

SAP S/4HANA Configuration

Phase III - Fulfillment



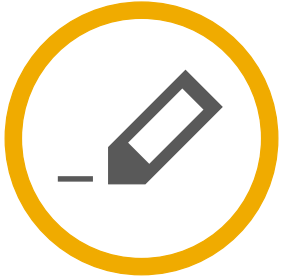
Teaching material - Information



Teaching material - Version

- 4.3 (August 2025)
- Software used
 - SAP S/4HANA 2023
 - Fiori 3.0
- Model
 - Global Bike
- Prerequisites
 - None

Module Information



Authors

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Target Audience

- Advanced

Module Information



Learning Objectives

You are able to:

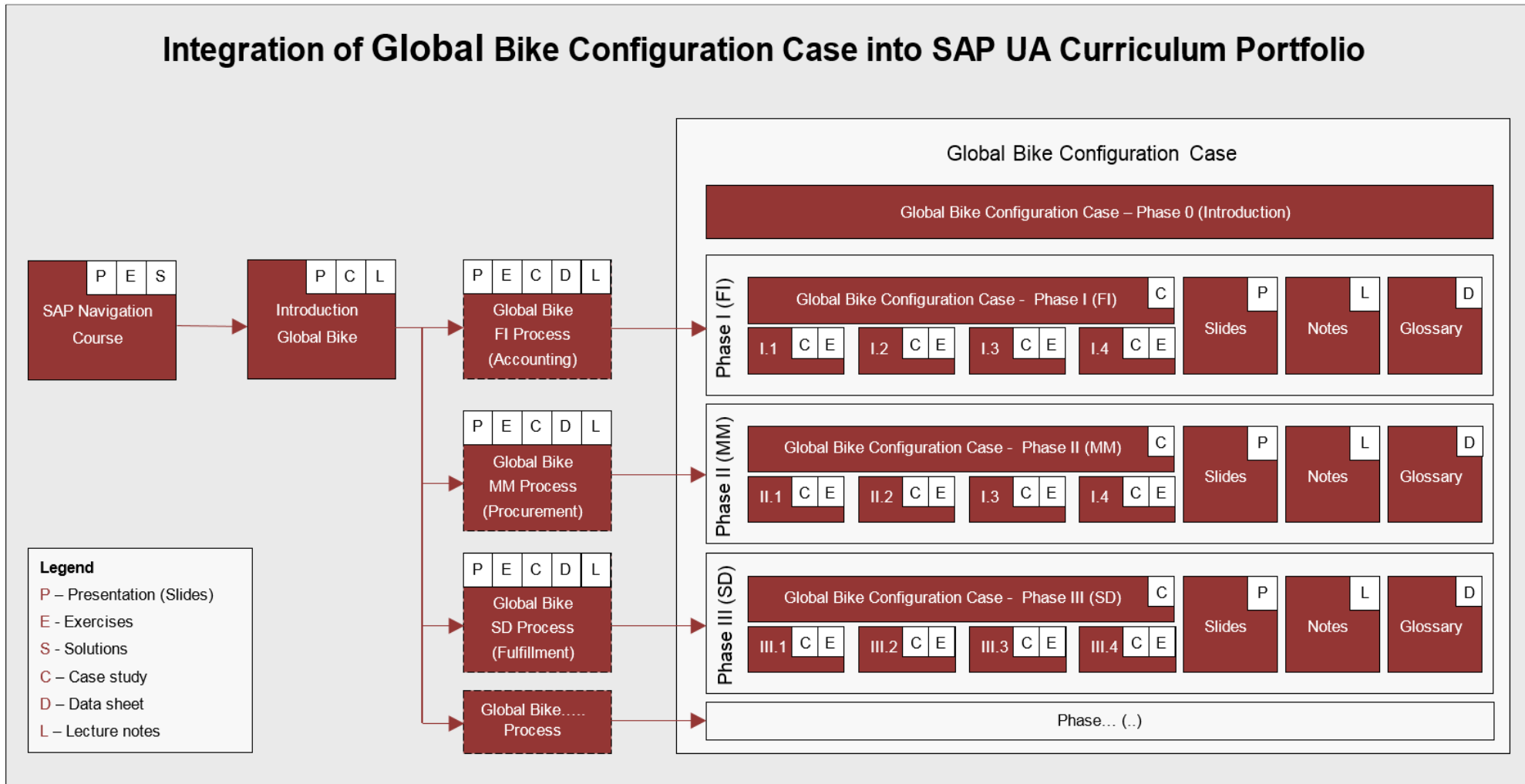
- Understand the structure of the ERP configuration curriculum, especially phase III.
- Define the central organizational structures for sales and distribution.
- Analyze scenarios.
- Do the necessary steps for sales and distribution configuration.
- Explain common processes in sales and distribution.

