

Order-to-Cash Example Using SAP ERP

The previous assignment dealt with the purchase-to-pay cycle. This assignment deals with the mirror image of that business cycle, the order-to-cash cycle.

Product

SAP ERP
GBI Release 6.04

Level

Undergraduate
Graduate

Focus

Order-to-Cash Cycle and
Accounting Entries
Test of Transactions
Application Controls

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Version

1.0

MOTIVATION

This assignment will take you through the business process of Customer Order Management. However, we will be concentrating on the accounting specific parts of the transaction. That means that we will ignore the pre-sales activities such as inquiries and quotes, but will stress those points where accounting entries are made.

Primary learning objectives are:

- Experience the steps in a typical sales transaction
- See how an ERP system handles a typical sales transaction
- Work through the procedures involved in a test of transactions
- Look at a special feature of the sales and distribution (SD) module of SAP

PREREQUISITES

Before you use this case study, you should be familiar with navigation in the SAP system.

You should also be familiar with internal controls and have a basic understanding of business processes and transaction cycles.

NOTES

This case study uses the Global Bike Inc. (GBI) data set, which has exclusively been created for SAP UA global curricula.

Assignment Overview

This assignment will take you through the business process of Customer Order Management, transaction cycle Order-to-Cash. You will be performing the following steps:

1. Create Sales Views for Material OLHTXX
2. Create a Customer Master record
3. Set up Credit Limit for the Customer
4. Check inventory availability
5. Check the status of various accounts
6. Create a Sales order
7. Display the Sales Order and record the Scheduled Delivery Date and pricing information
8. Display the Document flow
9. Check the status of various accounts
10. Create the Delivery for Sales Order
11. Check the status of various accounts
12. Display the Document flow
13. Post goods Issue delivered in General Ledger and appropriate Sub-Ledgers
14. Check the status of various accounts
15. Display the Document flow
16. Create an Invoice (Bill) for the Delivery
17. Check the status of various accounts
18. Display the Document flow
19. View the Invoice in Print Form
20. Record the accounting document
21. Receive and Post the Incoming Payment in General Ledger and the Sub-Ledgers
22. Check the status of various accounts
23. Display the Document flow
24. Show the journal entries

NOTE: You are to enter information into the system and also answer questions embedded within this assignment. Whenever an **XX** appears in the problem, you should enter your assigned two-digit number. You will be graded on both the results of what you entered on the SAP system and your answers to the questions in this assignment. You must hand the abbreviated assignment sheet (submission document) in when you complete the assignment. The abbreviated assignment sheet is provided to you. Use the same SAP instance and client that you used for the previous assignment.

IMPORTANT INFORMATION: As in the last assignment, you will operate in your own company code. This code is USXX (where XX is your assigned number). Be sure that you use only this company code. Otherwise your entries will be made to someone else's books.

Since this course deals with accounting information systems, we want you to pay particular attention to the controls that are designed into the SAP system. These controls are a very important part of an integrated information system such as an ERP system. The controls embedded within SAP are a vital

part of the system and essential to the system functioning properly. Throughout the assignment you are asked to identify the internal controls that you observe in SAP. For some of these controls you are asked what type of application control it is. You are to select from the following list of possible application controls. If you don't remember what these controls are and what they mean, you should refer to your course materials regarding application controls and review that material. Additional information regarding these controls and more can be found at the ISACA (Information System Audit and Control Association), website www.isaca.org.

- Field check
- Sign check
- Limit check
- Range check
- Size (or capacity) check
- Completeness check
- Validity check
- Reasonableness test

Company Background

Global Bike Inc., (GBI) is a world class bicycle company serving the professional and “prosumer” cyclists for touring and off-road racing. GBI’s riders demand the highest level of quality, toughness and performance from their bikes and accessories.

Product development is the most critical element of GBI’s past and future growth. GBI has invested heavily in this area, focusing on innovation, quality, safety and speed to market. GBI has an extensive innovation network to source ideas from riders, dealers and professionals to continuously improve the performance, reliability and quality of its bicycles.

