



SAP SD (Sales and Distribution) is one of the significant modules of SAP ERP. It is used to store the customer and product data of an organization. SAP SD helps to manage the shipping, billing, selling and transportation of products and services of a company. The SAP Logistics module manages customer relationship starting from raising a quotation to sales order and billing of the product or service. This module is closely integrated with other modules like SAP Material Management and PP. This is an introductory tutorial that covers the basics of SAP SD and how to deal with its various modules and sub-modules.

Audience

This tutorial will be extremely useful for professionals who aim to understand the basics of SAP SD and implement it in practice. It is especially going to help consultants who are mainly responsible for implementing sales, billing, and transportation of products.

Prerequisites

It is an elementary tutorial and you can easily understand the concepts explained here with a basic knowledge of how an organization deals with their customers and products. However, it will help if you have some prior exposure to inventory and how to deal with billing and shipping.

SAP Sales and Distribution is one of the key components of SAP ERP system and is used to manage shipping, billing, selling and transportation of products and services in an organization.

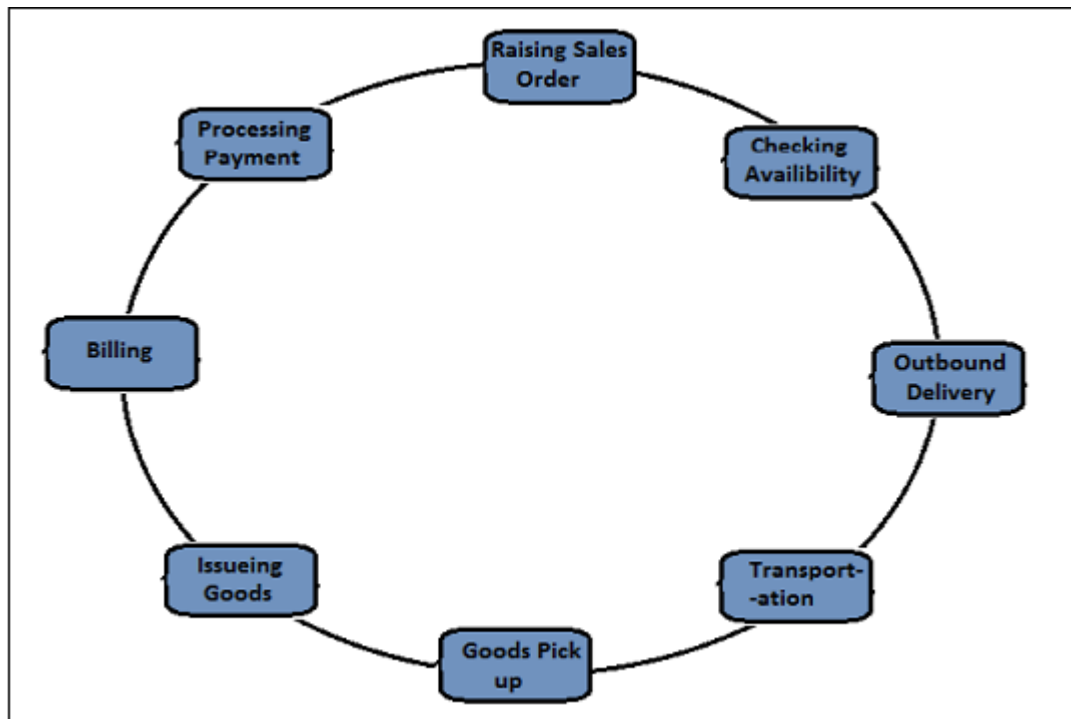
SAP Sales and Distribution module is a part of SAP Logistics module that manages customer relationship starting from raising a quotation to sales order and billing of the product or service. This module is closely integrated with other modules like SAP Material Management and PP.

Key Components in SAP SD

The key components in SAP Sales and Distribution module are –

- Customer and Vendor Master Data
- Sales Support
- Shipping of Material
- Sales Activities
- Billing related

- Transportation of products
- Credit Management
- Contract Handling and Management
- Foreign Trade
- Information System



SAP SD - Organizational Structure

SAP provides many components to complete SAP Sales and Distribution organizational structure like Sales Areas, Distribution Channels, Divisions, etc. The SAP SD organization structure majorly consists of two steps –

- Creation of Organization elements in SAP system, and
- second is to link each element as per requirement.

On top of this organization structure in the SD module, sales organization is at highest level and is responsible for distribution of goods and services. SAP recommends to keep the number of sales organization in an organizational structure to be minimum. This will help in making the reporting process easy and ideally it should have a single sales organization.

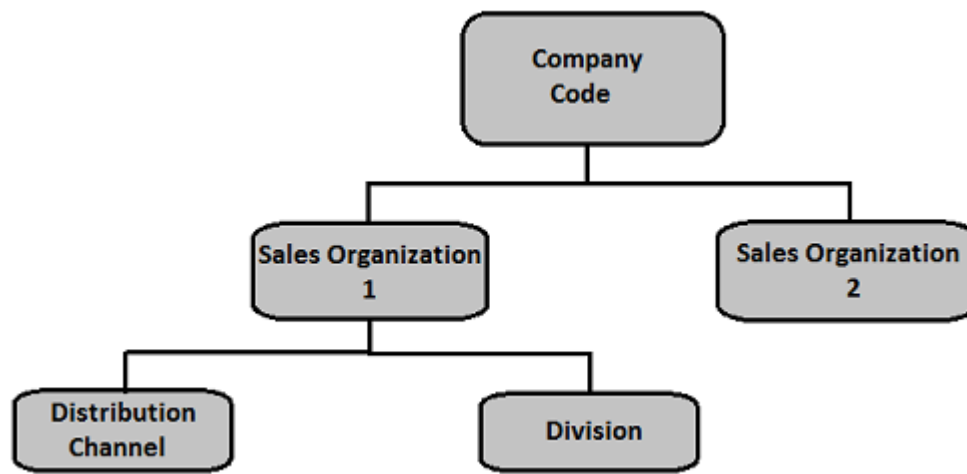
The next level is distribution channel, which tells the medium by which the products and services are distributed by an organization to its end users. Division in an organizational structure, which represents a product or service line in a single organization.

A sales area is known as entity, which is required to process an order in a company. It comprises of sales organization, distribution channel and a division.

In SAP SD organizational structure, each sales organization is assigned to a company code. Then the distribution channel and divisions are assigned to sales organization and all of these comprise to make a sales area.

In the first step of an SD organizational structure, sales organization is assigned to a company code and then is to define a distribution channel and then division to a sales organization.

The following diagram shows the organizational structure of a Sales and Distribution module



Material management

Material Management is one of the key modules in SAP ERP System and covers the day to day business operations related to inventory and procurement. This module is closely integrated with other modules of R/3 systems like Finance Accounting and Controlling, Sales and Distribution, Quality Management, Product Planning.

Integration with Sales and Distribution SD Module


Consider an example of creating a sales order in SAP SD, it involves copying the details of items from Material Management. Availability check of the item and price details are also taken from MM, but this can be controlled in the SD module. To create inbound and outbound delivery of goods for a sales order, shipping details, loading point etc. also comes from the Material Master.

The item that is placed using a Sales order must be extended to the sales area of an organization to sales order/customer, otherwise it won't be possible to transact with this material. This confirms that there is a link between SAP SD and MM module, when a sales order is created and fulfilled. Similarly, there are many other links between two modules.

Finance and Accounting

SAP FI stands for Financial Accounting and it is one of the important modules of SAP ERP. It is used to store the financial data of an organization. SAP FI helps to analyze the financial condition of a company in the market. It can integrate with other SAP modules like SD, PP, SAP MM, SAP SCM etc.

