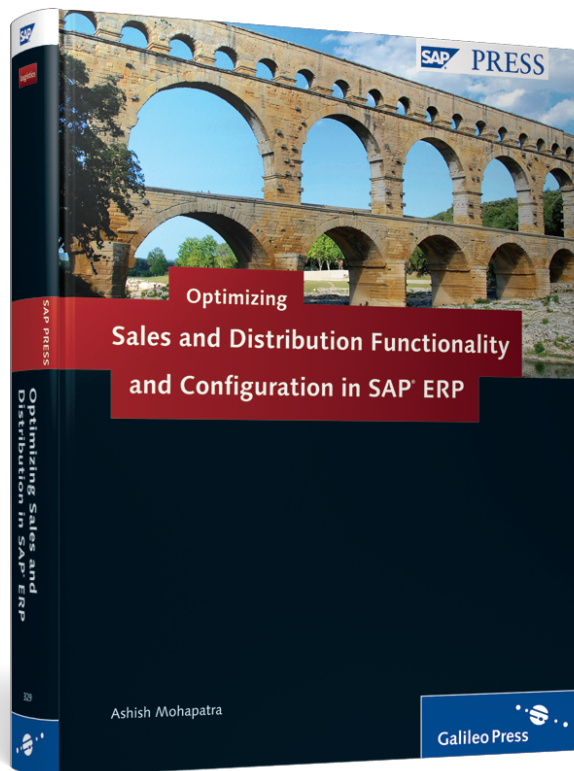


Ashish Mohapatra

Optimizing Sales and Distribution in SAP® ERP

Functionality and Configuration



 Galileo Press®

Bonn • Boston

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After reading this chapter, you should be able to understand how you can reduce maintenance efforts by creating common distribution channels and divisions, how to customize master data fields, how to modify your screen layout, and how you can carry out specific changes to different master records on a mass scale.

2 Master Data

Master data consists of information that does not change frequently (e.g., addresses) and pertains to customers, employees, SAP system users, materials, batches, condition records (discussed later), vendors, and more. Master data is composed of individual master records; for example, a single customer will have a customer master record, and all of the customer master records together make up the customer master data. Because SAP software was created with the objective of serving almost any company, regardless of its size, industry, or country, predefined master data requires very little customization.

In this chapter, we briefly list the suggested steps for customizing master data fields, focusing specifically on master data relevant for Sales and Distribution and explain how to manage master data post-implementation. Specifically, we go into detail about the following types of master data:

- ▶ Customer master data
- ▶ Customer credit master data
- ▶ Material master data
- ▶ Batch management master data

We then conclude with a brief overview of some of the other types of master data. Many of these types are created and maintained in other components, some overview knowledge is helpful for those interested in Sales and Distribution.

2.1 Customer Master Data

In SAP systems, customer master records are broadly divided into three parts: general data, company code data, and sales area data. This data is stored in tables,

which consist of fields that are important from a Financial Accounting and Sales and Distribution perspective. General data contains address, communication, control, marketing, payment transaction, unloading point, contact person, and foreign-trade-related information. General data is stored in KNA1, ADRC, ADR2/3/4/5, and other tables. Company code data is stored in Table KNB1 and mainly contains the fields important from a Financial Accounting perspective. Sales area data is stored mainly in Table KNVV and mainly contains the fields important from a Sales and Distribution perspective. The information about partners defined in the customer master record is stored in Table KNVP. There are different transactions that allow you to create, change, and display customer master data based on the combination of areas to be maintained.

SAP Tables

There are close to a hundred thousand standard tables in SAP ERP. These tables store the information (data). Some of them do not store data but pool information from other tables for use or display. All of the tables have columns and rows. Each row is a record. The tables that store the data are available in the Oracle® database that SAP uses. These can be used by non-SAP components as well, but the other types of tables, not available on the Oracle database, are for exclusive use in SAP systems.

In the subsections below, we discuss how to optimize customer master record maintenance using common distribution channels and divisions, how to create customer account groups, how to customize customer master record fields, and how to utilize the tools for mass maintenance.

2.1.1 Reducing Sales Areas

A *sales area* is a combination of sales organizations, distribution channels, and divisions. We represent it by a key that combines all three of these organizational units (for example, a sales area composed of sales organization 1000, distribution channel 10, and division 30 would be referred to as sales area 1000-10-30). The customer master records of one sales area are not available for use by another; thus, if the customer is valid for several sales areas, you must create separate customer records for all of these sales areas. Although this may make the maintenance of customer master records sound difficult, the process is facilitated by the use of a *common distribution channel and division*, which allows you to effectively reduce the number of sales areas for which the customer master record is to be created. We discuss the process of defining common distribution channels and divisions in the subsections below. At the end of the section, we explain how these configurations result in a reduced amount of sales areas and hence a reduction in maintenance effort.

