**SD 1: Display Customer Master Record**

**Exercise** Use the SAP Easy Access Menu to display a customer.  
**Time** 10 min

**Task** Global Bike Inc. has numerous customers both in the US and in Germany. Display one customer for the US (Philly Bikes) and one for Germany (NeckaRad).

In order to display a customer, follow the SAP Easy Access menu path:

**Menu path**

**Logistics ► Sales and Distribution ► Master Data ► Business Partner ► Customer ► Display ► Complete**

Expand the menu path, then double-click on Complete.

On the next screen, the SAP system expects you to enter search criteria such as the customer, the company and sales area data. You can use the SAP ad-hoc help to have the system explain particular fields on the screen. Positions your cursor in the Customer field and press **F1**.
According to the SAP definition, in the Customer field, SAP expects you to put in the unique key identifying the customer master record.

Click on the \[\text{button}\] in the upper right corner of the screen to close the window.

As you do not know any customer number in the GBI company, you need to find them. In order to do so, position your cursor in the Customer field again and press \[\text{F4}\].
Tabs allow you to specify different search criteria. Values in the text boxes are used to filter the search. On the Customers (by company code) tab, you may enter any information you know of a customer you are looking for. In our case, in the Search term field, enter the three-digit number (###) that was given to you by your instructor.

Note: Every time the curriculum material requests you to type in ###, please enter the three-digit number assigned to you for this class. As each student has its own set of data, this number is used to distinguish between individual data sets. Please remember that all participants are working in the same GBI company and if not setting their search criteria as requested could see all master data (as in a real company). As for customer master records, if you would like to see once all 1000 copies of each customer, you can leave the Search term field blank.

After you have entered your number (###) in the Search term field, position your cursor in the Company Code field and press F4. In the following screen double-click on Global Bike Inc. in Dallas to select this company. After doing so, the Company Code field should be populated with US00.

Then, click on ✓ or press Enter. This will produce the following screen. Remember that the customer numbers could be different on your result screen.

You can select Philly Bikes by double-clicking on it. When you do, the search result window will close, and the customer number for your number (###) of the Philly Bikes will be entered in the Customer field. In addition, the system will automatically fill in the Company Code field with US00. Again, note that your customer number might be different than the one in the screen below.
Now, click on ![ok button] or press Enter to display the customer master record stored for Philly Bikes. This will produce the following screen.

On this screen, you can see the general data of your Philly Bikes customer. In SAP, this means all information of this customer that is relevant to the entire GBI concern (US and Germany) such as global name and address. You can click on the other tabs to see other global data stored for Philly Bikes.

In order to display US-specific data, click on the Company Code Data button.
Note that the company code number (US00) has been added to the screen. Data such as Reconciliation account or Sort key are company code-specific data and different values could be entered for other company codes, e.g. DE00 (Germany).

In order to continue with your second task (display NeckaRad customer in Germany) click on \( \text{Previous Screen} \) to go back to the Initial Screen.

In order to find the customer number, position your cursor in the Customer field and press F4 again. On the following screen, make sure that you are on the Customers (by company code) tab. Again, position your cursor in the Company Code field and press F4. Then, select Global Bike Germany GmbH (DE00).
After the system has populated **DE00** in the Company Code field, enter your number (###) in the Search term field again and click on 🍁. This will produce a list of all German customers (in your data set).

Double-click on the **NeckaRad** line to select this customer (with its number). Remember that your customer number might be different again.

Note that the system does not only copy the customer number, but also the Company code which is now Germany (DE00). Click on 🍁 and discover both the general and the company code data for NeckaRad.

After you are done, click on the exit icon 🏠 to return to the SAP Easy Access Menu.
EXERCISE

SD 2: Create Sales Order

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

Task Create a sales order for five black Deluxe Touring Bikes to the Philly Bikes Company to start the sales order process.

In order to create a sales order, follow the SAP Easy Access menu path:

**Menu path**

**Logistics ► Sales and Distribution ► Sales ► Order ► Create**

**SAP Easy Access**

Expand the menu path, then double-click on Create.

Enter OR for Order Type (Standard Order), UE00 for Sales Organization (US East), WH for Distribution Channel (Wholesale), and BI for Division (Bicycles). Then click on or press Enter.
Order type OR is a standard sales order. Other order types can be implemented, like cash sale, rush order, consignment sale, etc. The Sales Organization, Distribution Channel and Division define the Sales Area, which will determine many of the terms of this sale like pricing.

First, we need to enter the customer number for the Sold-to party. In order to look up the customer number again, use the search capability to find customer Philly Bikes. Click on the Sold-to party text box, then press F4, which will produce the following pop-up window:
On the Customers (general) tab, in the Search term field put your individual number (###) assigned by your instructor. After clicking on ✔️, you will get a list of customers that meet the search criteria. This time, you will see the complete list of GBI customers for number (###) both in the US and in Germany.