Agenda

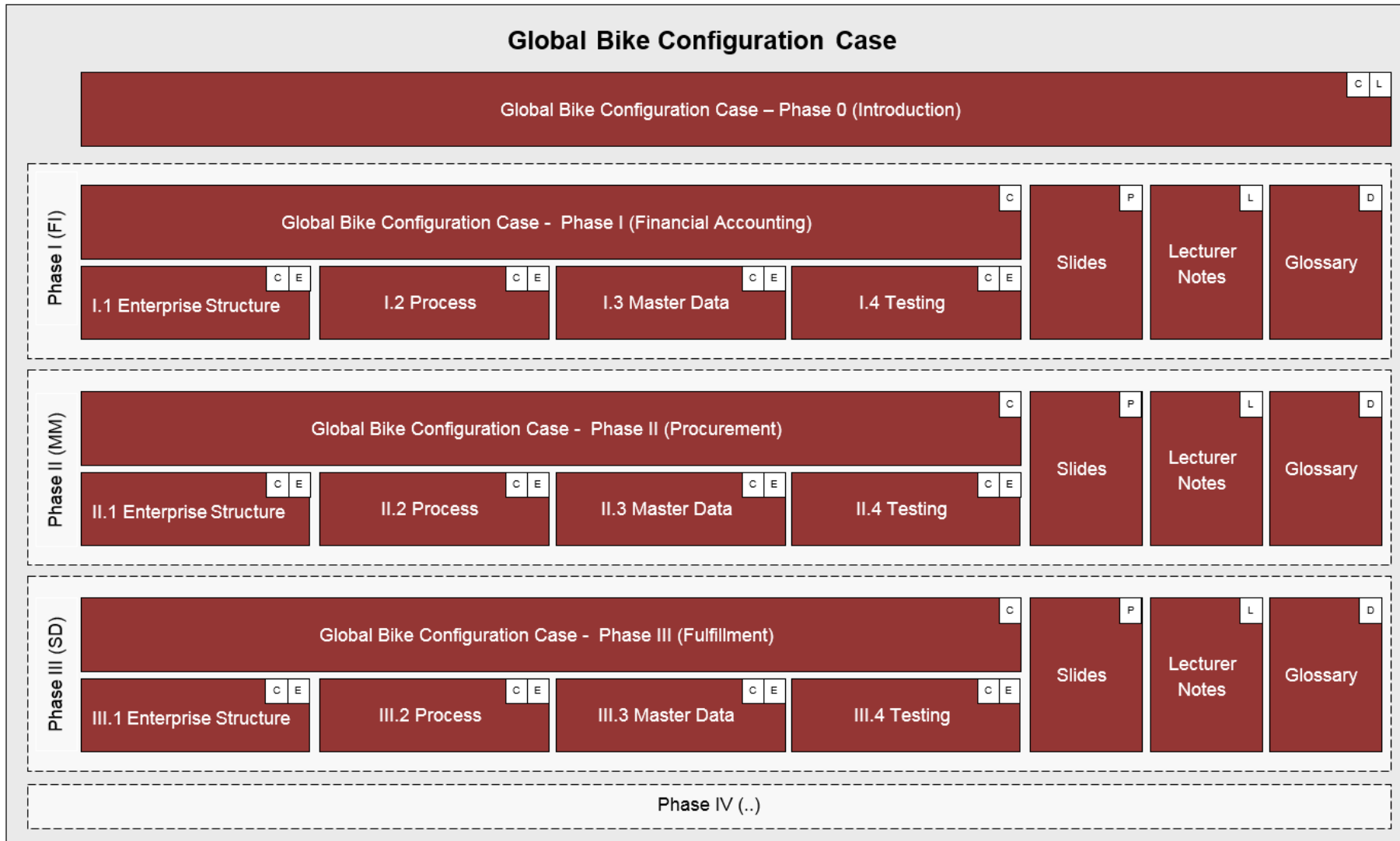
- Introduction
- Scenario
- Enterprise structure
- Process configuration
- Master data
- Process execution

ERP Configuration Case Using Global Bike

Integration of Global Bike Configuration Case into SAP UA Curriculum Portfolio



ERP Configuration Case Using Global Bike



ERP Configuration Case – Phase III

Global Bike Configuration Case – Phase III (Fulfillment)

Part		Input	Deliverable
Case Study Cover Page		Motivation, Prerequisites, Notes	-
Step 1	Introduction to Global Bike Configuration Case	Case Objectives, Case Structure	-
Step 2	Scenario Analysis	Scenario, Conversations	Relevant Symptoms and Issues
Step 3	Problem Identification	Reference Symptoms and Issues	List of Problems
Step 4	Problem Analysis / Solution Finding	Reference Problems	Possible Solutions
Step 5	Implementation	Reference Solution, Handbook, Glossary	SAP ERP Implementation

Agenda

- Introduction
- **Scenario**
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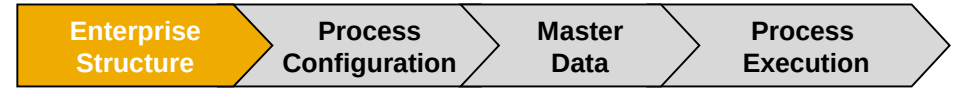
Scenario

- In 2008, Global Bike Inc. starts implementing SAP S/4HANA.
- In a preparation project (phase 0), the scope of the implementation project was defined.
- In project phases I and II, *Bianca Cavarini* (Chief Information Officer) and her team successfully configured basic Financial Accounting and Procurement processes in the ERP system.
- In phase III, before starting to configure the fulfillment process, they are observing the work of the following GBI employees:
 - *David Lopez (US East Sales Representative)*
 - *Juriko Hamada (Dallas WH Shipping Clerk)*
 - *Jun Lee (Production Supervisor)*
- **Task** Read the scenario and highlight the most important and relevant information.