In the touring bike category, GBI’s handcrafted bicycles have won numerous design awards and are sold in over 10 countries. GBI’s signature composite frames are world-renowned for their strength, light weight and easy maintenance. GBI bikes are consistently ridden in the Tour de France and other major international road races. GBI produces two models of their signature road bikes, a deluxe and professional model. The key difference between the two models is the type of wheels used, aluminum for the basic model and carbon composite for the professional model.

GBI’s off-road bikes are also recognized as incredibly tough and easy to maintain. GBI trail bikes are the preferred choice of world champion off-road racers and have become synonymous with performance and strength in one of the most grueling sports in the world. GBI produces two types of off-road bike, a men’s and women’s model. The basic difference between the two models is the smaller size and ergonomic shaping of the women’s frame.

GBI also sells an accessories product line comprised of helmets, t-shirts and other riding accessories. GBI partners with only the highest quality suppliers of accessories which will help enhance riders’ performance and comfort while riding GBI bikes.

Task 1 – Extend the Material Master Record for Sales

Create Sales Views for Finished Product OLHTXX

Since now you have to sell the OLHTXX to a customer, you will maintain the sales views for the product.

These new views for the material masters must now be created (extended) to make the materials available for sale.

1.1 In the previous assignment you created the material master record for use by the purchasing department. Why would there be a need to have a separate view (i.e. access) by the sales department? Explain your answer in terms of controls.

Logistics ► Materials Management ► Material Master ► Material ► Create (Special) ► Trading Goods (**MMH1**)

Create Trading Boods (Initial Screen)

Field	Input
Material	OLHTXX
Industry Sector	Retail

Click on Select Views

Select View(s)

Select the following views:

- Sales: Sales Org. Data 1
- Sales: Sales Org. Data 2
- Sales: General/Plant Data

And Continue



Organizational Level

Field	Input
Plant	DLXX (Dallas)
Sales Org.	UWXX (US Wholesale)
Distr. Channel	IN (internet)

And Continue



Note: You will get a message on the status bar that the material already exists and will be extended.

Sales: Sales org. 1 View***General data***

Field	Input
Division	AS (Accessories)
Delivering Plant	DLXX

Tax data

Tax Jurisdiction Code	UTXJ, UTX2 and UTX3 (all three tax jurisdictions are exempt from sales taxes)
Tax Classification	0 (Exempt)

Click on Conditions Button


Enter the sale price as **50** under Amount

Scales						
Scale Type	Scale quantity	U...	Amount	Unit	per	UoM
From		EA	50,00	USD	1	EA

Go Back **Sales: Sales org. 2 View*****Grouping terms***

Field	Input
Mat. Statistics Group	1 (A material)

Sales: General/plant View**General data**

Field	Input
Availability Check	02 (individual requirements)
Trans. grp.:	0001 (on pallets)
Loading Grp.:	0002 (handcart)

1.2 What type of application control is loading group? *(You may wish to refer to the list in the assignment overview.)*

1.3 Thinking about the sales process and demands on inventory, how might the different values in the availability check be used?

Click on Enter  and  (Save)

Task 2 – Create a Customer Master Record

In business-to-business transactions, it is common practice to create a customer master record for customers with whom your company has business contacts. This way the customer's information does not need to be collected every time it places an order or makes an inquiry. In this step, you will create a customer master record. This master record contains all data necessary for processing the business transactions. Both the accounting department and the sales and distribution department have access to the customer master record. In order to avoid data redundancy, the data for both departments is stored in a common master record. However, typically the accounting area will be responsible for entering specific data and the sales area will be responsible for entering other data. At the end of this step, we will ask you what information should be entered by each department, so as you enter the data, think about who would be most appropriate to enter that data.

