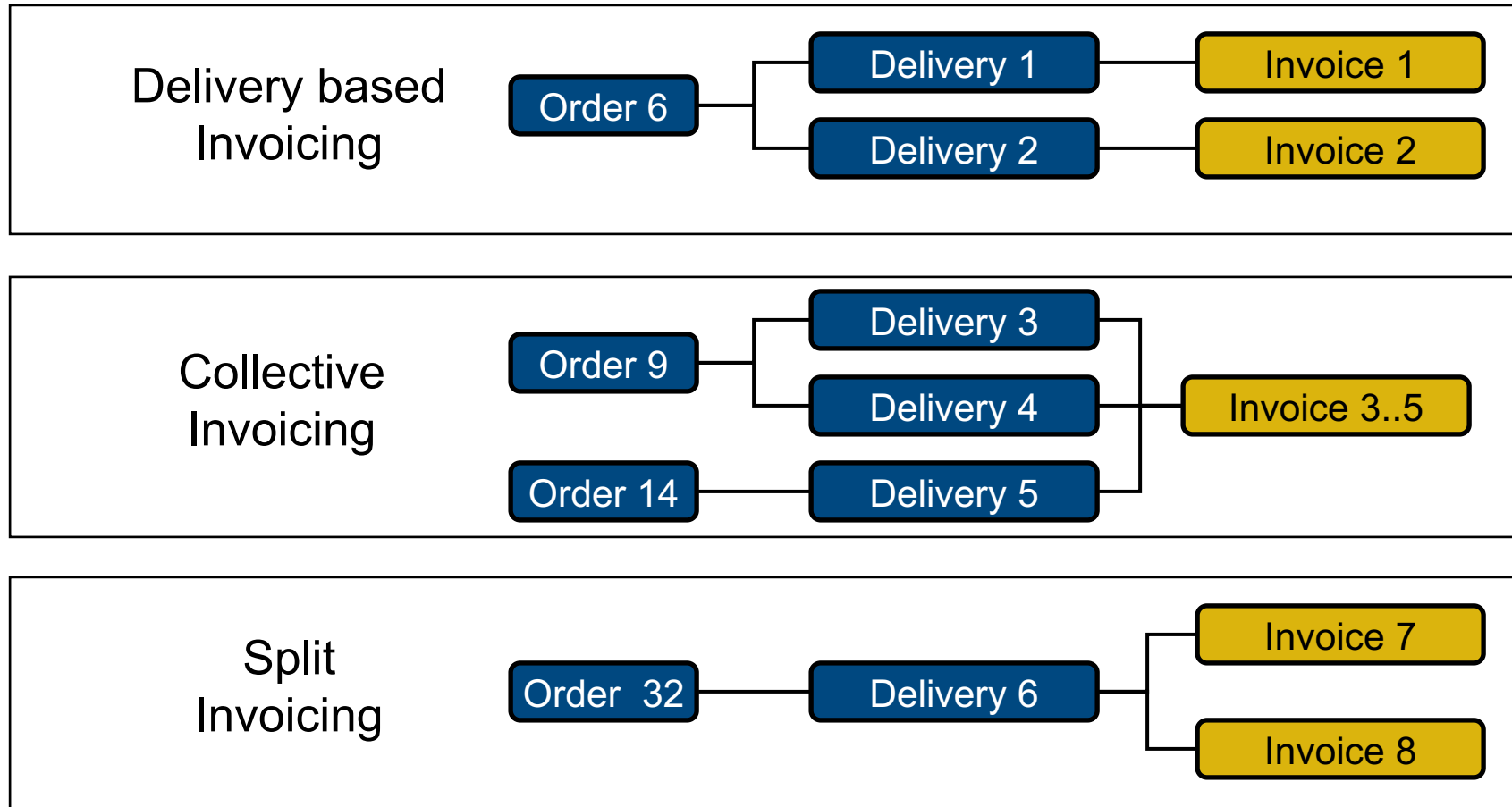
DEMO



Billing (Fakturierung)

- The billing document is created by coping data from the sales order and/or delivery document
 - Order-based billing
 - Delivery-based billing
- The billing process is used to generate the customer invoice
- It will update the customer's credit status
- The billing document will automatically create a debit posting to your customer sub-ledger account and credit your revenue account
- It is at this point that the sales process is passed over to Financial Accounting to await payment

Billing Methods



Payment

- Payment is the final step in the sales order process, this step is managed by the Financial Accounting department.
- Final payment includes:
 - Posting payments against invoices.
 - Reconciling differences between payment and invoice.
- Payment will create a posting clearing the liability in the A/R account (Accounts Receivable) and increases your bank account.

Document Flow (Belegfluss)

- The document flow and order status feature allows you to find the status of an order at any point in time. The SAP updates the order status every time a change is made to any document created in the customer order management cycle (Order-to-Cash).
- Allows error correction in the sales order process (VA05)

The screenshot displays the SAP Document Flow interface. On the left, a process flow diagram shows the sequence of documents: Order (Sales Order 4815162342) leads to Delivery (Outbound Delivery 010, 020, 030), which leads to Invoice (Planned Invoice 08150812, Customer Invoice 08150813, Credit Memo FN-2187), Accounting (Accounting Document 1709, 1710), and Payment (Planned Payment Document). The 'Accounting' step is highlighted with a red circle. On the right, the 'Document Flow' details for Business Partner 0000025011 (The Bike Zone) and Material DXTR1000 (Deluxe Touring Bike (black)) are shown. A table lists the documents with their quantities, units, reference values, currencies, dates, and statuses.

Document	Quantity	Unit	Ref. Value	Currency	On	Status
Inquiry 0010000002 / 10	5	EA	15.000,00	USD	07.05.2018	Completed
Quotation 0020000002 / 10	5	EA	14.012,50	USD	07.05.2018	Completed
Standard Order 0000000011 / 10	5	EA	14.012,50	USD	07.05.2018	Completed
Outbound Delivery 0080000009 / 10	5	EA			07.05.2018	Completed
Picking Request 20180508 / 10	5	EA			08.05.2018	Completed
GD goods issue:delvy 4900005090 / 1	5	EA	7.000,00	USD	08.05.2018	Complete
Invoice 0090000005 / 10	5	EA	14.012,50	USD	08.05.2018	Completed
Accounting Document 0090000005	5	EA			08.05.2018	Cleared

Agenda

Sales and Distribution

- Organizational Structure
- Master Data
- Order-to-Cash Process
 - Create Customer Order
 - Orchestrate Fulfillment Process
 - Invoice Customer
- **Summary**

SAP University Alliances

ÜBUNG

SD 1: Anzeigen Kundenstammsatz

Aufgabe Nutzen Sie das SAP Fiori Launchpad, um einen Kunden anzuzeigen.

Zeit 10 Min

Beschreibung Global Bike verfügt über zahlreiche Kunden in den USA. Zeigen Sie einen Kunden aus den USA (Beantown Bikes) an.

Name (Stelle) Maria Diaz (Verkaufsperson 1)

Zum Anzeigen eines Kunden wählen Sie die App *Geschäftspartner pflegen*.

Summary

Sales and Distribution

- The lead to cash process describes the customer interaction from the first meeting to the preparation of an offer, the delivery of goods to the receipt of payment
- Sales and distribution is mapped via the order-to-cash sub-process with the three activities (creating a customer order, material provision and invoicing)
- The most important SD master data are customer, material, and condition master records
- The most important transaction data are the sales order, delivery document and the billing document (invoice)
- The document flow and the order status feature make it possible to find the status of an order at any point in time
- The business partner object summarizes master data such as customers and suppliers in one business object