Problem Analysis and Solution Finding

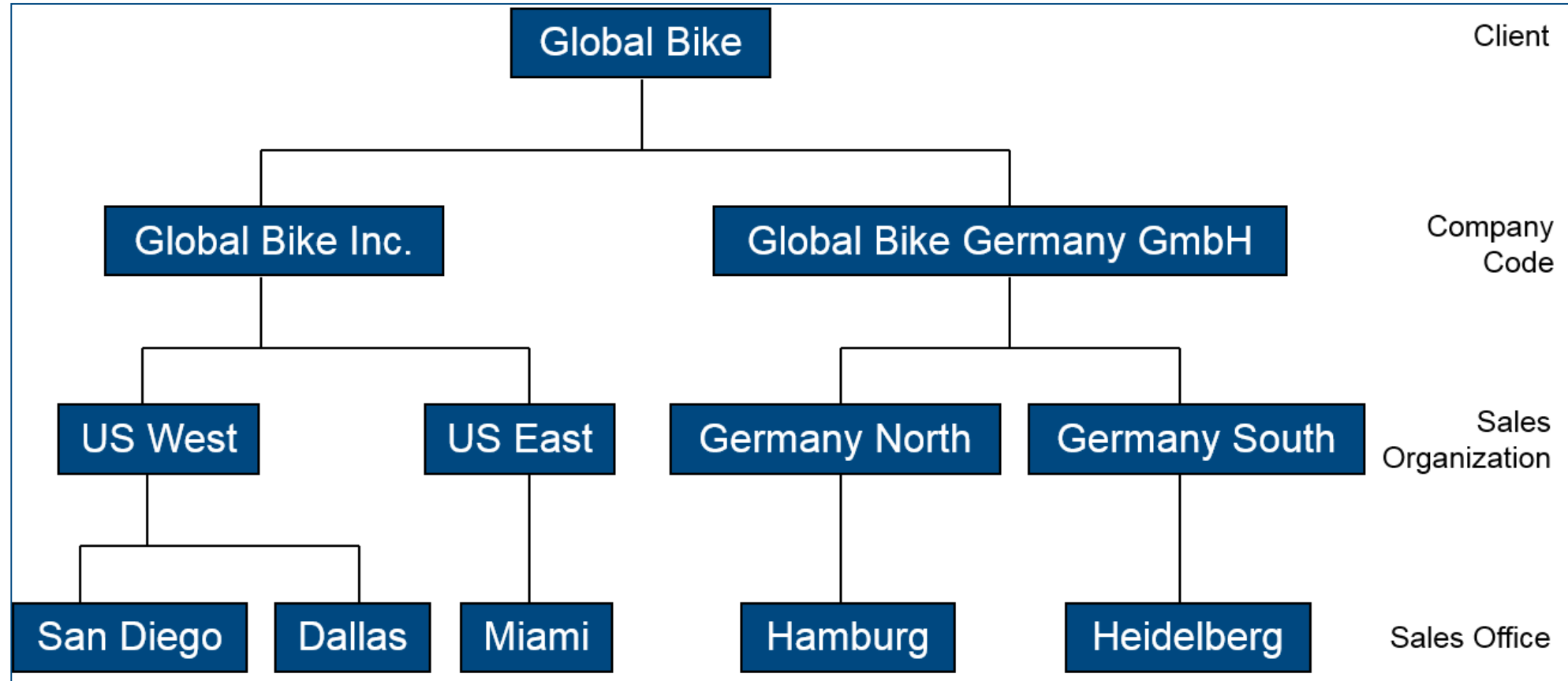
- **Task** Revisit the reference symptoms/issues and condense them into problems specific to this case.
- **Short Description** You (in the role Mona Falco) need to come to a clear understanding of the most relevant symptoms in Sales in order to identify the causes and underlying problems including the issue of delayed delivery to customer.
- **Task** Revisit the reference problems and identify possible solutions for Global Bike.
- **Short Description** In the role of Mona Falco (System Design and Dev Manager) and Sarah Garcia (Business Analyst 2), analyze all relevant problems in Sales and Accounting and find possible solutions.

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Enterprise Structure – Sales and Distribution



Client

- In commercial, organizational, and technical terms, a self-contained unit in an SAP system with separate master records and its own set of tables.
- Represents the largest organizational unit implemented within an SAP system e.g.
 - Global enterprises
 - Consolidated concern
 - Corporation
 - Holding
- In this context: Global Bike Group
- Identified by a three-digit number, e.g. 200



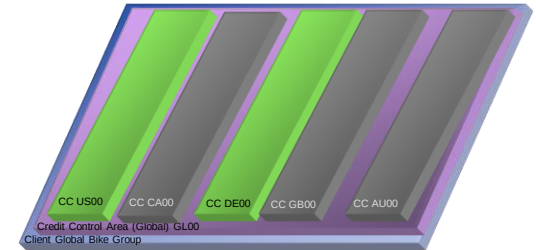
Credit Control Area

- An organizational unit that represents an area responsible for granting and monitoring credit.
- This organizational unit handles either one single company code or, if credit control is performed across several companies, - multi company codes.
- Credit information can be made available per customer within a credit control area.
- Centralized or decentralized
 - For global enterprises or subsidiaries (e.g. North America, Europe, Asia)
- In this context: Global Credit Management.
- Identified by a four-digit alphanumeric ID, e.g. GL00.