You can sort the result list by clicking on the column names, e.g. on Customer to sort the list by customer number. Then, select **Philly Bikes** by double-clicking on it. When you do, the search result window will close, and the customer number for your number (###) of the Philly Bikes will be entered in the Sold-to party text box. Please note that your customer number might be different than the one in the screen below.

Next, you must enter the PO (purchase order) number for this transaction. The PO number is supplied by the customer and is the number the customer’s
The purchasing department uses to track this transaction. When we save this sales order, the SAP system will assign a sales order number to this transaction, which is the number we (the supplier) will use to track this transaction. We enter the PO number supplied by the customer in this sales order screen so that we can reference this document by the customer’s PO number. Please enter your individual number (###).

Next, we need to enter the PO date. We want to enter today’s date, and rather than typing in the date, we can use the search capability to simplify this task. First, click in the PO Date field, then press the F4 key. This will produce the pop-up calendar window shown below.

Here, you can select any date. For this exercise please simply press Enter, which selects the current date and enters it into the PO date field.
Next, we want to set the customer’s required delivery date to three days from now. To do this, click on the Req. deliv.date field, then press the F4 key. This will again produce the calendar pop-up window.

![Calendar Pop-up Window](image)

Today’s date is indicated by a box. Double-click on the date **three days from today** to select it.

Now we need to specify that this customer wants to buy the Deluxe Touring Bike in black. For the sales order form, we need the material number for this product, and the search capability will allow us to find this number easily. First, click on the first Material field, then click press F4. The following screen will appear.

![Material Search Screen](image)

To easily get a list of bikes that we can sell, we can use the Sales Material by description tab. We can get a list of the search tabs by clicking on the icon to get a list of tabs (shown above), then selecting Sales material by description.

If not already defaulted by the system, enter Sales Organization **UE00** and Distribution channel **WH**. As you only would like to see the sales goods for your number, enter ***###** in the Material text box. So, if your number is 005, enter ***005**. Please compare to the screen shown below and note that your material search criterion differs.
Then, click on ![insert image]. The system will produce a list of bikes ending with your number that GBI sells in the US East sales organization through Wholesale.

<table>
<thead>
<tr>
<th>Material description</th>
<th>Language</th>
<th>SOrg.</th>
<th>DCh</th>
<th>Material</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIR PUMP</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>PUMP1000</td>
</tr>
<tr>
<td>DELUXE TOURING BIKE (BLACK)</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>DXTR1000</td>
</tr>
<tr>
<td>DELUXE TOURING BIKE (RED)</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>DXTR3000</td>
</tr>
<tr>
<td>DELUXE TOURING BIKE (SILVER)</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>DXTR2000</td>
</tr>
<tr>
<td>ELBOW PADS</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>EPAD1000</td>
</tr>
<tr>
<td>FIRST AID KIT</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>FAID1000</td>
</tr>
<tr>
<td>KNEE PADS</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>KPAD1000</td>
</tr>
<tr>
<td>MENS OFF ROAD BIKE</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>ORMN1000</td>
</tr>
<tr>
<td>OFF ROAD HELMET</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>OMRH1000</td>
</tr>
<tr>
<td>PROFESSIONAL TOURING BIKE (BLACK)</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>PRTR1000</td>
</tr>
<tr>
<td>PROFESSIONAL TOURING BIKE (RED)</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>PRTR3000</td>
</tr>
<tr>
<td>PROFESSIONAL TOURING BIKE (SILVER)</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>PRTR2000</td>
</tr>
<tr>
<td>REPAIR KIT</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>RXST1000</td>
</tr>
<tr>
<td>ROAD HELMET</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>RHMT1000</td>
</tr>
<tr>
<td>T-SHIRT</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>SHRT1000</td>
</tr>
<tr>
<td>WATER BOTTLE</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>BOTL1000</td>
</tr>
<tr>
<td>WATER BOTTLE CAGE</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>CAGE1000</td>
</tr>
<tr>
<td>WOMENS OFF ROAD BIKE</td>
<td>EN</td>
<td>UE00</td>
<td>WH</td>
<td>ORWN1000</td>
</tr>
</tbody>
</table>

In the list, you can see that in addition to bicycles (finished goods) GBI sells trading goods such as t-shirts or pads to its customers. For this task, double-click on the black Deluxe Touring bike to select it. The material number for this bike (DXTR1###) is entered. Again, your material number will differ from the one in the screen below.