For SAP FI-MM, use **T-code: OBYC**

Configuration Accounting Maintain : Automatic Posts - Procedures		
		
Group	RMK	Materials Management postings (MM)
Procedures		
Description	Transaction	Account determ.
Rev.from agency bus.	AG1	<input checked="" type="checkbox"/>
Sales fr.agency bus.	AG2	<input checked="" type="checkbox"/>
Exp.from agency bus.	AG3	<input checked="" type="checkbox"/>
Expense/revenue from consign.mat.consum.	AKO	<input checked="" type="checkbox"/>
Expense/revenue from stock transfer	AUM	<input checked="" type="checkbox"/>
Subsequent settlement of provisions	BO1	<input checked="" type="checkbox"/>
Subsequent settlement of revenues	BO2	<input checked="" type="checkbox"/>
Provision differences	BO3	<input checked="" type="checkbox"/>
Inventory posting	BSD	<input checked="" type="checkbox"/>
Change in stock account	BSV	<input checked="" type="checkbox"/>
Inventory posting	BSX	<input checked="" type="checkbox"/>
Revaluation of other consumables	COC	<input checked="" type="checkbox"/>
Delkredere	DEL	<input checked="" type="checkbox"/>
Materials management small differences	DIF	<input checked="" type="checkbox"/>
Purchase account	EIN	<input checked="" type="checkbox"/>
Purchase offsetting account	EKG	<input checked="" type="checkbox"/>
Freight clearing	FR1	<input checked="" type="checkbox"/>
Freight provisions	FR2	<input checked="" type="checkbox"/>

In case of a standard sales order, you create an outbound goods delivery to the customer. Here movement 601 takes place. This movement is configured in MM and movement of goods hit some G/L account in FI. This shows the integration between SAP SD, FI and MM module.


Document Flow

This shows how a transaction in one system effects the details in other systems of an SAP module.

Consider the following transaction –

For SAP FI-MM, use **T-code: OBYC**

Whenever there is a delivery created with reference to a sales order, goods movement takes place in the system.

Configuration Accounting Maintain : Automatic Posts - Procedures		
		
Group	RMK	Materials Management postings (MM)
Procedures		
Description	Transaction	Account determ.
Rev.from agency bus.	AG1	<input checked="" type="checkbox"/>
Sales fr.agency bus.	AG2	<input checked="" type="checkbox"/>
Exp.from agency bus.	AG3	<input checked="" type="checkbox"/>
Expense/revenue from consign.mat.consum.	AKO	<input checked="" type="checkbox"/>
Expense/revenue from stock transfer	AUM	<input checked="" type="checkbox"/>
Subsequent settlement of provisions	BO1	<input checked="" type="checkbox"/>
Subsequent settlement of revenues	BO2	<input checked="" type="checkbox"/>
Provision differences	BO3	<input checked="" type="checkbox"/>
Inventory posting	BSD	<input checked="" type="checkbox"/>
Change in stock account	BSV	<input checked="" type="checkbox"/>
Inventory posting	BSX	<input checked="" type="checkbox"/>
Revaluation of other consumables	COC	<input checked="" type="checkbox"/>
Delkreder	DEL	<input checked="" type="checkbox"/>
Materials management small differences	DIF	<input checked="" type="checkbox"/>
Purchase account	EIN	<input checked="" type="checkbox"/>
Purchase offsetting account	EKG	<input checked="" type="checkbox"/>
Freight clearing	FR1	<input checked="" type="checkbox"/>
Freight provisions	FR2	<input checked="" type="checkbox"/>

Example

In case of a standard sales order in the SD module, you create an outbound goods delivery to the customer. Availability check and retail price of that product is checked in the MM module. Here, movement 601 takes place. This movement is configured in the MM and movement of goods hit some G/L account in FI. Every such movement of goods hits General Ledger account in FI.

The accounts posting in FI is done with reference to the billing documents like credit and debit note, invoice etc. created in SD and hence this is the link between SD and FI. This shows the document flow between different modules.

Process Chain

SD module is closely integrated with other SAP modules. The following tables will give you a brief idea on how SD is linked with other modules –

Sales Order

Link Points	Module Involved
Availability Check	MM
Credit Check	FI
Costing	CO/MM
Tax Determination	FI
Transfer of Requirements	PP/MM

Billing

Integration Point	Module
Debit A/R	FI/CO
Credit Revenue	FI/CO
Updates G/I (Tax, discounts, surcharges, etc)	FI/CO
Milestone Billing	PS

Goods Delivery and Issue of goods

Integration	Module
Availability Check	MM
Credit Check	FI
Reduces Stock	MM

Reduces Inventory

FI/CO

Reduces Eliminated

PP/MM

Master data is one of the key factors in Sales and Distribution module. There are two levels of masters in SD.

The first level master includes –

- Customer Master
- Material Master
- Pricing Conditions

While, the second level master is –

- Output condition

Create a Customer Master Record

The customer master data contains the information about business transaction and how transactions are recorded and executed by the system. A Master contains the information about the customers that an organization uses to do business with them.

Key tables in Customer Master

Table Name	Key	Description
KNA1	KUNNR	General Information
KNB1	KUNNR,BUKRS	Company Code
KNVV	VKOGRG,VTWEG,SPART,KUNNR	Sales Area
KNBK	KUNNR,BANKS,BANKL,BANKN	Bank Data
VCNUM	CCINS,CCNUM	Credit Card
VCKUN	CCINS,CCNUM,KUNNR	Credit Card Assignment
KNVK	PARNR	Contact Person
KNVP	VKORG,VTWEG,SPART,PARVW,KUNNR	Partner Functions

Main Transaction Codes in a Customer Master

S.No	Transaction Codes & Description
1	XD01, XD02, XD03 Used to create/change/display customer centrally
2	VD01,VD02,VD03 Used to create/change/display customer sales area
3	FD01,FD02,FD03 Used to create/change/display customer company code
4	XD04 Display change documents
5	XD05 Display change documentsUsed to block Customer – Global, order, delivery, billing, sales area, etc.
6	XD06 Used for deletion
7	XD07 Change Account Group
8	VAP1 Create Contact Person

Creating a Customer Master Data

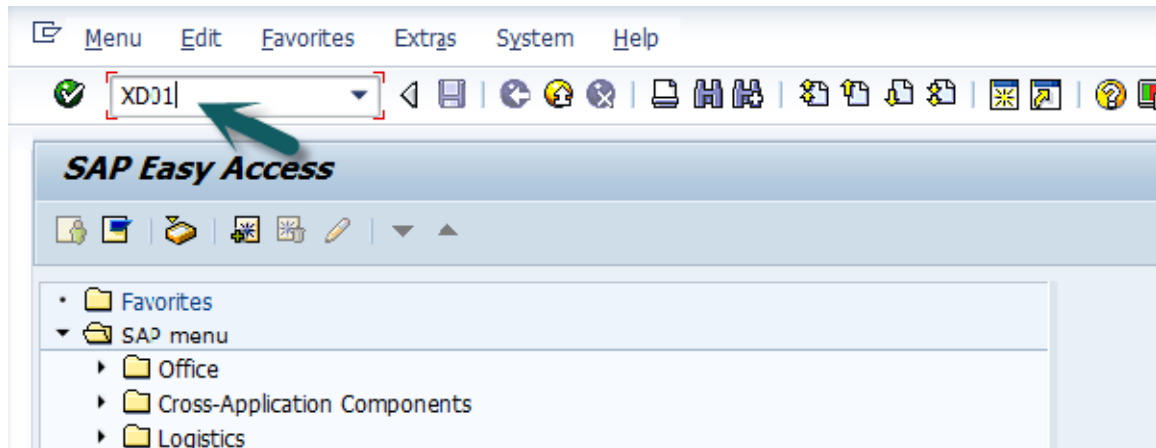
To create a customer master data, you need to use an Account group.

T-Code: XD01/VD01/FD01

Note that if you use –

- **XD01** – This Includes sales area in the customer master and data is stored in tables KNA1, KNB1 and KNVV.
- **VD01** – This includes sales area & data, which will be stored in tables KNA1, KNB1 and KNVV and there is no company code data in this.

- **FD01** – This is company code level & data is stored in tables KNA1 and KNB1.



Then a new window will open. Enter the following details –

- Select the Account Group from the list.
- Enter the customer number and select the company code.

Then you can enter the Sales Area details like –

- Sales Organization
- Distribution Channel
- Division

In case you want to take reference from an existing customer to create customer master, you can use the reference option.

Once all the details are selected, click the **Tick** mark.

Customer Create: Initial Screen

Account group: TV01

Customer: 1111

Company code: 0001

Sales area

Sales Organization: 0001

Distribution Channel: 01

Division: 00

All sales areas... Customer's sales areas...

Reference

Customer: [magnifying glass icon]

Company code: [text box]

Sales organization: [text box]

Distribution channel: [text box]

Reference division: [text box]

[Green checkmark] [Magnifying glass] [Pencil] [Circular arrow] [Red X]

A new window will open to enter the customer master data. This customer master data has 3 key sections –

- General Data like Title, Name, Address, etc.
- Company Code Data and
- Sales Area Data.