Defining Common Distribution Channels

Common distribution channels are defined using the menu path SAP IMG • SALES AND DISTRIBUTION • MASTER DATA • DEFINE COMMON DISTRIBUTION CHANNEL (Transaction VOR1, Table V_TVKOV_ST), as shown in Figure 2.1. In addition to customer master records, common distribution channels can also be defined for material master records (which we discuss in more detail in Section 2.3). For any distribution channel, another distribution channel can be defined as the common distribution channel. The master data record or condition record maintained for a distribution channel is applicable for all distribution channels for which it is maintained as the common distribution channel.

SOrg.	DChl	Name	DCh-Conds	Name	DCh-Cust/Mt	Name
7000	70	Direct Sales	70	Direct Sales	70	Direct Sales
7000	71	Internal Transfer	70	Direct Sales	70	Direct Sales
7000	72	Exports	72	Exports	70	Direct Sales

Figure 2.1 Defining a Common Distribution Channel

To make one distribution channel a common distribution channel for another distribution channel's condition records, enter the common distribution channel in the DCh-Conds column. As shown in Figure 2.1, distribution channel 70 is a common distribution channel for distribution channels 70 and 71, but not 72.

Similarly, to make a distribution channel common for other distribution channels to share customer and material master records, enter it in the DCh-Cust/Mt column. As shown in Figure 2.1, distribution channel 70 is the common distribution channel for distribution channels 70, 71, and 72. As a result, the customer master record created for sales area 7000-70-10 (where the sales organization is 7000, the distribution channel is 70, and the division is 10) automatically becomes valid for sales areas 7000-71-10 and 7000-72-10.

Note

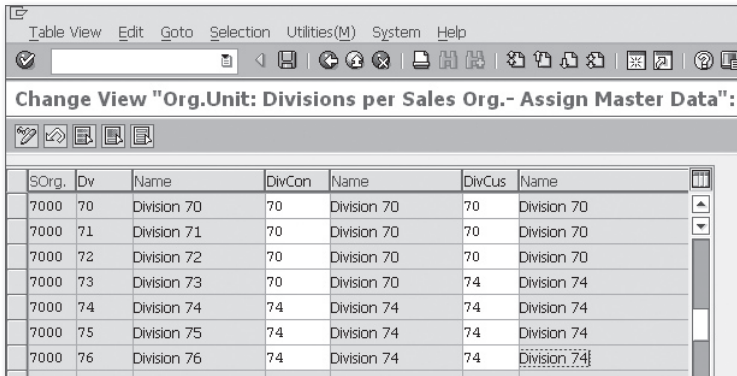
In addition to customer master records, common distribution channels can be defined for condition records. The common distribution channel for a specific distribution channel defined for reducing the number of required customer master records automatically becomes relevant for material master record creation.

Defining Common Divisions

Common divisions are defined via SAP IMG • SALES AND DISTRIBUTION • MASTER DATA • DEFINE COMMON DIVISION (Transaction VOR2, Table V_TVKOS_ST), as shown in Figure 2.2.

Note

In addition to customer master records, common divisions can also be defined for condition records.



The screenshot shows a SAP Table View window titled "Change View 'Org.Unit: Divisions per Sales Org.- Assign Master Data'". The table contains the following data:

SOrg.	Dv	Name	DivCon	Name	DivCus	Name
7000	70	Division 70	70	Division 70	70	Division 70
7000	71	Division 71	70	Division 70	70	Division 70
7000	72	Division 72	70	Division 70	70	Division 70
7000	73	Division 73	70	Division 70	74	Division 74
7000	74	Division 74	74	Division 74	74	Division 74
7000	75	Division 75	74	Division 74	74	Division 74
7000	76	Division 76	74	Division 74	74	Division 74

Figure 2.2 Defining Common Divisions

The division in the DivCus column is the common division for the division listed in the Dv column and is used for creating and sharing customer master records. As shown in Figure 2.2, division 70 is common for divisions 70, 71, and 72, and division 74 is common for divisions 73, 74, 75, and 76. As a result, customer master records created for sales area 7000-70-70 (where the sales organization is 7000, the distribution channel is 70, and the division is 70) becomes automatically valid for sales areas 7000-70-71 and 7000-70-72.

If you combine the examples shown in Figures 2.1 and 2.2 without a common distribution channel and division, the total number of possible sales areas is 21. If all sales areas are valid for you, and if a customer is valid for all sales areas, you would have to create that customer 21 separate times. However, with the customization of common distribution channels and divisions, even when all sales area are defined and when a customer is valid for all areas, you can drastically reduce the number of times you must create the customer. In this example, you need only create the customer in two sales areas (7000-70-70 and 7000-70-74).