Next, click on the Order Quantity text box, enter 5, then click on ![insert image]. This will cause the SAP system to check the data we have entered and call up additional data from the database. First, we will get an information message.
After clicking on ✅, we will get additional data on the sales order screen.

A significant amount of data retrieval and calculation has occurred:

- Customer address data is now presented
- The price for this order has been calculated
- The total shipping weight has been calculated
- The description of the bike is now presented

After selecting (high-lighting) the line with the Deluxe Touring bike, click on the pricing icon.

This screen shows that each bike costs $3,000, and no discounts or surcharges have been applied. It also shows that GBI should make $1,600 profit per bike sold. Click on the back icon to return to the sales order screen. Click on the save icon to save the sales order.

Note that SAP will assign a sales document number to this sales order (bottom-left of the screen).
The sales order screen is again blank, ready for another sales order to be entered. Click on the exit icon 🛑 to return to the SAP Easy Access Menu.
EXERCISE

SD 3: Create Delivery Note for Sales Order

Exercise Use the SAP Easy Access Menu to create a delivery note.  

Task To begin processing the sales order, create a delivery document.

To do this, follow the menu path:

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

This will produce the following screen.

Look up possible Shipping points using the F4 help and select the GBI Shipping Point in Miami (MI00). Enter a selection date **one week from today** (you can use F4 to call up the calendar window). The sales order number should be entered automatically. Then click on ✅.

Note: If you log off the SAP system after creating the sales order, the sales order number will not be entered automatically. You can search for your sales order number using the Sales documents by customer tab. Enter sales organization **UE00** and the Purchase order no. you had entered (**##**).
Notice that information from the sales order document has been copied into the new delivery document. Click on the save icon to create this document. In creating the delivery document, the SAP system performed a material availability check to make sure that the material was available to meet the customer’s required delivery date.

Once the delivery document has been created, materials management personnel in the warehouse can begin processing the sales order – picking, packing and shipping.

Note that the SAP system will assign a unique number for this new delivery document. This number will appear in a message at the lower-left corner of the screen.

Click on the exit icon to return to the SAP Easy Access Menu.
**Exercise** Use the SAP Easy Access Menu to pick materials.  

**Task** The next step in the delivery process is to record the picking of the materials in the delivery document. Picking an order is the process of taking material from its storage location and moving it to a packing area. To record the picking of the material, we will actually make a change to the delivery document.

To change the delivery document, follow the menu path:

1. **Logistics** ▶ **Sales and Distribution** ▶ **Shipping and Transportation** ▶ **Outbound Delivery** ▶ **Change** ▶ **Single Document**

This will produce the following screen.

The Outbound Delivery document number should be entered automatically. Click on 

**Note:** If you log off the SAP system after creating the delivery document, the delivery document number will not be entered automatically. You can search for your delivery document using the tab Outbound Delivery: Not Posted for Goods Issue. You can use the Shipping Point **M100** and your customer (**3###**) as search criteria.

To enter the picked quantity, click on the Picking tab, which will produce the following.
In this case, the storage location providing the picked materials is not automatically retrieved by the system. Please use the F4 key in the SLoc field to find and select the Finished Goods storage (FG00). In addition, you need to enter 5 for the picked quantity.

Then, click on \( \text{ } \) to save the picking information. You should get the following message at the bottom-left corner of the screen.

Click on the exit icon \( \text{ } \) to return to the SAP Easy Access Menu.
SD 5: Post Goods Issue

**Exercise** Use the SAP Easy Access Menu to post a goods issue.  
**Time** 5 min

**Task** Posting the goods issue reduces unrestricted stock (material available to sell to customers) to reflect the inventory shipped – an inventory control function. In addition, legal ownership of the goods changes hands from you to the customer as the goods leave the plant (FOB shipping point) or when the goods are received by the customer (FOB destination). From an accounting perspective, both inventory and costs of goods sold are impacted by this transaction. The system reflects that the materials are no longer available in stock regardless of the shipping terms.

Posting the goods issue is another change to the delivery document. To do this, follow the menu path:

**Menu path**

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

This will produce the following screen.

![Change Outbound Delivery](https://example.com)

Confirm that the delivery document number is entered, then click on the Post Goods Issue icon. You should get the following message at the bottom-left corner of the screen.

- **Outbound Delivery 80000000 has been saved**

Click on the exit icon to return to the SAP Easy Access Menu.
EXERCISE  

SD 6: Create Billing Document for Customer

Exercise Use the SAP Easy Access Menu to create a billing document.

Time 5 min

Task Now that the bikes are being shipped to the customer, it is important to invoice the customer for the bikes so that payment can be received.

To do this, follow the menu path:

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

This will produce the following screen.