Create Customer: General Data

Other Customer Additional Data, Empties Additional Data, DSD Sales Area Information, DSD Data for Invoice Summary (Japan)

Customer A

Address Control Data Payment Transactions Marketing Unloading Points Export Data Contact Person

Preview Internat. versions

Name

Title Mr.

Name John Denver

Search Terms

Search term 1/2

Street Address

Street/House number 348, Akbar Road Raj Nag...

Postal Code/City 1100069

Country IN Germany Region 30

PO Box Address

PO Box

Note that this region fields define the tax calculation like VAT, CST, etc. The next step is to go to Control Data and enter the following details.

Create Customer: General Data

Other Customer Additional Data, Empties Additional Data, DSD Sales Area Information, DSD Data for Invoice Summary (Japan)

Customer A John D

Address Control Data Payment Transactions Marketing Unloading Points Export Data Contact Person

Account control

Vendor 0560 Authorization

Trading Partner Corporate Group

Reference data/area

Location no. 1 Location no. 2 Check digit

Industry

Train station

Express station

Transport.zone Location code

Tax information

Tax Number 1 Tax number type 21

Tax Number 2 Tax type

Tax Number 3

Tax Number 4

☐ Equalization tax

☒ Natural person

☐ Sales/pur.tax

Then you have to enter the particulars in Payment Transaction tab and enter the details of – Bank City, Bank Key, Bank Account and Account Holder Name. You can also add more details by clicking on the Bank data button.

Create Customer: General Data

Other Customer Additional Data, Empties Additional Data, DSD Sales Area Information, DSD

Customer A John D

Address Control Data Payment Transactions Marketing Unloading Points Export Data

Bank Details

Ctry	Bank Key	Bank Account	Acct holder	Co...	IBAN	IBAN
IN	1	JKL	SDS			

Bank Data

Bank Country IN

Bank Key 1

Address

Bank name ICICI bank

Region 06 Gujarat

Street paldi cross road

City ahmedabad

Bank Branch paldi

Control data

SWIFT code 123456

Bank group

☐ Postbank Acct

Bank number 123456789

Save Print Cancel

The next step is to go to the Sales Area data and enter the details – Shipping Data, Customer Pricing and Partner Functions, etc.

Save Print Cancel

Create Customer: General Data

Other Customer Additional Data, Empties Additional Data, DSD Sales Area Information, DSD Data for Invoice Summary (Japan)

Customer A

Address Control Data Payment Transactions Marketing Unloading Points Export Data Contact Person

Sales Area Information, DSD

Next is to click on the Save icon at the top and you will get a confirmation that the customer has been created with

#. ☒ Customer [redacted] has been created for company code 0001 sales area [redacted]

If you have to make any further changes to the customer's master data, you can use **T-Code: XD02**.

Partner function allows you to identify which functions a partner has to perform in any business

process. Consider a simplest case, where all the customer functions are performed by the partner customer. As these are mandatory functions, they have to be defined as obligatory functions in a SD system.

These functions are categorized as per partner type in Sales and Distribution system. The below partner types are Customer, Vendor, Personnel, Contact Person and common partner functions as per these partner types are –

- Partner Type Customer
 - Sold-To-Party
 - Ship-To –Party
 - Bill-To-Party
 - Payer
- Partner Type Contact Person
- Partner Type Vendor
- Forwarding Agent
- Partner Type Personnel
- Employee Responsible
- Sales Personnel

The following tables show the main partner types and their corresponding partner function in Sales and Distribution –

Note that if a partner belongs to a different partner type, in this case you need to create a master records for that partner.

Partner Type	Partner Function	Entry from System	Master Record
Customer(CU)	Sold-to Party(SP)	Customer number	customer master record
	Ship-to Party(SH)		
	Bill-to Party(BP)		
	Payer(PY)		
Vendor(V)	Forwarding agent(fwdg agent)	Vendor number	Vendor master record
Human Resource(HR)	Employee responsible(ER)	Personnel number	Personnel master record
	Sales Personnel(SP)		

Contact
Person(CP)

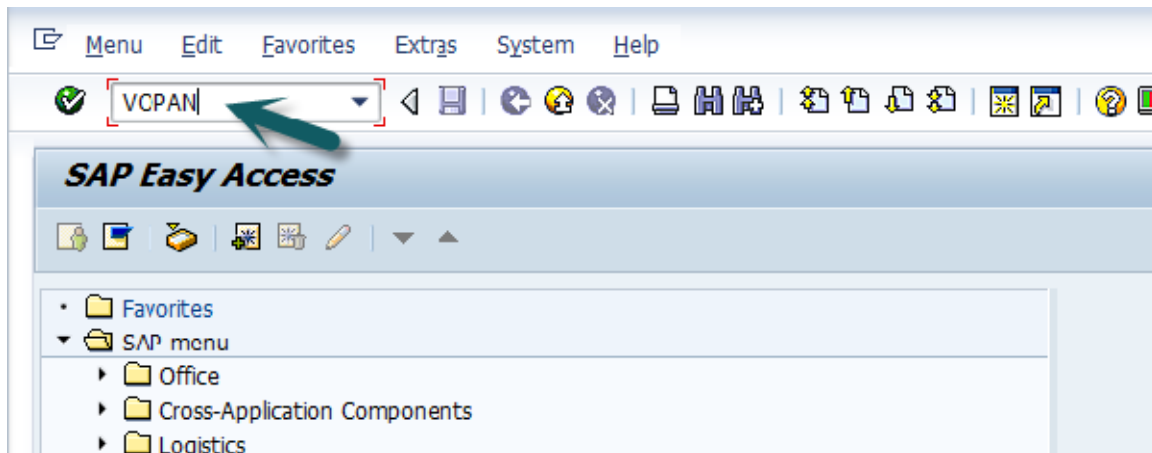
Contact Person(CP)

Contact Partner number

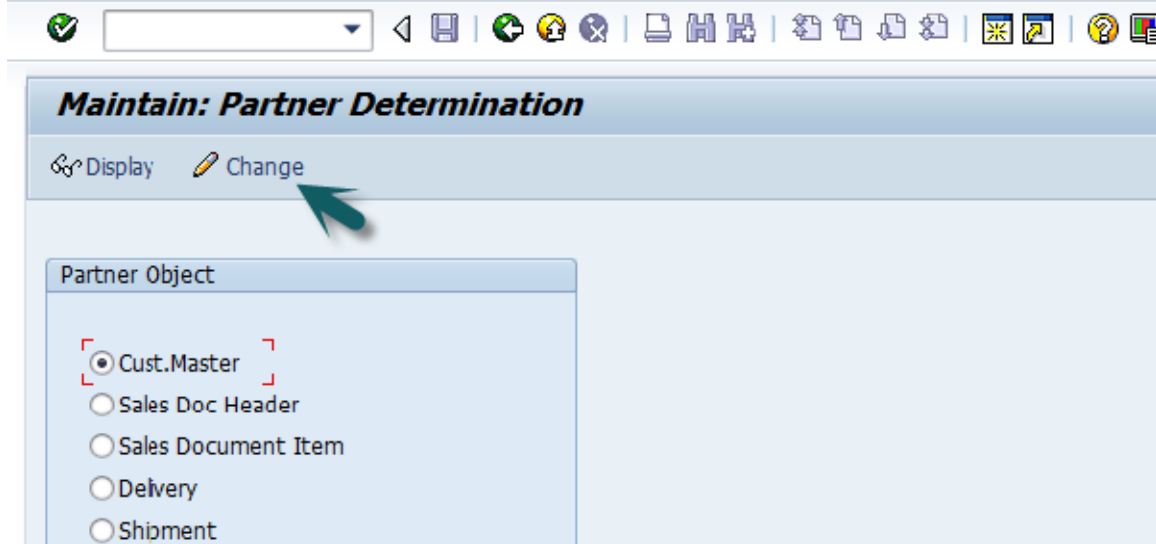
(created in customer
master record,no master
record of its own)