Create a Customer Master record

Logistics ► Sales and Distribution ► Master Data ► Business Partners ► Customer ► Create ► Complete (XD01)

Customer Create: Initial Screen

Field	Input
Account Group	Sold-to party
Customer	<i>Leave blank</i>
Company Code	USXX
Sales organization	UWXX
Distribution channel	IN (internet)
Division	AS (accessories)

Select **Enter**  to continue

2.1 Why would we want to classify customers based on their distribution channel?

2.2 How could this classification of customers have accounting implications?

2.3 There are three main areas to enter data when creating a customer: general data, company code data, and sales area data. As you enter the customer data, state here which area of data (General Data, Company Code, and Sales Area Data) should be entered by only people in the accounting department. Explain your answer.

Create Customer: General Data

Note: You may need to expand the screen to see all of the fields.

Address

Field	Input
Name	your last name XX Company
Search term 1/2	XX
Street	<i>your choice</i>
Postal code	80202
City	Denver
Country	US
Region	CO
Transportation Zone	0000000002 (region west)

Select **Control Data** **Control Data** tab to continue

Create Customer: Control Data**Control Data**

- You do not need to enter information on this screen

Select **Payment Transactions** **Payment Transactions** tab to continue

Payment Transactions

- You do not need to enter information on this screen

Select **Marketing** **Marketing** tab to continue

Marketing

- You do not need to enter information on this screen, however there are many marketing related fields on this screen. Before you go on, answer the following question.

2.4 What might the customer classification category be used for by marketing and sales employees?

Select **Unloading Points** Unloading Points tab to continue

Unloading Points

Field	Input
Unloading point	Dock 1
Calendar Key	US

2.5 You entered the calendar key of US. Why is it important for the system to have a control like this? (*Hint: Think about holidays in the US and those in other countries.*)

Select **Export Data** Export Data tab to continue

Export Data

- You do not need to enter information on this screen


Select **Contact Persons** Contact Person tab to continue

Contact Person

- You do not need to enter information on this screen

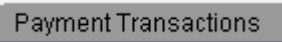
2.6 The system forces the user to click on all of the tabs even if there is no data to enter. What type of application control is this? (You may wish to refer to the list in the assignment overview.) Also, explain why the system is set up this way.

Create Customer: Company Code Data

Select **Company Code Data**  button on the application tool bar

Account Management

Field	Input
Reconcil. Account	110000 (Trade – Accounts Receivable)
Sort Key	003 (document date)
Cash mgmt group	E2 (Domestic Customer)

Select **Payment Transactions**  tab to continue

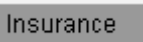
Payment Transactions

Field	Input
Payment terms	0001 (payable immediately)
Tolerance Group	GBI
Payment History Record	selected

Select **Correspondence**  to continue

Correspondence

- You do not need to enter information on this screen

Select **Insurance**  tab to continue

Insurance

- You do not need to enter information on this screen

Create Customer: Sales Area Data

Select **Sales Area Data** **Sales Area Data** to continue

Sales

Field	Input
Order probab.	100 (%)
Currency	USD
Cust. price proc.	1 (standard)

Select **Shipping** **Shipping** tab to continue

Shipping

Field	Input
Delivery priority	02 (normal)
Order combination	select
Shipping Conditions	01 (Standard)
Delivery plant	DLXX
Max partial deliveries	9

Select **Billing Document** **Billing Documents** tab to continue


Billing Document

Field	Input
Incoterms	FOB
Comment next to incoterms	Free on Board XX
Payment terms	0001
Acct Assgmt Group	01 (domestic)
Taxes	Enter 0 (exempt) for Tax Classification for all taxes

Select **Partner Functions** **Partner Functions** tab to continue

Partner Functions

➤ You do not need to enter information on this screen

Click on **Save**  to save this customer master record

Write down your customer number _____.

Task 3 – Set up Credit Limits for the Customer

The purpose of this task is to establish credit limits for your customers. Each customer has an established credit limit. How the system reacts to a customer that has exceeded the credit limit you established is determined in configuration. The current setting is to provide a warning message, but not stop the processing of an order or delivery.

