In class, please insert the following Transaction Codes into Favorites:

<table>
<thead>
<tr>
<th>T-Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMBE</td>
<td>Display Stock Overview</td>
</tr>
<tr>
<td>VK31</td>
<td>Create Pricing Conditions</td>
</tr>
<tr>
<td>VA01</td>
<td>Create Sales Order</td>
</tr>
<tr>
<td>VA03</td>
<td>Display Sales Order</td>
</tr>
<tr>
<td>VL01N</td>
<td>Picking (With Reference to Sales Order)</td>
</tr>
<tr>
<td>VL02N</td>
<td>Post Goods Issued (Single Document)</td>
</tr>
<tr>
<td>VF01</td>
<td>Create Invoice for Customer</td>
</tr>
<tr>
<td>FD10N</td>
<td>Display Customer Balance</td>
</tr>
<tr>
<td>F-28</td>
<td>Record Incoming Payment</td>
</tr>
</tbody>
</table>
4.1 - Introduction to Customer Master Data

General Notes and Information

It is strongly recommended that you read through the entire exercise prior to starting. Not all instructions can be provided in a linear manner.

The following symbols are used to indicate important information, as described below.

- An arrow highlights an important instruction that must not be overlooked.

- A pencil prompts you to write down an important piece of information.

  Each student or group will be assigned a unique two-digit identifier. This Identifier is used in all exercises to uniquely identify your data. Whenever you see ## in these exercises, replace it with your identifier.

- Always work with your data.

Business Process Overview

The fulfillment process in GBI starts by receiving a customer’s inquiry and creating an internal sales quotation.

In this exercise, you will create the master data that are relevant to the fulfillment process.

Exercise Prerequisites

See General Instructions Document
Exercise 3-2 GBI Financial Accounting-MCC
Exercise 4-2 GBI Procurement-MCC
Exercise Workflow

View Inventory Balance  Create Pricing Conditions

Exercise Deliverables

Deliverables are consolidated into one worksheet at the end of this exercise. For this exercise you will need the following deliverables:

In the System:
- View Inventory Balance
- Create Pricing Conditions

On Paper:
- Answers to the Questions

➤ You may be assigned additional deliverables. Make certain to check with your instructor.
In this step, you will view how much of your inventory you have in your Miami plant.

Step 4.2.1: Navigate to the transaction to display inventory balance:

**Navigation**

Logistics ➔ Materials Management ➔ Physical Inventory ➔ Environment ➔ Stock Overview

Step 4.2.2: In the “Stock Overview: Company Code/Plant/Storage Location/Batch” screen, enter the following:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Material</td>
<td>Code for your DXTR110XX Motorcycle</td>
</tr>
<tr>
<td>Plant</td>
<td>Code for your Miami Plant</td>
</tr>
</tbody>
</table>

EXECUTE

Q1: How many DXTR110XX Motorcycles are in unrestricted stock?:

**Exercise Deliverables**

In the System:

✔ View Inventory Balance

On Paper:

✔ Answers to the Questions
In this step, you will assign a selling price to all your materials. Notice that the selling prices are different from moving average prices within your material master data. Moving average prices are updated from buying the material (procurement).

Step 4.3.1: Navigate to the transaction to define pricing conditions:

**Navigation**

Logistics → Sales and Distribution → Master data → Conditions → Create

Q2: What is the transaction code to create material prices for customers?:

Step 4.3.2: In the “Create Condition Records”, open the folder Prices (click on ‣ arrow) then double-click on Material Prices. Double-click the paper icon next to line “Cnty SOrg. DChl material ReSt”.

Step 4.3.3: In the “Create Conditions Records: Fast Entry”, make sure your Sales Organization (UEXX) and Distribution Channel (WH) wholesale is defined. Then, enter the following information using the price table below.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition Type</td>
<td>Code for Price (PR00)</td>
</tr>
<tr>
<td>Material</td>
<td>Code for your DXTR110XX Motorcycle</td>
</tr>
<tr>
<td>Amount</td>
<td>3000</td>
</tr>
</tbody>
</table>

(SAVE)

You should see a message “Condition Records Saved”
Exercise Deliverables

In the System:
 ✓ Material prices are defined for customers

On Paper:
 ✓ Answers to the Questions
4.4 - Introduction to the Sales Process

General Notes and Information

It is strongly recommended that you read through the entire exercise prior to starting. Not all instructions can be provided in a linear manner.