Creating a Partner Function

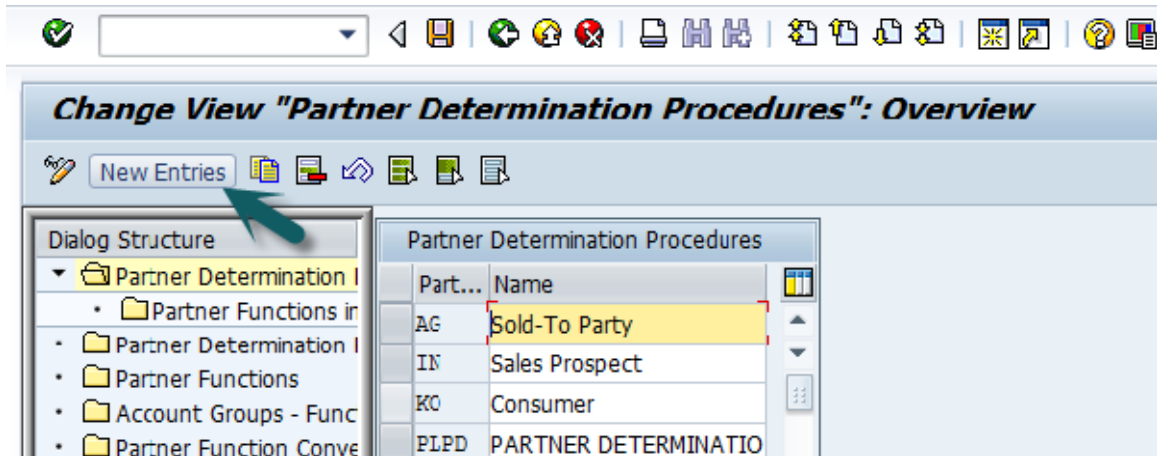
Use **T-Code: VOPAN**



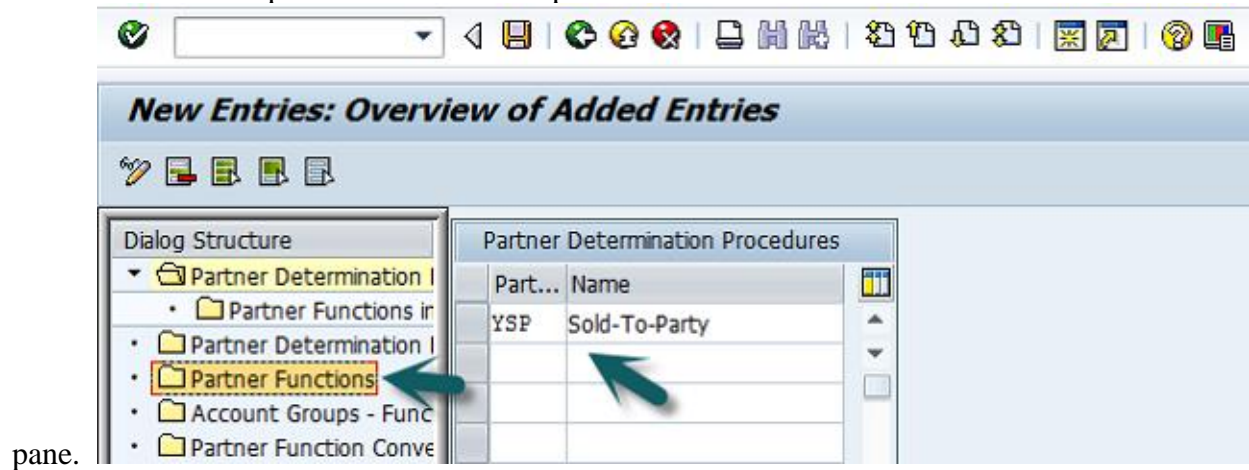
A new window will open. Select the Partner Object and click the Change button.



It will open a new window with the name Partner Determination Procedures. Go to New Entries.

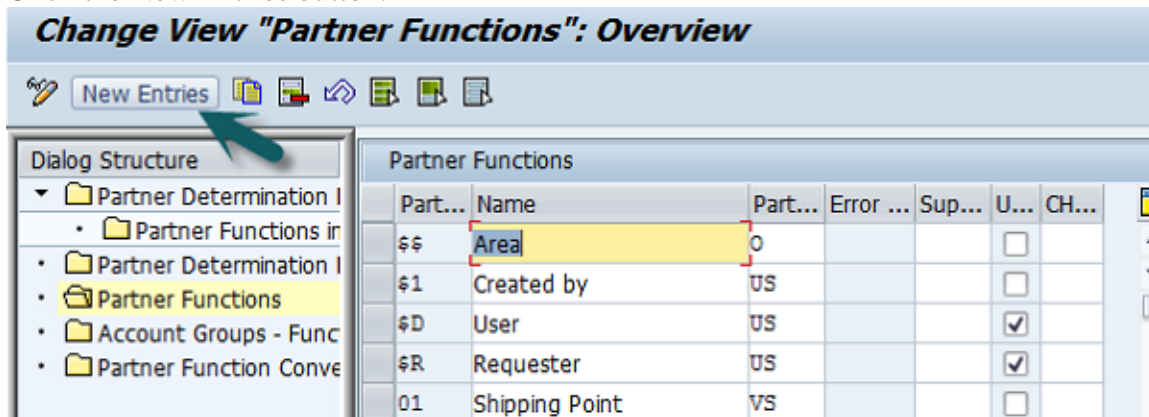


Enter the name and partner determination procedure and double click on Partner Function in left



pane.

Click the New Entries button.



Enter the Partner function details – Name, Type, etc. KU- stands for Customer.

New Entries: Overview of Added Entries

Dialog Structure

- Partner Determination I
 - Partner Functions in
 - Partner Determination I
 - Partner Functions
 - Account Groups - Func
 - Partner Function Conve

Part...	Name	PartnerTy.	Error ...	Sup...	U...	C...
SP	Sold-To-Party	KU			<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	
					<input type="checkbox"/>	

Next is to click on the Partner Function under Partner Determination Procedure node and enter the details Partner Det. Procedure, Name, Partner Function.

Then, we need to assign this partner determination procedure to the Partner Object. The Partner Object would be a Customer for this example. Then Click on Account Groups and Select the Account group name from the list. Once it is done, Click **Save**, it will save the partner function.

Suppose you have implemented SAP in your company and now you want to put all your stocks in the SD system. For this, **use T-Code: MB1C Movement Type: 561** this is for Good receipts without reference.

Enter Other Goods Receipts: Initial Screen

☐ New Item To Reservation... To Order... WM Parameters...

Document Date: 29.01.2016 Posting Date: 29.01.2016

Material Slip:

Doc.Header Text: GR/GI Slip No.:

Defaults for Document Items

Movement Type: 561 Special Stock: ☐

Plant: 1000 Reason for Movement:

Storage Location: 0002 ☐ Suggest Zero Lines

Movement Type: 501 – this is used for receiving goods with a Purchase Order.

A new window will open. Enter the document date, Plant and storage location, Movement type, etc.

Select the Movement type from the list and Press Enter after selecting all the details.

526	Q	Receipt w/o production order into blocked project stock	526Q
526	E	Receipt w/o production order into blocked stock - reversal	526E
526	E	Receipt w/o prod. order into blkd sales order st. - reversal	526E
526	Q	Receipt w/o production order into blocked project st. - rev.	526Q
531		Receipt of by-product into unrestricted-use stock	531
531	E	Receipt of by-product into unrestr. sales order stock	531E
531	Q	Receipt of by-product into unrestricted project stock	531Q
532		Receipt of by-product into unrestricted-use stock - reversal	532
532	E	Receipt of by-product into unrestr. sales order - reversal	532E
532	Q	Receipt of by-product into unrestr. project stock - reversal	532Q
561		Receipt per initial entry of stock balances into unr.-use	561
561	E	Receipt per init. entry of stck balances to unr. sales ord.	561E
561	F	Receipt Per Init. Entry of Stk Bal. to Unres. Subcon Sls Ord	561F
561	I	Receipt Per Init. Entry of Stock Bal. to Unrestr. Subcon RTP	561I
561	J	Receipt Per Init. Entry of Stock Bal. to Unres. Subcon Consig	561J

A new window will open. Enter the material code and quantity for which stock needs to be created and then click Save.

Enter Other Goods Receipts: New Items

To Reservation... To Order... To Purchase Order...