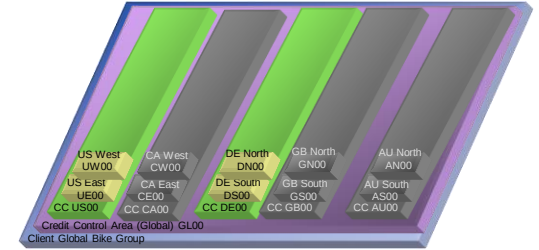
Company Code

- The smallest organizational unit of Financial Accounting for which a complete self-contained set of accounts can be drawn up for purposes of external reporting.
- This includes recording of all relevant transactions and generating all supporting documents required for financial statements.
- Key organizational level for Financial Accounting
 - Books are maintained at company code level
 - Financial statements (Balance sheet, profit and loss statement) are generated for company codes
- In this context: Global Bike Inc. (US), Global Bike Germany GmbH (DE)
- Identified by a four-digit alphanumeric ID, e.g. US00



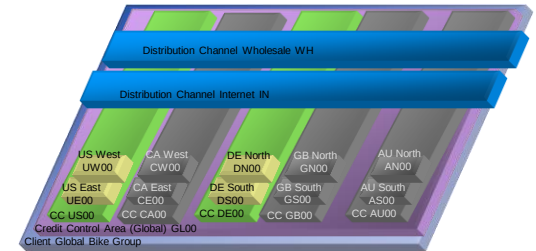
Sales Organization

- An organizational unit responsible for the sale of certain products or services.
- This organizational unit structures the company according to its sales requirements.
- The responsibilities of a sales organization may include legal liability for products as well as customer claims.
- The sales organization is the highest level of aggregation in sales-related reporting.
- In this context: US Sales Organization.
- Identified by a four-digit alphanumeric ID, e.g. US00.



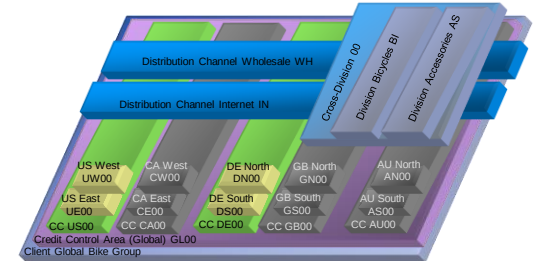
Distribution Channel

- This organizational unit determines the way in which products or services reach the customer.
- Typical examples of distribution channels are wholesale, retail, or direct sales.
- One sales organization can have many distribution channels and a single distribution channel can be valid for several sales organizations.
- In this context: Wholesale and Internet sales.
- Identified by a two-letter ID, e.g. WH.



Division

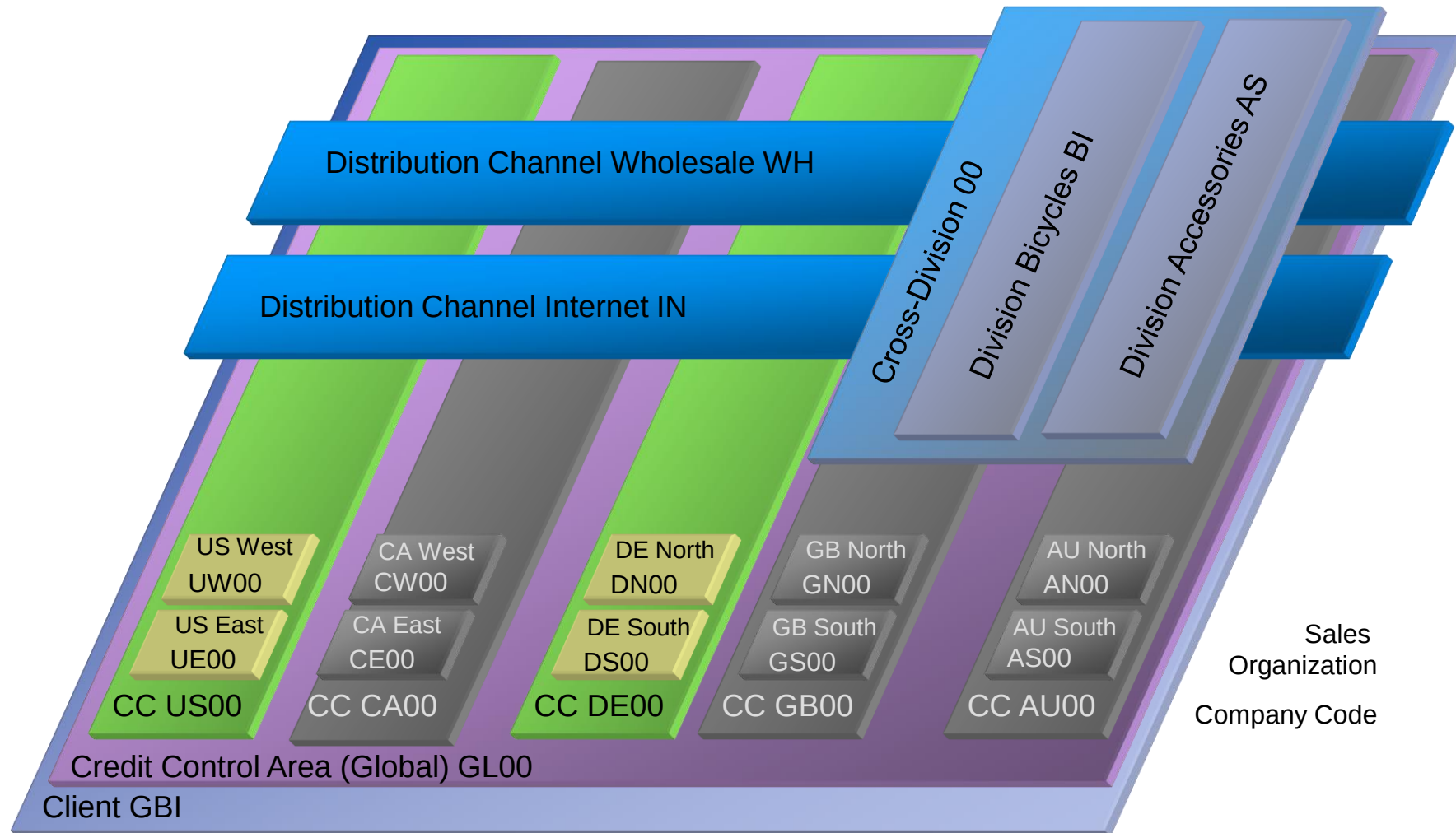
- Used to consolidate materials with similar characteristics
 - Different sales strategies, pricing agreements
 - Statistics and reporting
 - Associated with product lines
- A sales organization must have at least one division
- In this context, there are two Divisions i.e. Bicycles and Accessories
- Identified by a two-letter ID, e.g. BI.
- For the US Sales Organization, we will focus on only the BI sales division