The following symbols are used to indicate important information, as described below.

► An arrow highlights an important instruction that must not be overlooked.

✍ A pencil prompts you to write down an important piece of information.

Each student or group will be assigned a unique two-digit identifier. This identifier is used in all exercises to uniquely identify your data. Whenever you see ## in these exercises, replace it with your identifier.

► Always work with your data.

Business Process Overview

The sales process in GBI is initiated when you create a sales order for the goods acquired through the procurement process. Next, you will pick and pack the goods for shipping and then ship them to the customer, along with an invoice. Finally, you will receive the payment and post it to the customer’s account.

Exercise Prerequisites

See General Instructions Document
Exercise 4-2 GBI Basic Procurement Process-MCC (to procure inventory to sell in this exercise)
Exercise 5-1 GBI Review Fulfillment Master Data-MCC
Exercise Workflow

Deliverables are consolidated into one worksheet at the end of this exercise. For this exercise you will need the following deliverables:

In the System:
- Creation of a Sales Order
- Picking and Packing of Goods
- Send Shipment – Post Goods Issue
- Create and Send Invoice
- Receive Customer Payment
- Post Payment

On Paper:
- Answers to the Questions

You may be assigned additional deliverables. Make certain to check with your instructor.
4.5 - Create a Sales Order

Step 4.5.1: Navigate to the transaction to create sales order:

**Navigation**

Logistics → Sales and Distribution → Sales → Order → Create

Q3: What is the transaction code to create a Sales Order?:

Q4: What is the transaction code to change a Sales Order?:

Q5: What is the transaction code to display a Sales Order?:

Step 4.5.2: In the “Create Sales Order: Initial Screen” enter the following information:

![Create Sales Order: Initial Screen](image)
In the “Create Standard Order: Overview” screen, enter the following data:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order type</td>
<td>Standard Order (OR1)</td>
</tr>
<tr>
<td>Sales Organization</td>
<td>UE##</td>
</tr>
<tr>
<td>Distribution channel</td>
<td>Wholesale (WH)</td>
</tr>
<tr>
<td>Division</td>
<td>Accessories (AS)</td>
</tr>
</tbody>
</table>

(ENTER)

If a warning about Default date not copied into existing schedule lines, confirm twice the pop-up by clicking (ENTER).

Verify details by looking over the Sales Order.

(SAVE). If the system complains about the default date, hit (ENTER) twice.

The system generates a document number for the Sales Order, which is displayed on the screen as: “Standard Order _________ has been saved”
Q6: How much is the Net Value?: 

Q7: What is the value in the “Payment Terms” field?: 

Q8: What is your Sales Order number?: 

Step 4.5.3: Review Order Status

Look at the Document Flow in VA03. Go to the top of the screen and choose: Environment → Display Document Flow. This screen displays the current status of the order. Throughout the exercise, you will view the document flow to see how the status changes as we complete more of the process steps.

Step 4.5.4: Review Material Inventory Balance

Refer to the previous exercise for instructions on how to review your material inventory balance. After you review this inventory, answer the following questions.

Step 4.5.5: Review Customer Balance

Refer to the previous exercise for instructions on how to review your customer’s accounts receivable balance. After you review the customer’s balances, answer the following questions.

Q9: How many Motorcycles are in unrestricted stock after the sales order?: 

Q10: What is Philly Bike’s debit balance?: 

Exercise Deliverables

In the System:

☑ Creation of a sales order

On Paper:

☑ Answers to the Questions
In this step, you will prepare shipment for the sales order you received by picking the appropriate goods from storage.