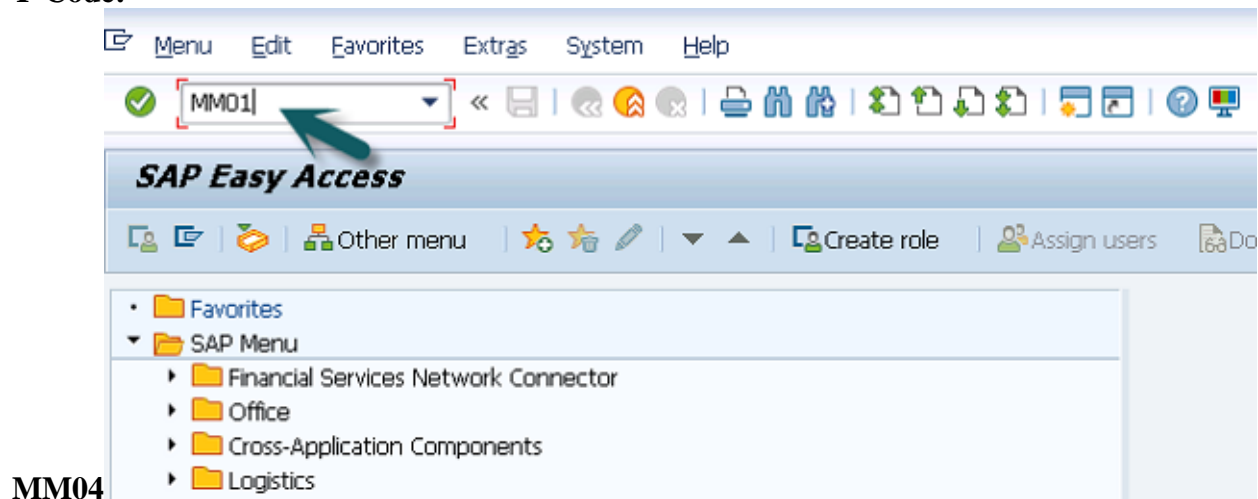
Movement Type 561 GI entry of st. bals

F Item	Material	Quantity	UnE	SLoc	Batch	Re	Plant
1	950	10		0002			1000
2				0002			1000
3				0002			1000

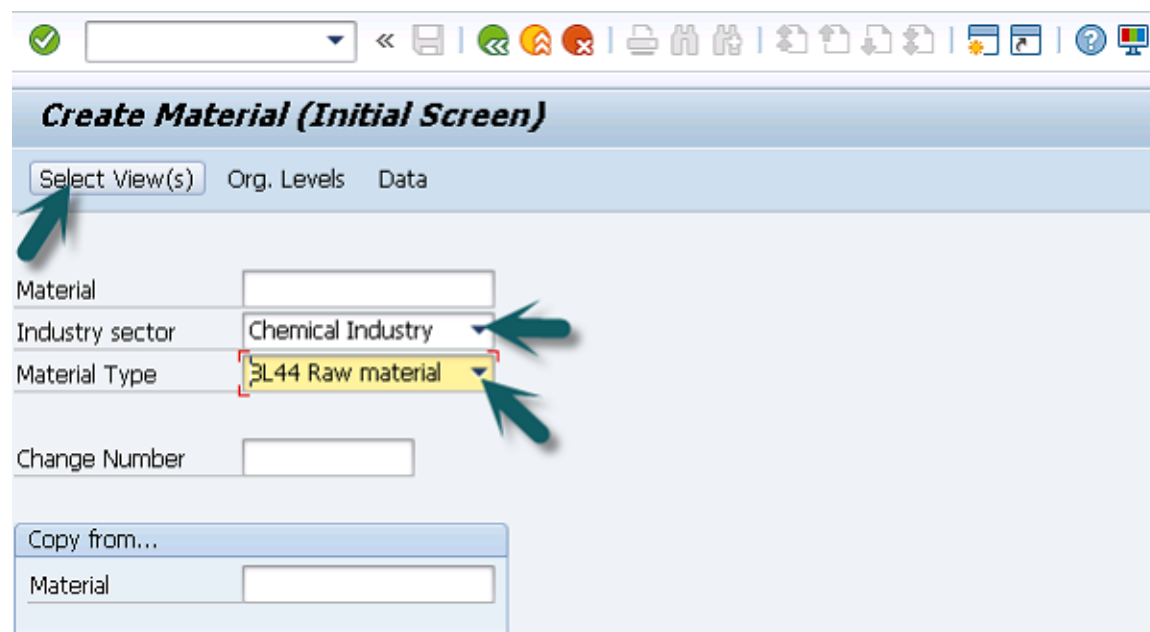
A message Document 300045646 posted will be displayed.

Material Master is created in SAP SD system by the material department. Once it is created, the person who manages sales related material has to extend sales views.

Use **T-Code: MM01** to create material master for different views. To check the changes, use **T-Code:**



A new window will open. Enter the Industry Sector and Material Type. Click Select View(s).



Select Sales Org Data 1, Sales Org Data 2, Sales: General/Plant Data and click the Green tick mark

Create Material (Initial Screen)

Select View(s) Org. Levels Data

Material

Industry sector

Material Type

Change Number

Copy from...

Material

Select View(s)

View	
Basic Data 1	
Basic Data 2	
Classification	
Sales: Sales Org. Data 1	
Sales: Sales Org. Data 2	
Sales: General/Plant Data	
Foreign Trade Export Data	
Sales Text	
Purchasing	
Foreign Trade Import Data	
Purchase Order Text	
MRP 1	
MRP 2	
MRP 3	
MRP 4	
Forecasting	
General Plant Data / Storage 1	

☐ View selection only on request

☐ Create views selected

☒ Org. Levels
 Data

 Default Setting

below.

Then a new window will open. Enter the Plant, Sales Organization and Distribution Channel for which the material is to be extended. Repeated entries have to be made for various materials with the above selections.

Create Material (Initial Screen)

Select View(s) Org. Levels Data

Material

Industry sector Chemical

Material Type BL44 R

Change Number

Copy from...
Material

Organizational Levels

Organizational levels

Plant 1100

Sales Org. 0005

Distr. Channel 01

☐ Org. levels/profiles only on request

A new window will open, then you can enter the following details –

- Material Details
- Base unit of Measure
- Division
- Material Group
- Tax

Then, go to Sales Org 2 tab. This information is required for analysis.

- **Material Statistics Group** – Value should be ‘1’ always. Value in this field with Customer Statistical Group maintained in customer master will update the information system.
- **Gen Item Category Group and Item Category Group** – Generally for Finished Products value NORM will default in both the fields.

Create Material 2850 (BL44 Raw material)

Additional Data Org. Levels Check Screen Data Lock

Sales: sales org. 1 Sales: sales org. 2 Sales: general/plant Foreign...

Material 2850 Raw Material

Sales Org. 0005 Germany Frankfurt

Distr. Chl 01 Direct Sales

Grouping terms

Matl statistics grp	1	Material pricing grp	
Volume rebate group		Acct assignment grp	
Gen. item cat. grp	NORM	Item category group	NORM
Pricing Ref. Matl			
Product hierarchy			
Commission group			

Material groups

Material group 1		Material group 2		Material group 3	
Material group 4		Material group 5			

Product attributes

<input type="checkbox"/> Product attribute 1	<input type="checkbox"/> Product attribute 2	<input type="checkbox"/> Product attribute 3
<input type="checkbox"/> Product attribute 4	<input type="checkbox"/> Product attribute 5	<input type="checkbox"/> Product attribute 6
<input type="checkbox"/> Product attribute 7	<input type="checkbox"/> Product attribute 8	<input type="checkbox"/> Product attribute 9
<input type="checkbox"/> Product attribute 10		

Go to Sales – General/Plant tab. Enter the value of Availability check, Transport group and loading group, SerialNoProfile (managed if base unit of measure is discrete, not required here) and Press Enter →

Create Material 2850 (BL44 Raw material)

Additional Data Org. Levels Check Screen Data Lock

Sales: sales org. 2 Sales: general/plant Foreign trade export Sales text

Material: 2850 Raw Material:

Plant: 1100 Berlin

General data

Base Unit of Measure: /μl /uliter Replacement part: ☐

Gross Weight: KG Qual.f.FreeGoodsDis.: ☐

Net Weight: Material freight grp:

Availability check: 02 Individual reqmt: ☐ Appr.batch rec. req.: ☐

☐ Batch management

Shipping data (times in days)

Trans. Grp: 0002 In liquid form: ☐ LoadingGrp: 0002 Forklift: ☐

Setup time: Proc. time: Base qty: /μl

Packaging material data

Matl Grp Pack.Matls:

Ref. mat. for pckg:

General plant parameters

☐ Neg.stocks Profit Center: SerialNoProfile: 0002 ☐ DistProf:

Yes

Material 2850 created

You will get a confirmation message.

here are different types of customer account groups that can be created.