2.1.2 Defining Customer Account Groups

Customer account groups are created primarily to route financial postings to specific SAP General Ledger (GL) accounts; for example, the sales figures for all domestic retail customers may go to the same reconciliation account. All of the foreign customers may be created in a different customer account group, and there is a different reconciliation account (GL) for them. The menu path for creating a customer account group is SAP IMG • FINANCIAL ACCOUNTING (NEW) • ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE • CUSTOMER ACCOUNTS • MASTER DATA • PREPARATIONS FOR CREATING CUSTOMER MASTER DATA • DEFINE ACCOUNT GROUPS WITH SCREEN LAYOUTS (CUSTOMERS). The transaction code is OBD2.

The steps for creating a customer account group are provided below:

1. Find the standard SAP template that is closest to what you want to create. Copy the selected template using the Copy As ([F6]) icon, as shown in Figure 2.3. The screen shown in Figure 2.4 appears with the message "Specify target entries."

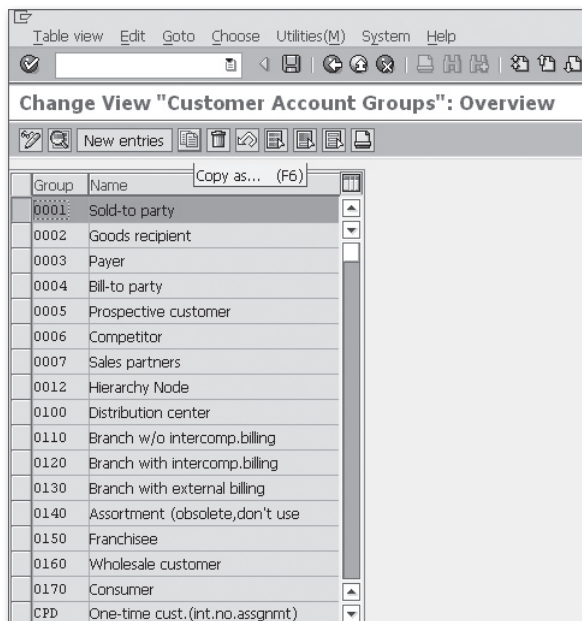


Figure 2.3 Creating a Customer Account Group

2. Enter basic information. Provide the account group name (it does not have to start with Y or Z) and a description for the account group code in the Name field. If the account group is for one-time customers, select the One-Time Account checkbox. If the output determination procedure is the same for all customers in a group, enter it in the Output Determin.Proc. field.
3. Maintain field statuses. The customization of account groups also involves the maintenance of the field status of all customer master fields, also referred to as the maintenance of screen layout. This activity determines how the customer master screens look. Any field can have one of four statuses: *Suppressed*, *Required Entry*, *Optional Entry*, or *Display*. To assign a field status, double-click on General Data, Company Code Data, or Sales Data in the screen shown in Figure 2.4. (We have double-clicked on General Data in our example.)

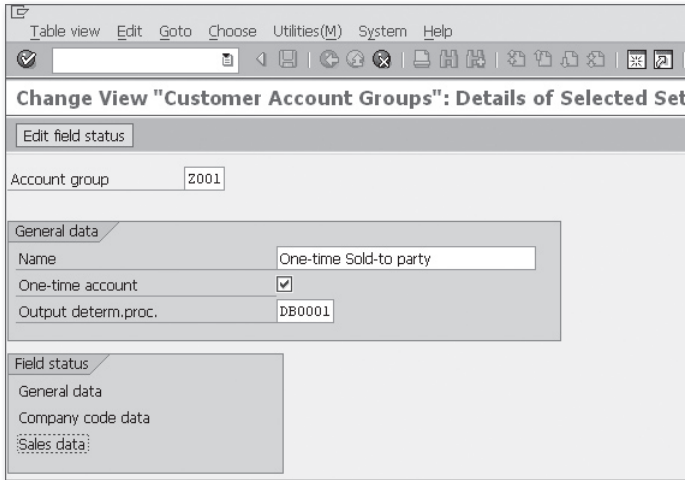


Figure 2.4 Customizing a Customer Account Group

4. Double-click on a particular group of fields. In our example, we have double-clicked on Address (that screen is not shown), which takes you to the screen shown in Figure 2.5.
5. Modify the field status of individual master data fields. The screen for this is shown in Figure 2.5.