### Step 4.6.1: Navigate to the transaction to prepare the shipment:

**Navigation**

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

**Q11:** What is the transaction code to create an Outbound Delivery?:

### Step 4.6.2: In the “Create Outbound Delivery with Order Reference” screen enter the following information:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping point</td>
<td>Code for your Miami Plant (MIXX)</td>
</tr>
<tr>
<td>Selection date</td>
<td>The same requested delivery date entered in Sales Order</td>
</tr>
<tr>
<td>Order</td>
<td>Order number of the sales (standard) order created above</td>
</tr>
</tbody>
</table>

(ENTER)

- The system automatically enters the items and quantities from the sales order that are scheduled to be delivered.
Enter the following information in the “Picking Tab” for each material:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plnt</td>
<td>Code for your Miami Plant (MIXX)</td>
</tr>
<tr>
<td>SLoc</td>
<td>Code for your Trading Goods (TGXX)</td>
</tr>
<tr>
<td>Picked Qty</td>
<td>Full order amount (although partial orders are allowed)</td>
</tr>
</tbody>
</table>

(SAVE)

Q12: What is your Outbound Delivery note number?:

Step 4.6.3: Review Order Status
Look at the Document Flow in transaction code VA03. Go to the top of the screen and choose: Environment → Display Document Flow. This screen displays the current status of the order. Throughout the exercise, you will view the document flow to see how the status changes as we complete more of the process steps.

Q13: What is the standard order’s current status?:

Step 4.6.4: Review Material Inventory Balance
Refer to the previous exercise for instructions on how to review your material inventory balance. Review the inventory and answer the following questions.

Q14: How many DXTR110XX Motorcycles are in unrestricted stock?:

Step 4.6.5: Review Customer Balance
Refer to the previous exercise for instructions on how to review your customer’s accounts receivable balance. After you review the customer’s balances, answer the following questions.

Q15: What is Philly Bike’s debit balance?:

Exercise Deliverables

In the System:
- ✔ Outbound delivery

On Paper:
- ✔ Answers to the Questions
In this step, you will send the shipment of goods to fulfill your order to your customer.

Creating the post goods issue (shipping) reduces unrestricted stock to reflect the quantity shipped. It also indicates a change in the ownership of the goods.

Step 4.7.1: Navigate to the transaction to send the shipment:

**Navigation**

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

Q16: What is the transaction code to Post the Goods Issue?:

Step 4.7.2: In the “Change Outbound Delivery” screen enter the following information:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outbound Delivery</td>
<td>Enter the delivery note number from Step 5</td>
</tr>
</tbody>
</table>

(ENTER)

Select the Post Goods Issue button at the top of the “Outbound Delivery ###### Change: Overview” screen. The system returns a message indicating a (saved) change to the delivery note.
Step 4.7.3: Review Order Status
Look at the Document Flow in VA03. Go to the top of the screen and choose: Environment → Display Document Flow. This screen displays the current status of the order. Throughout the exercise, you will view the document flow to see how the status changes as we complete more of the process steps.

Q17: What is the outbound delivery’s current status?: ☐

Step 4.7.4: Review Material Inventory Balance
Refer to the previous exercise for instructions on how to review your material inventory balance. Review the inventory and answer the following questions.

Q18: How many DXTR110XX Motorcycles are in unrestricted stock?: ☐

Step 4.7.5: Review Customer Balance
Refer to the previous exercise for instructions on how to review your customer’s accounts receivable balance. After you review the customer’s balances, answer the following questions.

Q19: What is Philly Bike’s debit balance?: ☐

Exercise Deliverables

In the System:
☑ Goods issue was posted

On Paper:
☑ Answers to the Questions
4.8 - Create & Send Invoice to Customer

In this step, you will create and send an invoice to your customer.

Once the post goods issue has been generated, you can bill your customer for the shipped goods.

Step 4.8.1: Navigate to the transaction to create & send the invoice:

**Navigation**

Logistics → Sales and Distribution → Billing → Billing Document → Create

Q20: What is the transaction code to create a billing document?:

- The system should select by default the last delivery document you created.

Step 4.8.2: Highlight the line that displays your delivery document by clicking on the square button to the left of the line.
The system displays the customer and the materials listed in the delivery document along with total values to be billed. Note the Net Value of the billing items.

The billing document number is displayed at the bottom of the screen.

In the real world you would be mailing this invoice to your customer.

Q21: What is the document number for the Customer Invoice?: 

Step 4.8.3:  Review Order Status
Look at the Document Flow in VA03. Go to the top of the screen and choose: Environment → Display Document Flow. This screen displays the current status of the order. Throughout the exercise, you will view the document flow to see how the status changes as we complete more of the process steps.