Other SD organization units

- Sales Area – A combination of sales organization, distribution channel and division.
- Plant (Delivering Plant) - Plant from which the goods should be delivered to the customer.
- Shipping Point - Organizational unit within which processing and monitoring of the deliveries as well as goods issue is carried out.
- Loading Point - The exact physical location where the loading of a delivery item takes place (e.g. the number of a specific loading bay).
- Sales Office - An organizational unit in a geographical area of a sales organization. A sales office establishes contact between the firm and the regional market.
- Sales Group - An organizational unit that performs and is responsible for sales transactions.

Enterprise Structure SAP S/4HANA



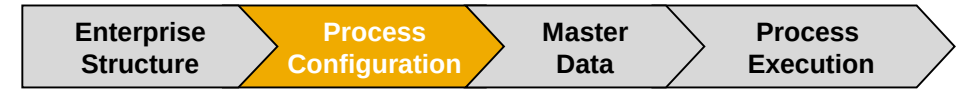
[OPTIONAL] Handbook Tasks

- Define Sales Organization (US: US##)
- Define Shipping Points
 - Dallas - DL##
 - Miami - MI##
 - San Diego - SD##
- Assign Sales Organization to Company Code
- Assign Distribution Channel to Sales Organization
 - US## - Internet
 - US## - Wholesale
- Assign Division to Sales Organization

[OPTIONAL] Handbook Tasks

- Set up Sales Area
 - US## - Wholesale (WH) - Bicycles (BI)
 - US## - Internet (IN) - Bicycles (BI)
- Assign SO - Distribution Channel - Plant
- Assign Sales Area to Credit Control Area
- Assign Business Area to Plant and Div.
- Assign Shipping Point to Plant
 - DL## - ## Dallas
 - MI## - ## Miami
 - SD## - ## San Diego

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[OPTIONAL] Handbook Tasks

- Configure Automatic Postings
- Maintain Automatic Account Assignment of Revenue Elements
- Assign Shipping Points with Loading Groups
- Assign G/L Revenue Accounts
- Define Pricing Procedure Determination
- Define Rules by Sales Area

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- **Master data**
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Material Master Data

- Data needed to execute transactions related to materials
- Data are grouped by different user / functional areas (views)
 - Basic data
 - Purchasing
 - Accounting
 - Forecasting
 - Sales
 - Plant / Storage
 - Work Scheduling
 - MRP
 - Classification
 - Warehouse Management

Material Master Data

- Material master data are defined for specific organizational levels
- Can have different data for different combinations of Org. data
 - Purchasing: Plant, storage location
 - Sales: Sales Area (Sales Org, Distribution Channel, Division)
 - Warehouse: Warehouse #, storage type
- Example:
 - SHRT1000 + MI00+ TG00
 - SHRT1000 + SD00+ TG00
 - SHRT1000 + US00 + Wholesale channel
 - SHRT1000 + US00 + Internet channel

Customer Master Data

- Data needed to do business with customers.
- Data needed to process orders, deliveries, invoices and customer payments.
- Data are specific to (defined for) Sales Area.
- The three segments are:
 - Client data (General)
 - Company Code data (Accounting)
 - Sales Area data (Sales)

Condition Master Data (Pricing)

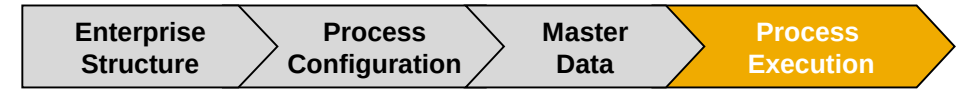
- Condition master data includes:
 - Pricing
 - Surcharges
 - Discounts
 - Freight
 - Taxes

- Condition data can be defined to be dependent on various date:
 - Material specific
 - Customer specific