	Suppress	Req. Entry	Opt. entry	Display
Name 1/last name	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Form of address	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Search term A	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Name 2/first name	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Name 3, name 4	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Figure 2.5 Maintain Field Status Group

2.1.3 Customer Master Record Fields

In this section, we discuss how to customize a customer master record field. For most of the fields in customer master records, there are predefined possible entries. You may need to alter the predefined list (by adding, deleting, or modifying text), especially in a post-implementation scenario. Below we provide the steps used as a shortcut for customizing any customer master data field; in our example, we modify the Legal Status field. You can follow these steps to customize other master data record fields as well.

1. Execute Transaction VDO2. You can use this transaction for modifying the Legal Status field. Select the Marketing tab in the General Data area. The screen shown in Figure 2.6 appears. You can use Transaction XD02 instead of VDO2.
2. Press **F1**, keeping the cursor on the Legal Status field. The dialog box (Performance Assistance), also shown in Figure 2.6, appears.
3. Click on the Customizing icon highlighted in Figure 2.6. In some cases, this icon will be disabled (for example, for the Terms of Payment field, which is in the Billing tab in Sales Area data). In such cases, click on **F4** first, and then **F1**. The Customizing icon will then be *enabled*. When you click on the enabled Customizing icon, you see a dialog box where you can specify the project name and proceed. (You can also proceed without specifying the project, if authorized.)

This brings you to the configuration icon where you customize the object. If there are multiple locations where the customization can be done, the list appears in an intermediate screen.

4. Select the most relevant option. Your selection should be based on the relevant component (such as Sales and Distribution) and functionality (such as master data).
5. Click on the IMG Activity Documentation icon. Read the available documentation.
6. Click on the IMG-Activity icon (it looks like a clock). This starts the customization.
7. Follow the instructions in the documentation. In many cases, you just have to select an existing item and then click on the Copy As icon (or press **F6**). If only a new key and a description is required, as in the case of the Legal Status field, specify these as the target entries for copying and press **Enter**.
8. When copying is complete, save, and transport.

The screenshot shows the SAP 'Change Customer: General Data' interface. The title bar reads 'Change Customer: General Data'. Below the title bar are tabs for 'General Data', 'Company Code Data', 'Sales Area Data', and 'Additional Component'. The main area shows 'Customer' as 'AP00001' and 'Test Customer 1'. There are several sub-sections: 'Classification' with fields for Nielsen ID (01), Region 1, Regional market, Customer class. (AI), AP-RS-(ADONI), Hierarchy assignment, Industry (0001), Industry 0001, Industry code 1 (0001), and Industry code 01; 'Key figures' with fields for Annual sales, Employees (in), and Fi.Year Variant; and 'Sales prospecting' with 'Legal status' set to '21' and 'Proprietorship Firm'. A 'Performance Assistant' window is open over the 'Legal status' field, displaying the title 'Legal status Procedure' and the instruction 'Enter the appropriate code for the status under which'. The 'Use' section is partially visible at the bottom.

Figure 2.6 Customizing the Legal Status Field

2.1.4 Customer Mass Maintenance

Maintaining master records after implementation is a big task, and manual updating sometimes becomes impossible. When one field in several thousand master records must be changed without error within few minutes, mass maintenance tools are the best option. This section discusses several ways to take care of mass maintenance. In the first two subsections, we focus on using Transactions MASS and SE16N (with the SAP edit function). The last section briefly describes a few alternative options.

Transaction MASS

One way to accomplish customer master data mass maintenance is by using object type KNA1 in Transaction MASS (Menu path: SAP MENU • LOGISTICS • CENTRAL FUNCTIONS • MASS MAINTENANCE • MASS MAINTENANCE • DIALOG PROCESSING), as shown in Figure 2.7.

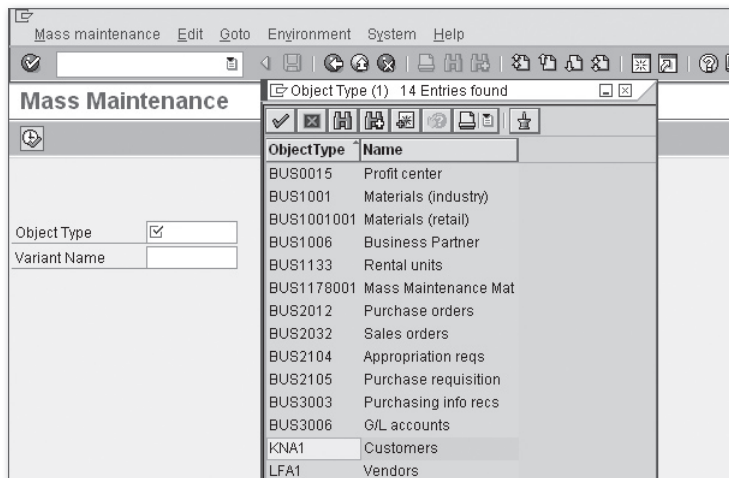


Figure 2.7 Object Types for Mass Maintenance

With Transaction MASS, you can make changes to several fields in several tables simultaneously. By selecting object type KNA1 and executing the transaction, you reach the screen shown in Figure 2.8 (which is the same screen that appears when you execute Transaction XD99; menu path: SAP MENU • LOGISTICS • SALES AND DISTRIBUTION • MASTER DATA • BUSINESS PARTNERS • CUSTOMER MASTER MASS MAINTENANCE). The Tables tab shows a list of tables that can be modified. The Fields tab lists both the name of the table and the fields.