Set up Credit Limits for the Customer

Logistics ► Sales and Distribution ► Credit Management ► Master Data ► Change (FD32)

Customer Credit Management Change

Field	Input
Customer	Your customer number generated by the system in the previous task.
Credit Control Area	GL00

Check the following:

- Overview
- Central data



(Continue)

Customer Credit Management Change: Overview

Click on Next Screen  icon

Customer Credit Management Change: Central Data – Maximum permitted credit limits

Field	Input
Total Amounts	5000
Individual limit	5000
Currency	USD

Select: **Goto ► Control area data ► Status** (at the very top of your screen)

Customer Credit Management Change: Status**Credit limit data**

Field	Input
Credit Limit	5000



(Save)

Task 4 – Check Inventory Availability

Usually before a sales order is written, inventory is checked to be sure that the order can be fulfilled. While SAP will automatically check availability when you create the sales order and will not allow a promised delivery to be scheduled before it is feasible to deliver, the sales staff may do this separately in order to discuss with the customer available options in the case where there isn't sufficient inventory.

Check inventory availability

Logistics ▶ Materials Management ▶ Purchasing ▶ Master Data ▶ Subsequent Settlement ▶ Vendor rebate Arrangements ▶ Environment ▶ Condition / Arrangement ▶ Environment ▶ Material Groups ▶ Environment ▶ Information System ▶ Environment ▶ Stock Overview ▶ General (MMBE)

Stock Overview

Field	Input
Material	OLHTXX (goods you ordered in the previous assignment)
Plant	DLXX

This displays the available inventory. Make sure to scroll to see all the inventory categories (columns).

4.1 How many are available to fill the order? Will this be sufficient to fill a customer order for 20 helmets?

Now let's look at the accounting value of the inventory.

Accounting ► Financial Accounting ► General Ledger ► Account ► Display Balances (FS10N or FAGLB03)

You need to examine the appropriate account in the general ledger. Remember that the chart of accounts for your company is **GLXX** and that your helmets are considered trading goods.

Field	Input
General Ledger	200200 (Inventory: Trading Goods)
Company	USXX
Fiscal Year	Year postings occurred

4.2 One of the auditor's roles is to verify inventory values. The auditor would have to verify both the quantity on hand and the unit cost to determine the inventory value. How would the auditor verify the quantity?

4.3 Explain how the auditor would verify the unit cost of the good within the SAP system.

4.4 What documents would the auditor look for to verify the cost? *Hint: Think about the previous assignment.*

Task 5 – Check Status of Various Accounts

As you did in the previous assignment, you are to track the balances in the important accounts. In audit terminology this is called a test of transactions. In this case the following accounts should be checked:

- Check inventory in materials management
- Check inventory in the general ledger
- Check accounts receivable in the general ledger
- Check accounts receivable in the subsidiary ledger
- Check sales revenue in the general ledger
- Check cost of goods sold in the general ledger

These checks should be done after each step of the transaction. I would suggest that you open a series of SAP sessions to do this checking and then **refresh the screen after each business transaction step.**

Check the status of various accounts

- Check material inventory:

Transaction: MMBE, (Stock Overview)

Be sure to check the detailed status report to see important changes to inventory. Double click on your material or scroll to the right to see all fields in the inventory inquiry screen.

- Check GL Inventory, GL Cash, Sales Revenue, Cost of Goods Sold (COGS), GL A/Receivable

Transaction: S ALR 87012291, (Line Item Journal)

> The company code is **USXX** and use today's date (or the date of transaction) as the **posting date**

> The General Ledger (GL) Accounts used are:

- GL Cash 100000 (bank account)
- GL Inventory 200000, 200100, **200200**, 200300, 200400
- Sales Revenue 600000
- Cost of Goods Sold (COGS) 780000
- GL A/R (Accounts Receivable) 110000 (Trade – Accounts Receivable)

- Check A/R (Accounts Receivable) sub-ledger:

Transaction: FBL5N (Customer Line Item Displa

Enter the **current total value** for each of these accounts after each step noted. You will be completing this table as you go through the subsequent steps.

Transaction	MMBE	S ALR 87012291					FBL10N
	MM: Inventory Quantity	GL Inventory	GL Cash	Sales Revenue	COGS	GL A/R	Customer Sub-ledger
Account #	-	200200	100000	600000	780000	111000	
After task 5							
After task 7							
After task 9							
After task 11							
After task13							

Note: on some of the above transactions if there is no value in the account, you may get an error message or no lines on the report when trying to display the balance. This is normal and simply means that the balance in the account is zero.