[OPTIONAL] Handbook Tasks

- Extend Material Master
 - Extend sales view for Trading goods
- Create Customer
 - ## DC Bike
- Create Pricing Conditions
 - Assign selling prices to all your trading goods

Agenda

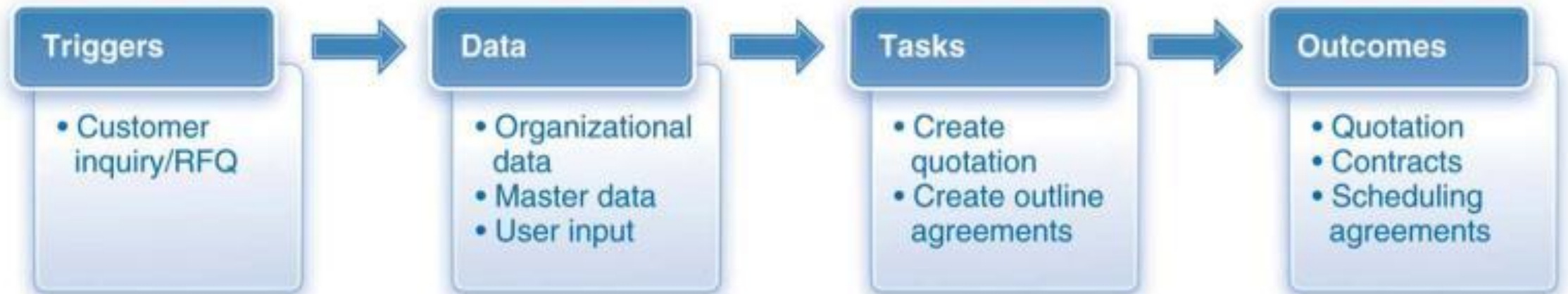


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Process



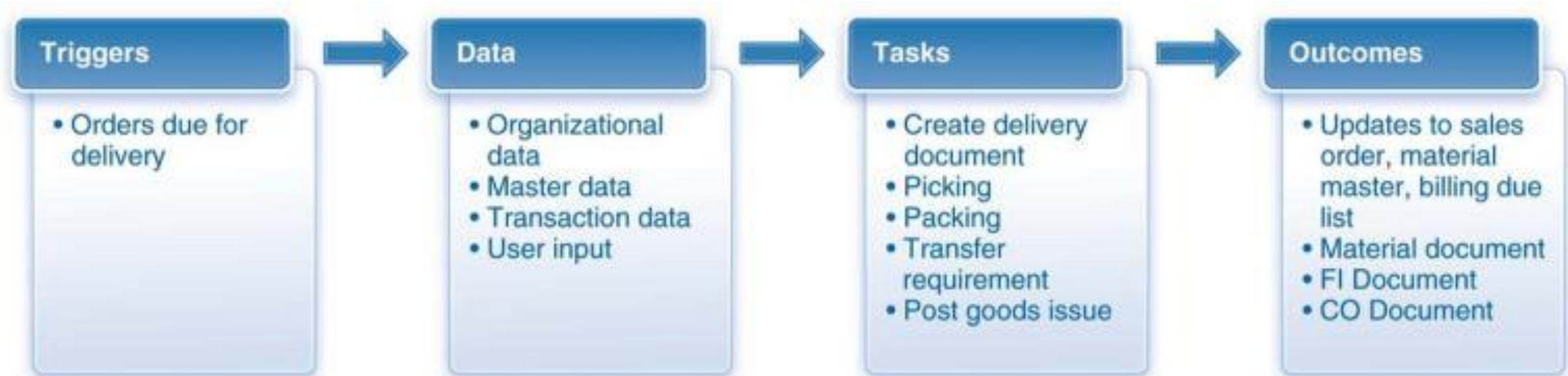