Note

You can also use Transaction MASS for the mass maintenance of vendor master data (object type LFA1), GL account master data (object type BUS3006), or material master data (object type BUS1001).

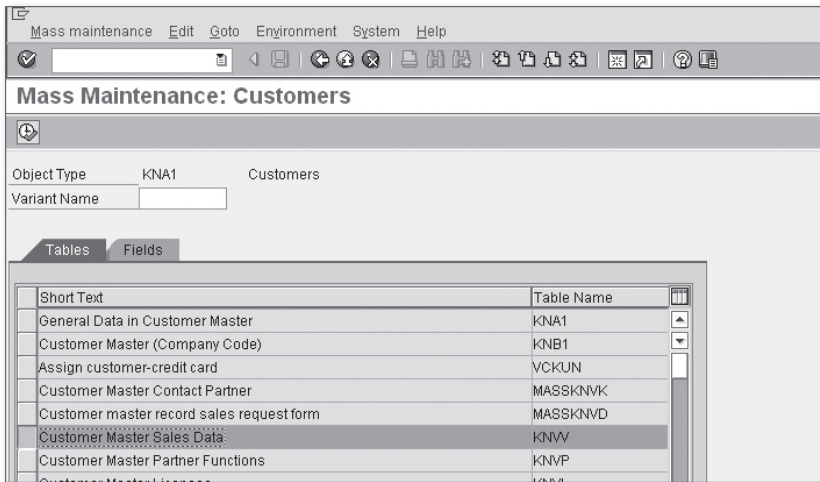


Figure 2.8 Mass Maintenance — Customers

Follow the steps below to use Transaction MASS:

1. Select the specific table and field to be modified. For example, if the customers belonging to a particular region (KNA1-REGIO) have a new customer pricing procedure (KNVV-KALKS), you would select Table KNVV in the Tables tab (Figure 2.8) or KNVV-KALKS in the Fields tab (Figure 2.9).

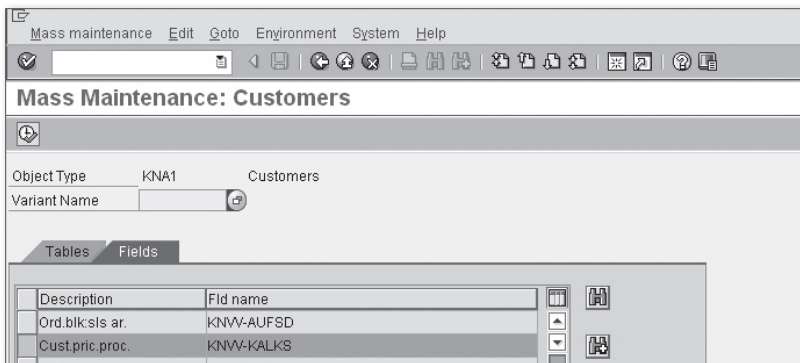


Figure 2.9 Mass Maintenance for Field KNVV-KALKS

- Execute. This action results in the screen shown in Figure 2.10. For our example, because you know that all of the customers of a particular region are to be changed, you can get a list of the customers using Transaction SE16 or SE16N and Table KNA1. Paste the list, press **F8**, and select Display All Records. This results in a list of customers with the existing value in the Cust.Pric.Procedure field, as shown in Figure 2.11.

Note

You press the Execution icon (or **F8** key) three times while executing Transaction MASS: first, in the first screen after you select the object (KNA1 for customer master), second, after you specify the table and the field (KNVV-KALKS), and third, after you enter the list or range of customers (or vendor or GLs or others as per the object selected) for which you want the mass change.

