**Project 2**

**SAP**

This project gives you an opportunity to try SAP, considered to be the industry leader in ERP (Enterprise Resource Planning) systems.

The assignment consists of two hands on exercises using SAP for a fictitious company, Chuck’s Bikes, Inc. Using the account and password assigned to you, work your way through two tutorials and answer the following questions. Keep your answers short and to the point.

**Exercise #1 - Procure to Pay (P2P)**

A tutorial for a Procurement process using SAP is located in the appendix at the end of “Supporting the Procurement Process with SAP”. That tutorial leads the student through a Procurement process that orders, receives, and pays for 20 bicycle water bottles and 30 water bottle cages. Once the tutorial is complete, students should answer the following questions.

1. Describe your first impressions of SAP.
2. What types of skills seem to be necessary to use this system?
3. Create a screen capture of an SAP screen. Underneath the image, provide an answer to each of the following questions:
   1. In which of the activities does this screen occur?
   2. What is the name of this screen?
   3. What is the name of the screen that precedes it? What screen comes after it?
   4. What actor accomplishes this activity?
   5. Describe an error that this actor may do on this screen that SAP will prevent.
4. Make an informal diagram of the four main actors: Supplier (Composite Bikes), Purchasing (Maria), Warehouse (Wally), and Accounting (Ann). Draw arrows that show the data that flows among the actors during this process. Number the arrows and include on each arrow what data are included in the message.
5. Using the same four main actors as in question 4, this time show with the arrows how the material (the water bottles and cages) moves.
6. One concern of a business is fraud. One fraud technique is to create suppliers who are not suppliers but are coconspirators. The conspirator inside the business accepts invoices for non-existent deliveries. For this fraud scheme to work, who at CBI has to take part? How can SAP processes decrease the chance of this type of fraud?
7. Select any of the main activities or sub activities in the Procurement process.
   1. What event triggers this activity?
   2. What activity follows this activity?
   3. For one data entry item for this activity, describe what would happen in the rest of the process if that entry was erroneous.
   4. For one data entry item for this activity, describe what limits ( controls) you would put in place on the data to prevent the type of error described in item c.

**Exercise #2 - Order to Cash (O2C)**

A tutorial for the Sales process using SAP is included in the appendix at the end of “Supporting the Sales Process with SAP”. The tutorial leads the student through a Sales process that sells 5 bicycles to a customer called Philly Bikes. Once the tutorial is complete, students should answer the following questions..

1. How is the Sales process in SAP similar to the Procurement process in SAP? In what important ways are they different?
2. Create a screen capture of an SAP screen. Underneath the image, provide an answer to each of the following questions:
   1. In which of the activities does this screen occur?
   2. What is the name of the screen?
   3. What is the name of the screen that precedes it? What screen comes after it?
   4. What actor accomplishes this activity?
   5. Describe an error that this actor could make on this screen that SAP will prevent.
3. Make an informal diagram of the four main actors— the Customer (Philly Bikes), Sales (Sue), the Warehouse (Wally), and Accounting (Ann). Draw arrows that show the data that flows between each of the actors during this process. Number the arrows and include on each arrow what data are included in the message.
4. Using the same four main actors, this time show with the arrows how the material (the bikes) moves.
5. One concern of a business is fraud. One fraud technique is to create customers who are not customers but who are coconspirators. The conspirator inside the business credits the account of the coconspirator for payments that were never actually received. For this fraud scheme to work, who at CBI has to take part? How can SAP processes decrease the chance of this type of fraud?
6. Select any of the main activities or sub activities in the Sales process and:
   1. Specify what event triggers this activity to occur.
   2. Identify what activity follows this activity.
   3. For one data entry item, describe what would happen in the rest of the process if that entry was erroneous.
   4. For one data entry item, describe what limits (controls) you would put in place on the data to prevent the type of error described in item c.
7. Having completed one or both tutorials, make two suggestions about how:
   1. SAP could make their software easier to use.
   2. How the tutorial( s) could be improved to help new students learn about processes and SAP.