Process: Create Sales Quotation



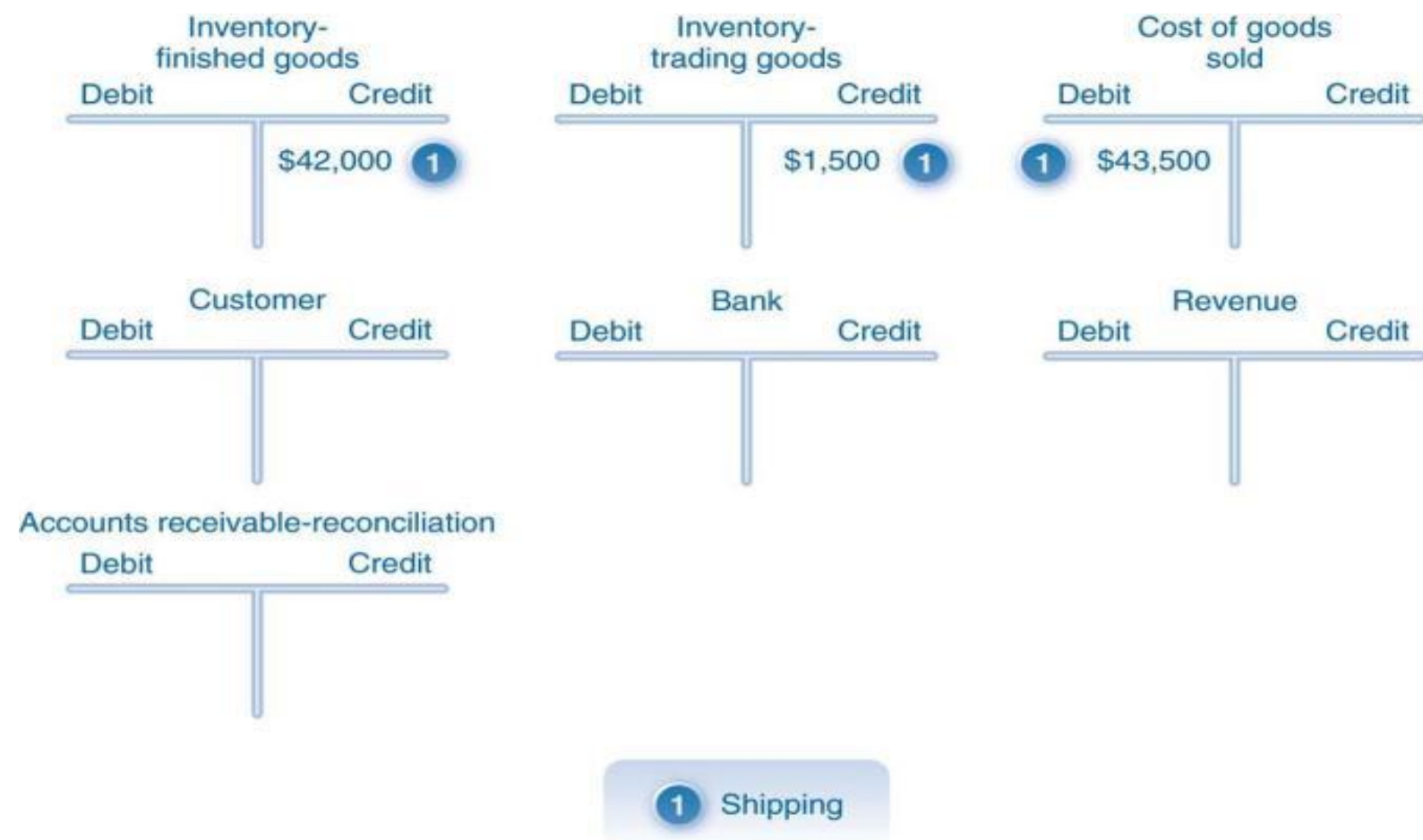
Process: Create Sales Order



Process: Goods Issue

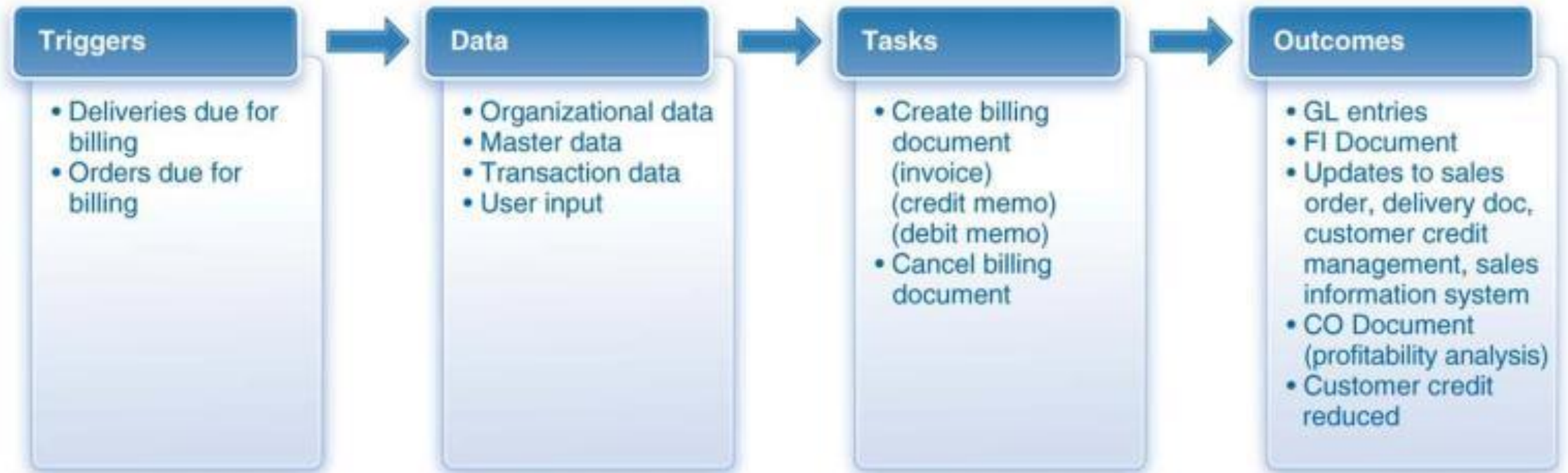


Process: Goods Issue

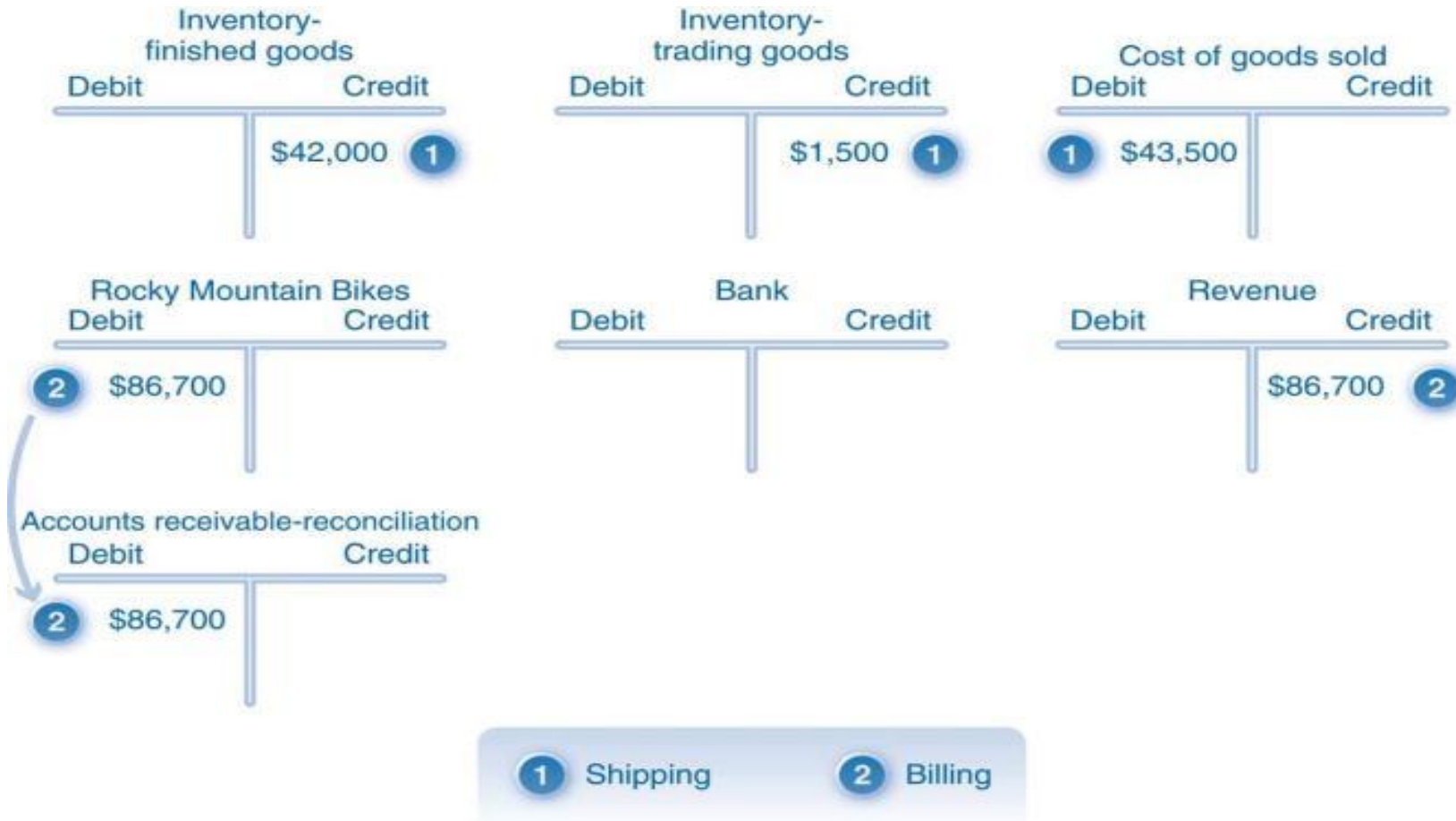


Note: Inventory and COGS values are based on cost, not selling price.
Cost of bikes: \$1,400 per bike (30 bikes)