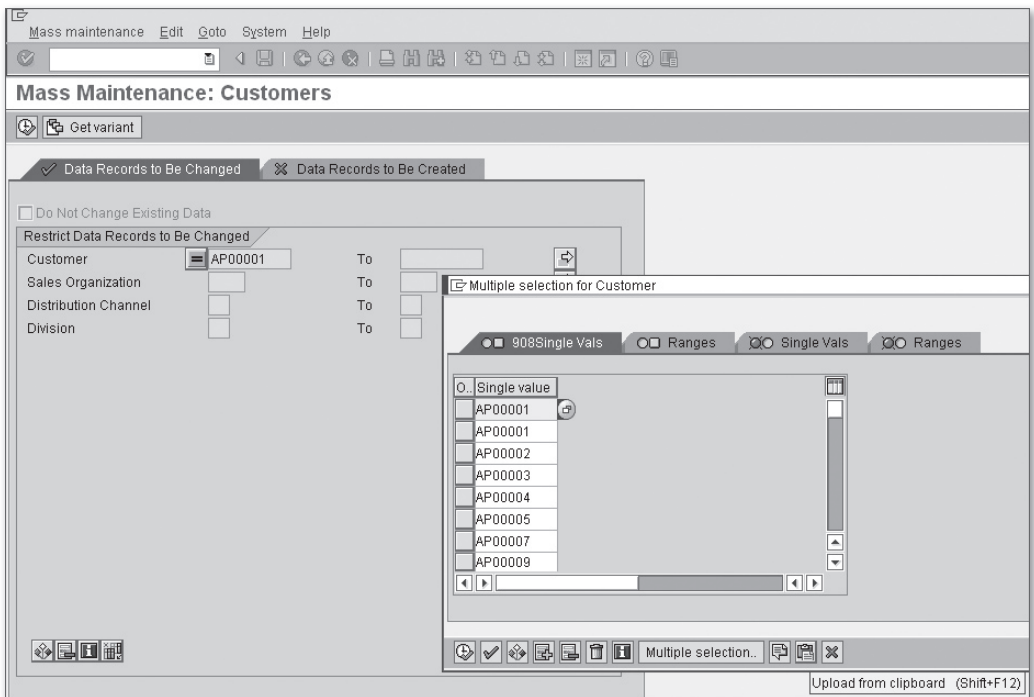


Figure 2.10 Uploading Customer List to be Modified

3. If you're using the Tables tab and not the Fields tab in step 1, click on the Select Fields icon. This is the first icon in the task bar shown in Figure 2.11.
4. A new dialog box opens, which is also shown in Figure 2.11. Select Cust.Pric. Procedure (KALKS) and bring it to the Selection Criteria table by clicking on the Choose icon (the black triangle pointing left).

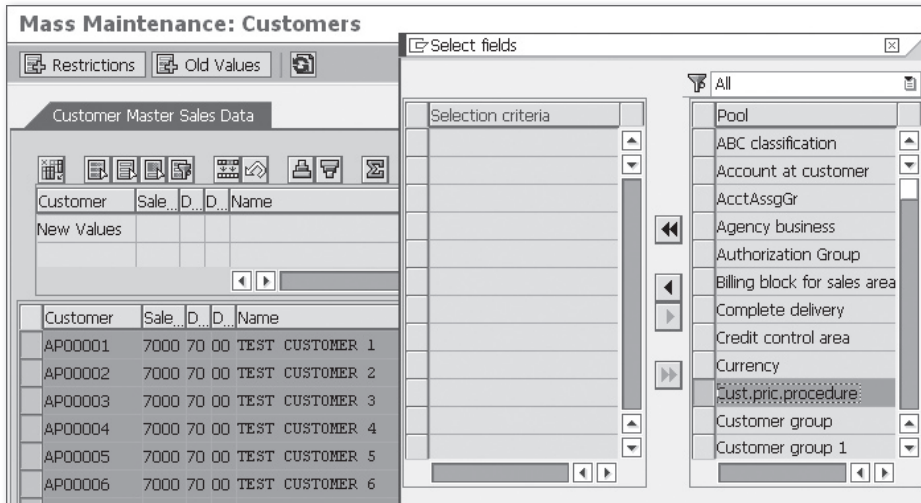


Figure 2.11 Inserting the KNVV-KALKS Field for Mass Maintenance

5. Enter the new value (9, in our example) in the Cust.Pric.Procedure field, as shown in Figure 2.12.
6. Select the column (Cust.Pric.Procedure in our example) to which the new value is to go and click on the Carry Out Mass Change icon (sixth icon from the left).
7. Save.

Failed Cases in Mass Maintenance

It's possible for a few records to fail mass change, for example, if they are locked by a user. Failed cases appear marked red in the results screen. Because there can be a lot of pages of results and very few failed cases, you must carefully check the pages of the result screen.