Q22: What is the Invoice’s current status?: 

Q23: What is the Accounting Document’s current status?: 

Step 4.8.4:  Review Material Inventory Balance
Refer to the previous exercise for instructions on how to review your material inventory balance. Review the inventory and answer the following questions.

Q24: How many DXTR110XX Motorcycles are in unrestricted stock?: 

Step 4.8.5:  Review Customer Balance
Refer to the previous exercise for instructions on how to review your customer’s accounts receivable balance. After you review the customer’s balances, answer the following questions.

Q25: What is Philly Bike’s debit balance?: 

Q26: What is Philly Bike’s credit balance?: 

Exercise Deliverables

In the System:
- ✔ Billing document was created

On Paper:
- ✔ Answers to the Questions
4.9 - Receive Payment from the Customer

In this step, you will receive payment from your customer and look over the check.

This step has no SAP activity associated with it. You have now received a check from the customer:

YOUR FRIENDLY LOCAL BANK
123 Main Street
Anywhere, MI 48710

Pay to the order of Global Bikes Inc. _______________________________ 

Note _________________ Signature ________________________________

The check has been signed by the Accounts Payable manager for Philly Bikes. When you receive this check, you must post the payment in GBI’s accounting records. This is done in the next step.

➡️ Before going on to the next step, fill in the appropriate amount for this check in the diagram above.

Exercise Deliverables

In the System:

☑️ None
4.10 - Post the Customer Payment

In this step, you will post the payment you received from your sales order.

Your customer has received the invoice and sent you its payment. The payment will be posted to the company’s G/L account.

**Common Problems/Issues**

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not entering the correct amount</td>
<td>Make sure the correct amount has been entered in the “Amount” field.</td>
</tr>
<tr>
<td>&quot;Not Assigned&quot; field’s value should be zero</td>
<td>If Not Assigned is not 0.00, then click on $$ amount under the USD Gross column.</td>
</tr>
</tbody>
</table>

**Step 4.10.1:** Navigate to the transaction to post payment:

**Navigation**

Accounting → Financial accounting → Accounts Receivable → Document Entry → Incoming Payments

**Q27:** What is the transaction code to receive a customer payment?:

**Step 4.10.2:** In the “Post Incoming Payments: Header Data” screen enter the following:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Date Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document date</td>
<td>Today’s date</td>
</tr>
<tr>
<td>Company code</td>
<td><em>Code for your Company Code</em></td>
</tr>
<tr>
<td>Reference</td>
<td>OPERATING</td>
</tr>
</tbody>
</table>
“Bank data”:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Date Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Code for your Cash Account</td>
</tr>
<tr>
<td>Amount</td>
<td>Enter the amount of the payment</td>
</tr>
</tbody>
</table>

“Open Item Selection”:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Code for your Philly Bike’s Customer Number</td>
</tr>
</tbody>
</table>

Select Process Open Items

In this step you must double click on the "USD Gross amount" entries that apply ONLY to your own invoice/document number, until the "Not Assigned" dollar value at the bottom of the screen = 0.00.

Posting periods must be current to post in this transaction. If the “Not Assigned” dollar value is already zero, then you can click on (SAVE)

Step 4.10.3: Review Order Status
Look at the Document Flow in VA03. Go to the top of the screen and choose: Environment → Display Document Flow. This screen displays the current status of the order. Throughout the exercise, you will view the document flow to see how the status changes as we complete more of the process steps.

Q28: What is the Accounting Document’s current status?:

Step 4.10.4: Review Material Inventory Balance
Refer to the previous exercise for instructions on how to review your material inventory balance. Review the inventory, and answer the following questions.

Q29: How many DXTR110XX Motorcycles are in unrestricted stock?:

Step 4.10.5: Review Customer Balance
Refer to the previous exercise for instructions on how to review your customer’s accounts receivable balance. After you review the customer’s balances, answer the following questions.
Q30: What is Philly Bike’s debit balance?:

Q31: What is Philly Bike’s credit balance?:

Q32: What is the Balance of Philly Bike’s account?:

**Exercise Deliverables**

**In the System:**
- ✔ Customer payment was posted

**On Paper:**
- ✔ Answers to the Questions