Cost of t-shirts: \$15 per shirt

Process: Billing

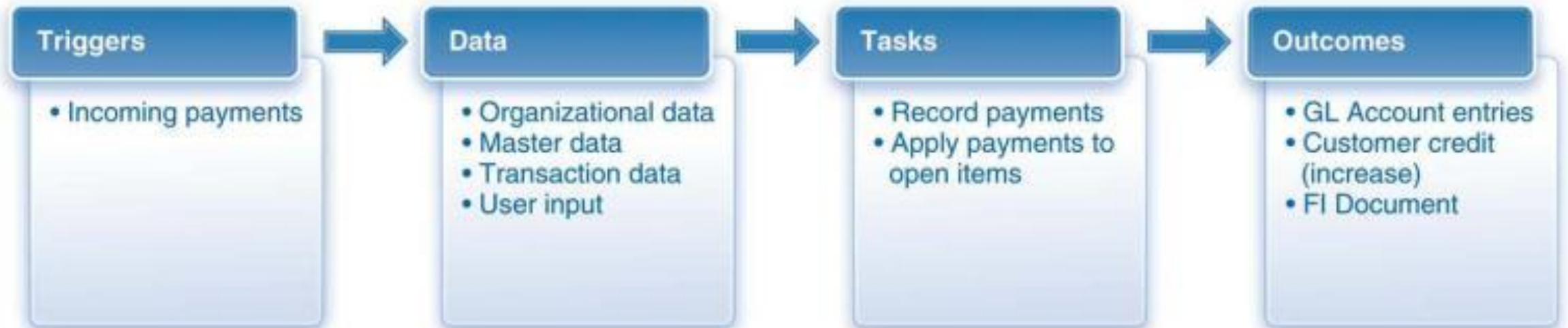


Process: Billing



Note: Revenue, customer, and A/R amounts are based on selling price.
Selling price of bikes: \$2,800 per bike
Selling price of t-shirts: \$27 per shirt (\$30 - 10% discount)

Process: Customer Payment



Process: Customer Payment