4.5 According to the general ledger, what is the current value of your trading goods inventory?

Task 6 – Create a Sales Order

The sales order is the central document in Sales and Distribution. A sales order can be based on pre-sales documents such as inquiries and quotations. If the customer was given a formal quote and the customer accepts those terms, then a sales order would be created directly from the quote. The information entered in the sales order is transferred to subsequent documents, which are used to process the business transaction further. This is an important feature of an integrated system. Having to re-enter this data is inefficient and also can introduce errors into the process. During the delivery process, goods are transported to the customer. At the end of this process, the delivered goods and/or the services rendered are invoiced during billing. The billing data is then automatically forwarded to Financial Accounting and profitability analysis.

Create a Sales Order

Logistics ► Sales and Distribution ► Sales ► Order ► Create (VA01)

Create Sales Order: Initial Screen

Field	Data
Order type	OR
Sales organization	UWXX
Distribution channel	IN (Internet)
Division	AS (Accessories)

Click on **Enter**



Create Standard Order: Overview

Field	Data
Sold-to Party	Your customer #
Purchase Order Number	PO-XX
Purchase Order Date	Today's date
Req. Deliv. Date	Today's date
Material	OLHTXX
Order Quantity	20
Plant	DLXX

Click on Enter 


Select: *Goto* ► *Item* ► *Shipping*

Field	Data
Storage Location	TGXX

Click on Enter 

6.1 Notice the net weight for the order. Where did the system get this data? (*Hint: Think back to the previous assignment.*)

Save .

You may get a warning about the date – just ignore the warning by hitting enter .

Write down the sales order document number: _____


Task 7 – Display the Sales Order

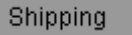
Display the sales order and record the scheduled delivery date and pricing information

Logistics ► Sales and Distribution ► Sales ► Order ► Display (VA03)

Display Sales Order: Initial Screen

Field	Data
Order	sales order number from Task 6

Click on the Enter 

To display the delivery date for a line item, select the box to the left of the item, and click on Shipping  tab.

Fill in the following details from the information on the screen:

Display Standard Order: Overview

Field	Data
Delivery date	
Material available date	
Loading Date	

Click on Sales Tab.

To display the pricing, select the box to the left of the item and then select: **Goto ► Item ► Conditions** or click on the conditions (coin) icon at the bottom left part of the input screen.

Record the cash discount for this item _____.

Use the green arrow  to go back to the **Display Standard Order: Overview** screen. Stay in the sales order display function to complete the following task.

Task 8 - Display the Document Flow for the Sales Order

While you are in the sales order display function (VA03), you can display a graphical representation of the status of your sales order and related subsequent documents. This function provides a quick reference for those entities needing to know the status of an order.

Logistics ► Sales and Distribution ► Sales ► Order ► Display (VA03)

Either one of these methods will display the document flow:

- Use the following menu path to display the sales order document flow
Environment ► Display Document Flow
- Click the document flow icon
- Function key F5

Write down or paste the screen print of the current status of the sales order.

Task 9 – Check Status of Various Accounts

Repeat the checks in task 5 and record in that table.

Task 10 – Create the Delivery for the Sales Order

Create the delivery for the sales order


Logistics ▶ Sales and Distribution ▶ Shipping & Transportation ▶ Outbound Delivery ▶ Create ▶ Single Document ▶ With Reference to Sales Order (VL01N)

Create Outbound Delivery with Order Reference

Field	Data
Shipping point	DLXX
Selection date	Delivery date from Task 7
Sales order	Sales order number from Task 6


Click on the **Enter**  icon

Change **Planned GI** date to today's date

Go to the Picking  tab.

For Picked Quantity, enter the same quantity as what is in the Delivery Quantity field

Click on Enter 

If you get more information messages, click on enter  to ignore them all.