Group	Name
-------	------

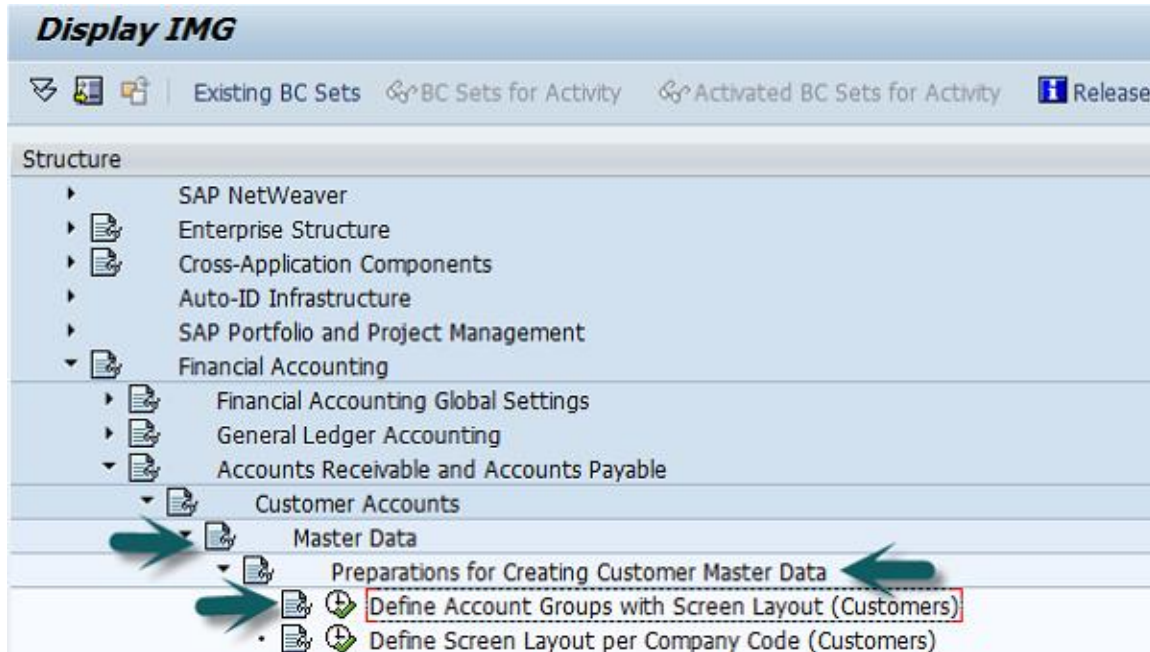
X001	Domestic Customers
------	--------------------

X002	Export Customers
------	------------------

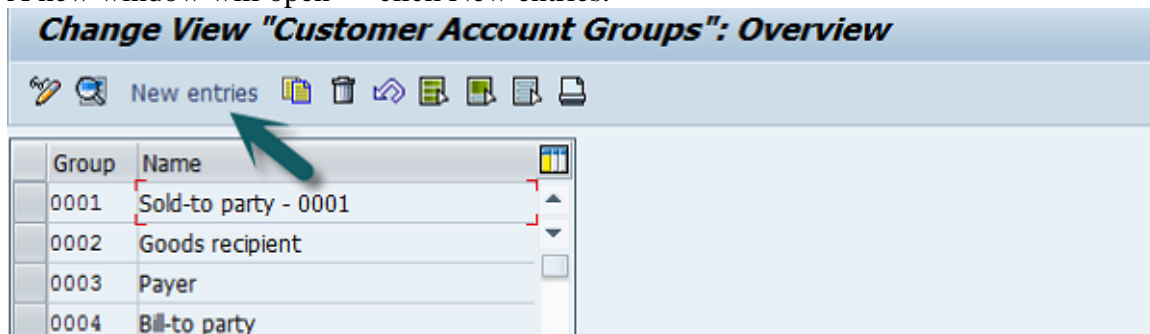
X003	One Time Customers
------	--------------------

How to create a Customer Account Group?

Go to SPRO → SAP Reference IMG → Financial Accounting → AR and AP → Customer Accounts → Master Data → Preparations for creating customer master data → Define Account Groups with screen layout (Customers) → Execute







A new window will open → click New entries.




Then again a new window will open. Enter the following details in it.


- **Customer Account Group** – Enter a 4-digit account group.
- **Name** – Enter a name under the General data field.
- **Field Status** – Click on the Company code data.

New Entries: Details of Added Entries

Edit field status    

Account group 

General data


Name 

One-time account ☐

Output determ.proc.

Field status


General data

Company code data 

Sales data

Once you select the field status, a new window will open. Then, select Account Management from the selected group and the click Reconciliation account 'Req. Entry'

Maintain Field Status Group: Overview

 Subgroup list

General Data


Acct group X001

Dom. Customer

Company code data

Page 1 / 1

Select Group

Account management 

Payment transactions

Correspondence

Insurance

W/holding tax data, w/h tax 2

Maintain Field Status Group: Account management

Field check

General Data

Acct group X001

Dom. Customer

Company code data

Page 1 / 1

Account management

	Suppress	Req. Entry	Opt. entry	Display
Reconciliation account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Once this is done, click **Save** to save this configuration. Similarly, you can also create X002, X003 for other customers.

All Sales activities in this SAP SD system can be divided into presales and post sales activities. **Pre-sales activities** are classified as activities that take place before a product is sold to the customer. In contrast, **post-sales activities** are those that take place after a product is sold.

There are two types of pre-sales activities in Sales and Distribution –

Inquiries

Inquiries are the inquiries received from customers like, if a product is available, costing of product, delivery of a product, etc.

Different T-Codes

- **VA11** – Create Inquiry Logistics → Sales and Distribution → Sales → Inquiry → Create.
- **VA12** – Change Inquiry
- **VA13** – Display/Search Inquiry

Quotation

A quotation is a legal document to the customer for delivery of goods and services.

Different T-Codes

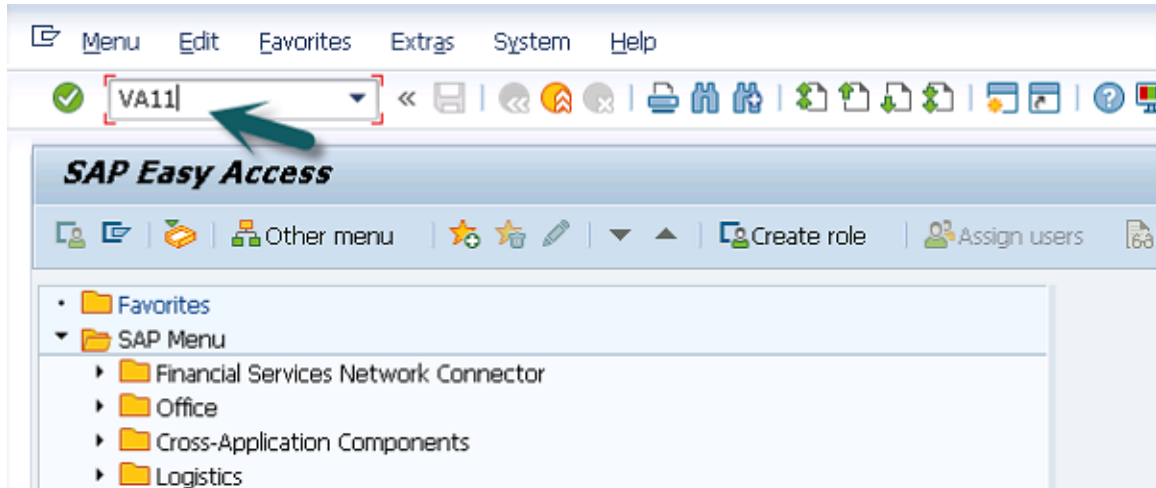
- **VA21** – Create Quotation
- **VA22** – Change Quotation
- **VA23** – Display/Search Quotation

In this chapter, we will see how to create inquiries in SAP SD.

Create Inquiries

An Inquiry is not a legal document and is used to record the information about delivery or services from customers. The information that is captured using an inquiry is related to materials and quality of goods.

Menu Path: Logistics → Sales and Distribution → Sales → Inquiry → Create T-Code: VA11



When you run this T-code, you need to fill the below information to create an inquiry.