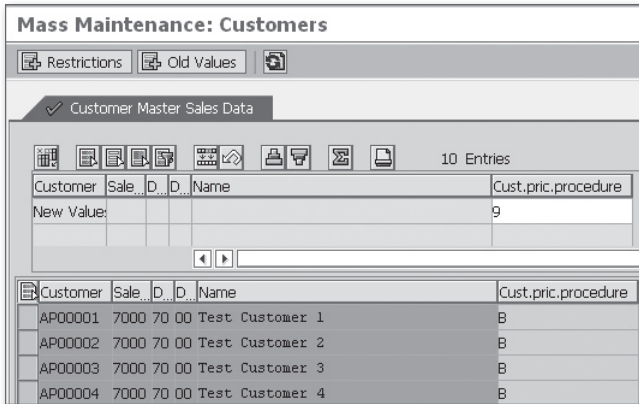


Figure 2.12 Execute the Mass Change

Transaction SE16N with the SAP Edit Function

From ECC 5.0 onward, SAP allows you to directly modify, update, or insert records in any table using Transaction SE16N with the SAP edit function.

Warning

Before using Transaction SE16N with the SAP edit function for several records, you should check it for a single record. Also note that if any info structure or table gets updated when you update the value of a particular field of a table, this does not happen when the field is updated via Transaction SE16N. For updating to happen, you must run an updating program (if such a program is available). We have provided one such example in Chapter 7, Section 7.7, where we discuss how to delete a credit memo request of a cancelled credit memo.

Let's use an example to explain the steps to change (add, delete, or update) table entries using Transaction SE16N with the SAP edit function. In our example, we change the Cust.Pric.Proc field for all customers in a particular region. The steps for this are provided below:

1. Get a list of all customers located in the region for which you are implementing a mass change (Transaction SE16N or SE16).

For mass changes, you must know the records that need to be modified. You get this list either manually or by using a report or table. For our example, we get it from Table KNA1. Using Transaction SE16N or SE16, get a list of all customers located in the region for which you are implementing a mass change. Because

different countries can have identical region codes, you must specify the country code prior to selecting the region code.

2. Restrict Transaction SE16N.

Instead of executing Transaction SE16N for all the records in the table, restrict it to the cases where changes are required. In our example, we have supplied the list of customers obtained in the first step in the Customer field (KUNNR).

3. Activate the SAP edit function.

This is done by typing "&SAP_EDIT" in the transaction window and pressing enter when you are still inside Transaction SE16N. This results in the screen shown in Figure 2.13.

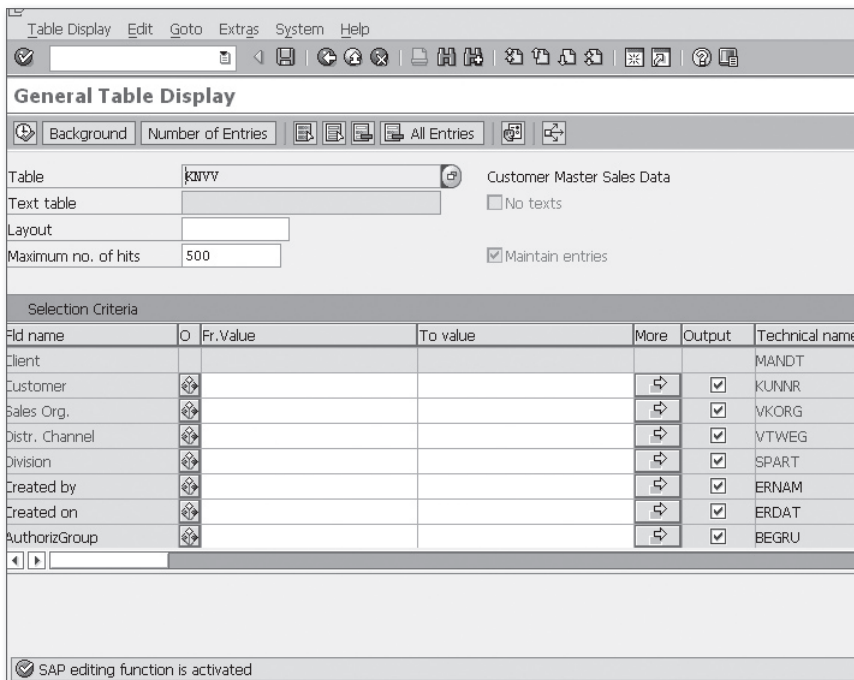


Figure 2.13 Activating the SAP Edit Function (&SAP_EDIT)

4. Execute Transaction SE16N with the SAP edit function active.

All records appear. Hide all columns except those for which the change is required.

- Using Excel or other suitable software, provide the new values for the list of records.

For our example, we have decided to make a new value of 9 for all of the customer pricing procedures (CuPP); currently, the value is B. To do this, we enter the new value 9 in 450 Excel rows (450 is the number of customers to be modified) and then copy it.