![Billing Data](image)

After specifying GBI’s Sales Organization for US East (UE00) and your customer (3###) as Sold-To Party (remember to replace ### with your three-digit number), click on the Display Bill List button. This will produce the following screen.

![Maintain Billing Due List](image)

Click on the Collective billing document icon. The system will indicate that the invoice has been created by turning the highlight off on the delivery line.

Click on the exit icon twice to return to the SAP Easy Access Screen.
SD 7: Post Receipt for Customer Payment

**Exercise** Use the SAP Easy Access Menu to post a customer payment.

**Time** 10 min

**Task** We assume that our customer, Philly Bikes, has mailed us the payment for the bike order in the form of a check. Before we deposit the customer’s check, we need to record the receipt of this payment.

To do this, follow the menu path:

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

This will produce the following screen.

![Post Incoming Payments: Header Data](image)

Use the F4 function key to enter the current date for the Document Date. Then enter:

- **US00** for Company Code
- **USD** for Currency/Rate
- **100000** for Account (Bank data)
- **15000** for Amount

Under Open item selection, please click in the Account field and then on the search icon or F4. In order to find your customer number for Philly Bikes (3###), you may use several criteria. The screenshot below shows an example search by Search term and City.
After clicking on ☑ to display the result list, double-click on Philly Bikes (customer number 3###) to select it.

After clicking on Process open items, you will get the following screen.

**Post Incoming Payments Process open items**

<table>
<thead>
<tr>
<th>Account</th>
<th>Account Type</th>
<th>Special GL Ind</th>
<th>Print adv no.</th>
<th>Distribute brage</th>
<th>Automatic search</th>
<th>Additional selections</th>
</tr>
</thead>
<tbody>
<tr>
<td>30000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Items</th>
<th>3000 Philly Bikes</th>
<th>Document</th>
<th>D.</th>
<th>Document</th>
<th>P.</th>
<th>Bus. Day</th>
<th>USD Gross</th>
<th>Cash disc</th>
<th>Cash...</th>
</tr>
</thead>
<tbody>
<tr>
<td>90000301</td>
<td>FY 04/23/2010</td>
<td>01</td>
<td>1000</td>
<td>0</td>
<td>15,000.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
If the 15000 amount is not displayed in blue you may need to double-click on it to assign the payment to the accounts receivable. Confirm that the Not assigned field on the bottom of the screen is balanced (USD 0).

<table>
<thead>
<tr>
<th>Editing status</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of items</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Display from item</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Reason code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Display in clearing currency</td>
<td>Not assigned</td>
<td>0.00</td>
</tr>
<tr>
<td>Amount entered</td>
<td>15,000.00</td>
<td></td>
</tr>
<tr>
<td>Assigned</td>
<td>15,000.00</td>
<td></td>
</tr>
<tr>
<td>Difference postings</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Customers may have more than one invoice that must be paid, and may send a check that will cover more than one invoice, so this screen facilitates applying payments to more than one invoice.

After assigning the payment to the invoice, click on the save icon 📋 to post the payment. You should get the following message at the bottom-left corner of the screen.

- ✔️ Document 1400000000 was posted in company code US00

Click on the exit icon 🚪.

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

SD 8: Review Document Flow

**Exercise** Use the SAP Easy Access Menu to review the document flow.

**Task** There are many ways to access the document flow tool. One way is to start by displaying the sales order document.

SAP provides the Document Flow tool that tracks the entire sales transaction process from beginning to end. The Document Flow tool is extremely powerful because it can be used at any point in the sales order process. It provides an audit trail of all of the documents within the order cycle. Further, any of the referenced documents can be recalled and easily reviewed in detail (drilling down) from the document flow.

To display the sales order document, follow the menu path:

**Logistics ► Sales and Distribution ► Sales ► Order ► Display**

This will produce the following screen.

Your sales order number should be entered by default.

**Note:** If you log off the SAP system after creating the sales order, the sales order number will not be entered automatically. You can search for your sales order number using the Sales documents by customer tab. Enter sales organization **UE00** and the Purchase order no. you had entered (###).
To access the document flow tool, click on \( \text{Environment} \) or follow the pull-down menu path:

**Environment ► Display document flow**

The document flow for the Philly Bike sales order will look like the following.

Any document can be accessed from the document flow. For example, to look at the invoice, click on the invoice line, then click on \( \text{Display document} \).

This should produce the following screen.

To access details of the invoice, follow the pull-down menu path:

**Goto ► Header ► Header**

This will produce the following screen.
Note details of the invoice, like who created the invoice and when and the customer’s PO number.

Click on the exit icon to return to the document flow. Explore the document flow tool, then click on twice to return to the SAP Easy Access screen.