Field	Data
Inquiry type	ZEC 1 (IECPP inquiry)
Sales organization	4000
Distribution channel	40
Division	00

Enter Inquiry Type as IN and Organizational Data as below and then click Sales.

The screenshot shows the SAP 'Create Inquiry: Initial Screen' interface. At the top, there is a toolbar with various icons. Below the toolbar, the title 'Create Inquiry: Initial Screen' is displayed. Underneath the title, there are three tabs: 'Create with Reference', 'Sales', 'Item overview', and 'Ordering party'. The 'Sales' tab is selected, and a blue arrow points to it. Below the tabs, there is a section for 'Inquiry Type' with a dropdown menu showing 'IN'. A red bracket highlights this section, and a blue arrow points to it. Below the 'Inquiry Type' section, there is a section titled 'Organizational Data' with a blue arrow pointing to it. This section contains a table with the following data:

Organizational Data	
Sales Organization	4000
Distribution Channel	40
Division	00
Sales Office	4000
Sales Group	400

The Sales Office is an optional entry, which helps in reporting. Then a new window will open. Enter Partner Function (Sold-To-Party/Ship-To-Party). Enter the material code and quantity and then Click Save.

Create Inquiry: Overview

Inquiry: Net value:

Sold-To Party:

Ship-To Party:

PO Number: PO date:

Sales | Item overview | Item detail | Ordering party | Procurement | Shipping | Reason

Req. deliv.date: Deliver.Plant:

Valid from: Valid to:

☐ Complete div. Total Weight:

Pricing date:

Total amount: Doc. Currency: /

Payment terms: Incoterms:

Order reason:

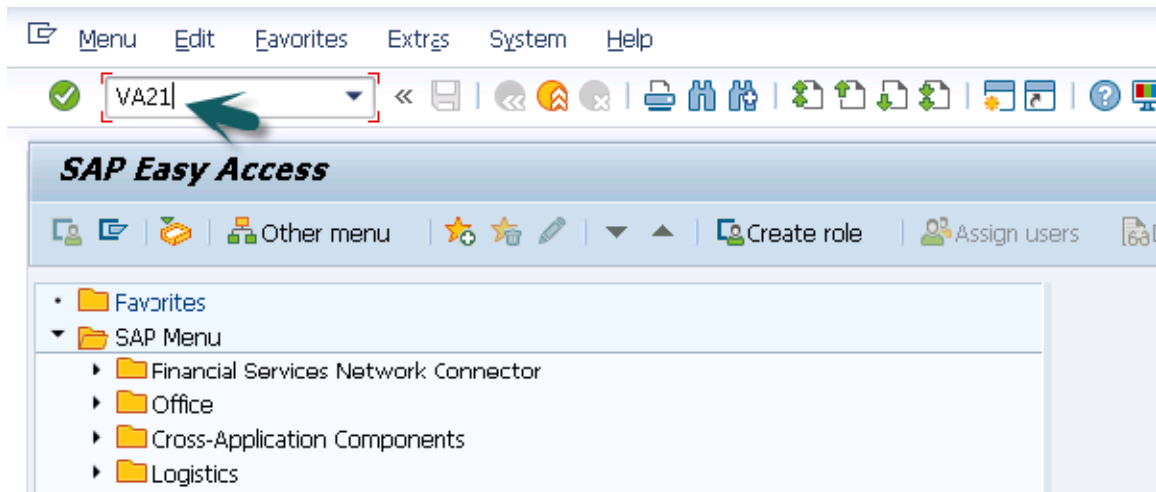
Sales area: / / Canada, Toronto, New business, Cross-division

All items						
Item	Material	Order Quantity	Un	Description	S	Customer Material Nur
1	2450	10	EA	Raw Maerial	<input type="checkbox"/>	

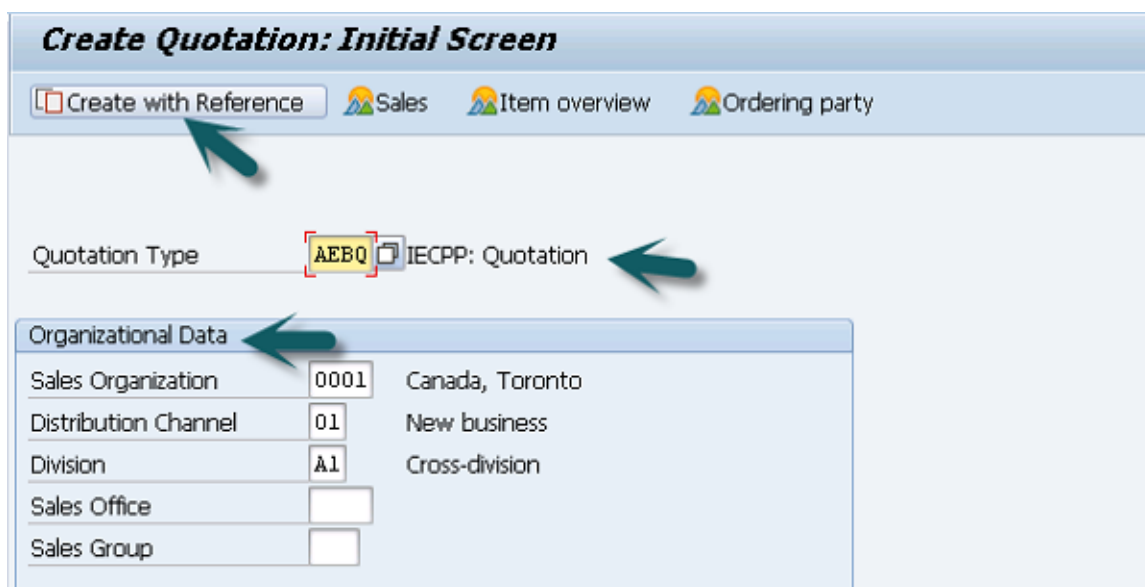
A Message – Inquiry 10000037 has been saved will be displayed.

A **quotation** is a legal document to the customer for delivery of goods and services. This is normally issued after an inquiry from the customer or without an inquiry.

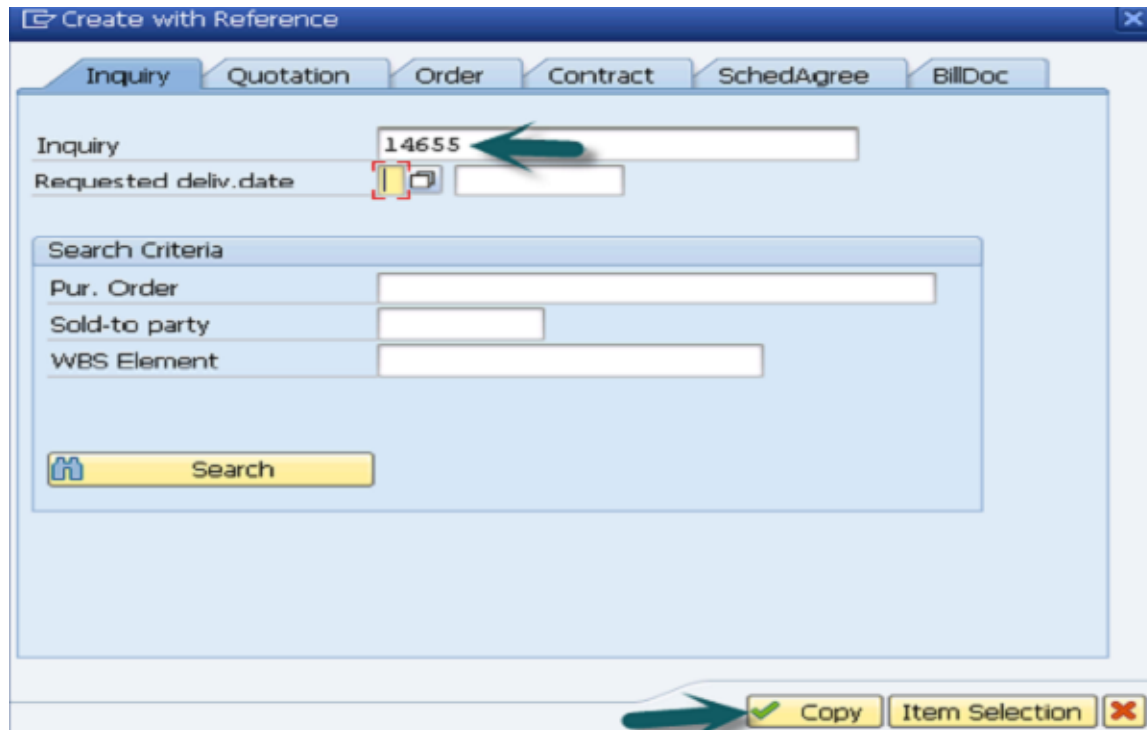
SAP R/3 Menu – Logistics → Sales and Distribution → Sales → Quotation → Create **T-Code: VA21**



Enter the Quotation Type, then you can enter the Sales Organization, Distribution Channel, Division and then click Create with Reference.