Save 

Write down the **Delivery Note** number: _____

Task 11 - Check Status of Various Accounts

Repeat the checks in task 5 and record in that table.

Task 12 - Display the Document Flow for the Sales Order

Check **document flow** as you did in task 8 and write down or paste the screen print of the current status of the order.

Task 13 – Post the Goods Issue

Change the delivery note and update the picked quantity (if necessary). Post goods issue to notify that the delivery has left the plant

Logistics ► Sales and Distribution ► Shipping & Transportation ► Outbound Delivery ► Change ► Single Document (VL02N)

Change Outbound Delivery

Field	Data
Outbound Delivery	Delivery number from Task 10

Click on Enter



Select the **Post Goods Issue button** to inform the system that the goods have left the dock. At this time the system records the goods transaction and creates a goods issue document.

Task 14 - Check Status of Various Accounts

Repeat the checks in task 5 and record in that table.

Task 15 - Display the Document Flow for the Sales Order

Check **document flow** as you did in task 8 and write down or paste the screen print of the current status of the order.

Task 16 – Create an Invoice for the Delivery

Create an invoice (bill) to the customer for goods delivered

Logistics ► Sales and Distribution ► Billing ► Billing Document ► Create (VF01)

The delivery document number should default. If not, enter the delivery document from **Task 10**.

Click on Enter 

Invoice Create: Overview of Billing Items

16.1 What is the dollar amount in “Net Value”?

Save 

Write down the billing document number: _____

The system will confirm that the invoice has been posted

Task 17 - Check Status of Various Accounts

Repeat the checks in task 5 and record in that table.

Task 18 - Display the Document Flow for the Sales Order

Check **document flow** as you did in task 8 and write down or paste the screen print of the current status of the order.

Task 19 – Locate the Accounting Document Number

To locate the accounting document that corresponds to your customer invoice use the following menu path:

Logistics ► Sales and Distribution ► Billing ► Billing Document ► Display(VF03)

Enter Billing document # if already not defaulted.

Select the Accounting button (button at the top)

Write down the accounting document number: _____

19.1 Double click on the accounting document. What is the journal entry?

Task 20 – Post the Customer’s Payment on Account

Typically, businesses post customer payments in batch either electronically from the bank or via a scan, but sometimes, we may need to post one individual payment. We will use the individual posting to illustrate the accounting transaction that occurs when a payment is posted.

Post payment to the invoice created


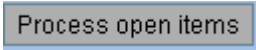
Accounting ► *Financial Accounting* ► *Accounts Receivable* ► *Document Entry* ► *Incoming Payment (F-28)*

Post-Incoming Payment: Header Data

Field	Data
Document Date	Today’s date
Company code	USXX
Currency/ate	USD

<i>Bank data</i>	
Account	100000 (Bank Account)
Amount	the invoice amount
Value date	Today’s date

<i>Open Item Selection</i>	
Account	Your customer #
Automatic Search	Select

Click on **Enter**  or **Process open items** 

Note: The amount you entered should be equal to the assigned amount and there should be 0.00 under not assigned field

Not assigned	0,00
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. The system posts the document if the debits are equal to credits unless partial payment is made.

Save 

document number: _____

Task 21 - Check Status of Various Accounts

Repeat the checks in task 5 and record in that table.

Task 22 - Display the Document Flow for the Sales Order

Check **document flow** as you did in task 8 and write down or paste the screen print of the current status of the order.

Task 23 – Write Down the Journal Entries the System Made.

By using the information contained within the table in task 5, construct all of the journal entries that were made by SAP for these transactions. For each journal entry show the task number of the transaction, the accounts debited and credited and the dollar amounts involved. Use the following format:

Task #:	Account 1	\$\$\$	
	Account 2	\$\$\$	
Task #:	Account 3	\$\$\$	
	Account 4	\$\$\$	
	... etc.		

Assignment Submission

Place your answers on the abbreviated form of this assignment that is provided to you as “Order to Cash Submission.docx”. Grading of the SAP part of the assignment will be done online. That is, there is nothing you need to submit with respect to your SAP work.