A new window will open, then enter the Inquiry number and click Copy. It will fetch all the details from that Inquiry document.



Create with Reference

Inquiry Quotation Order Contract SchedAgree BillDoc

Inquiry 14655

Requested deliv.date

Search Criteria

Pur. Order

Sold-to party

WBS Element

Search

Copy Item Selection

Then another new window will open. Enter the following details –

- Enter Partner Function, Sold-To-Party, Ship-To-Party
- Enter Purchase Order #
- Enter Valid from and Valid to Date
- Enter Quantity of material

After this, click save. A Message will be displayed Quotation 40000047 has been saved.

Sales support is one of the key components in Sales and Distribution module. It is also called computer Aided Selling, SD-CAS. This module helps organizations to create new sales, tracking of existing sales, and performance as well, which eventually helps in improving the marketing and sales of an organization.

This SAP SD Sales support module provides an option of creating an email list of the customers and directly sending mails for new leads. The sales support stores all the data pertaining to the sales and distribution related to customers, products, materials, competitor products, etc.

SAP Sales Support Tables

- VBKA
- TKSF
- TVC6
- TVC5

SAP Sales Support Transaction Codes

- VC01
- OV4Z
- VC05
- VC00

- VOC1

There are various modules which are helpful in creating, processing, as well as controlling the sales and distribution operations. These include –

- Sales Order Processing
- Creation of Sales Order with Reference
- Item Categories
- Schedule Lines Categories
- Copy Control
- Log of Incomplete Items

In this chapter, we will discuss how to process sales orders in SAP SD.

Sales Order Processing

Sales order processing describes a function related to the wholesale part of an organizational business.

The most common functions under the sales order processing are –

- Availability of the articles purchased.
- Checking for incomplete data.
- Checking the status of the sales transaction.
- Calculation of pricing and taxes.
- Schedule the deliveries of goods.
- Printing of documents or e-transfer of documents.

All these functions can be configured automatically or manually as per the system configuration. The data from these functions is stored in a sales document and can be changed manually during the processing. A sales document can be a single document or can be part of a series consisting of interrelated documents.

Example

There is a customer telephone inquiry in the system. Then the customer requests a quotation, which can be created by referring to the same inquiry. Next, assume that the customer places an order on

the basis of that quotation and a sales order is created by copying the information from this quotation and if at all there are any modifications that are required. The merchandise is then shipped and the bill is sent to this customer. After the delivery of goods, this customer raises a claim of damaged articles. Then a delivery can be created free of charge with reference to the sales order.

All these sales documents – starting with the inquiry, quotation, raising a sales order, delivery of goods, billing document to customer and the free of charge delivery forms a document flow. The data flow from one document to another removes or decreases the practice of manual processing and helps in simpler problem resolution.

A Sales order is a request made by a customer to the company for delivery of some defined quantity of goods or a service in a specific time period.

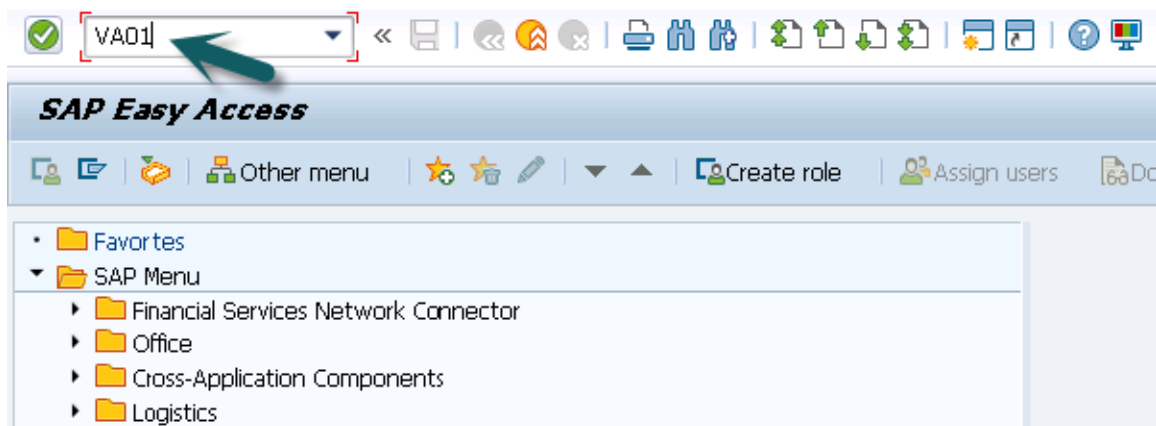
The Structure of a Sales Order

An inquiry from a customer consists of one or more items that contains the quantity of a material or service entered in the order. The quantity in a sales order is further divided into business lines and comprises of various subsets and delivering dates. The items mentioned in the Sales order are combined in a hierarchy and allows to differentiate between batches or to use combinations of materials. All the valid conditions on these items are mentioned in item conditions. These conditions for an item can be derived via a full condition and can be valid for the entire sales order.

You can divide an item to multiple billing plan deadlines and each of them will tell you the time, when a fixed amount of the item is to be billed.

- **VA02** – Edit a Sales Order.
- **VA03** – Display a Sales Order.

T-Code: VA01 Create a Sales Order



Create Sales Order: Initial Screen

☒ Create with Reference Sales Item overview Ordering party

Order Type

Organizational Data

Sales Organization	<input type="text" value="0001"/>	Sales Org. Germany
Distribution Channel	<input type="text" value="01"/>	Direct Sales
Division	<input type="text" value="01"/>	
Sales Office	<input type="text"/>	
Sales Group	<input type="text"/>	

A new window will open, then you can enter the below details –

Enter the Order Type, below order types are available. Enter the sales organization, distribution channel and division. You can also click on Create with Reference option to open a Sales order with reference to an inquiry or even a quotation.

CR	Credit Memo
GK	Master Contact
KA	Consignment Pick-up
KB	Consignment fill-up
KE	Consignment issue
FD	Delivery free of charge
CQ	Quantity contract
SD	Subsequent Del. Free of charge
KR	Consignment returns

DR	Debit memo request
PV	Item Proposal
RE	Returns
RK	Invoice correction request
RZ	Returns scheduling agreement
SO	Rush order
OR	Standard Order

Once you click on Create with Reference, a new window will open. Enter the Quotation number and click on Copy.

Create Sales Order: Initial Screen

☐ Create with Reference Sales Item overview Ordering party

Create with Reference [X]

Inquiry Quotation Order Contract SchedAgree BillDoc

Quot. 14656 [Copy icon]

Requested deliv.date [] []

Search Criteria

Pur. Order []

Sold-to party []

WBS Element []

Search


Copy Item Selection


It will open a new window. Enter the following details –

- Enter Ship-To-Party, Purchase Order and Date.
- Enter the Required Delivery Date.
- Enter the item details.

Create standard order: Overview

standard order Net value 0,00 EUR

Sold-to party 1 COMPANY TESTER // 

Ship-to party 1 COMPANY TESTER // 

PO Number test PO date

Sales Item overview Item detail Ordering party Procurement Shipping Config

General header data

Sales Doc. Type OR standard order ☒ standard ord... ☐ standard ord...

Description

Req. deliv.date C 21.02.2012 Deliver.Plant

Contract start Contract end

☐ Complete dlv. Total Weight 0 KG

Delivery block Volume 0,000


Billing block Pricing date 21.02.2012

All items

Item	Material	Order Quantity	Un	S	Description	Ct
101			BBG	<input type="checkbox"/>	Sujana - test material	

In VA01, it allows you to enter header data and item data. Then to enter Header data, click on Goto Tab → Header and select header data. The next step is to click on the Goto tab → Item → select item data and once done click on OK.

After this you can click on the save icon at the top. You will get a confirmation message –

 standard order 7631 has been saved