- Open the context menu for the first row of the Customer Pricing Procedure (CuPP) field and select Insert with Overwrite (Figure 2.14).

The new value should appear in all of the records.

- Click on the Save icon.

Clearly, this process takes less time than changing the 450 records one after another using Transaction XD02 or VD02.

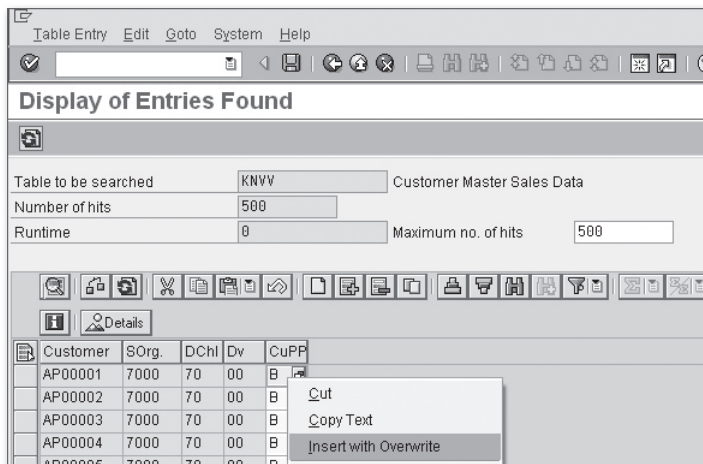


Figure 2.14 Insert with Overwrite to Insert Values from the CuPP Field

Other Methods Used in Mass Maintenance

The Legacy System Migration Workbench (LSMW) and Batch Data Communication (BDC) are also used for the mass maintenance of customer master records (and other master records) and for a variety of other activities (such as creating sales orders and deliveries). In LSMW, you record the steps you follow to modify one record, and then, using the program generated by the LSMW recording, you can make the same modifications for any number of customer master records. We will discuss this as an ABAP tool in Chapter 8. A technical developer writes the

BDC, and it takes values from a local file, which it then uses to make changes in different table fields.

Transactions SM30 and SM31

Transactions SM30 and SM31 are also used for modifying certain standard tables, especially table views used for customization. These transactions cannot be used for maintaining tables that store master data.

2.2 Customer Credit Master Data

Customer credit master data is created and maintained via Transaction FD32 for individual customers and F.34 for mass processing. The screens that constitute the customer credit master record are Overview, Address, Central Data, Status, and Payment History, as you can see in Figure 2.15, which is the initial screen of Transaction FD32. Of these, Address, Status, and Payment History are automatically populated from customer master and transaction data. The fields that must be entered manually are Credit Limit (and its currency), Customer Credit Group, Risk Category, Accounting Clerk, Customer Representative Group, and other data from external rating agencies or internal information and texts.

Customer Credit Management Change: Initial Screen

Customer: AP00001 Test Customer 1
 Credit control area: 7000 Credit Control Area 7000

Overview
 Overview

General data
 Address
 Central data

Credit control area data
 Status
 Payment history

Figure 2.15 Customer Credit Management (Initial Screen)

The four general steps for customizing customer credit master records are:

1. Preliminary setting
2. Customizing text IDs
3. Defining various groups and categories
4. Authorization control for customer credit master fields

We discuss each of these steps in the subsections below.

2.2.1 Preliminary Settings

As shown in Figure 2.16, the first activity is to assign additional credit control areas to the company code. The menu path for this is SAP IMG • FINANCIAL ACCOUNTING (NEW) • ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE • CREDIT MANAGEMENT • CREDIT CONTROL ACCOUNT • ASSIGN PERMITTED CREDIT CONTROL AREAS TO COMPANY CODE. In Chapter 1, you learned that a company code can be assigned to only one credit control area but that more than one credit control area can be assigned to a company code. If the latter needs to be done for your company, this is where you should do it. This decision is made at the company level by the finance team.

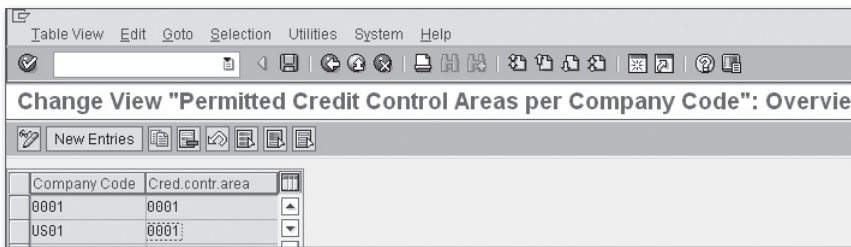


Figure 2.16 Assign Credit Control Area to Company Code

Now follow the menu path SAP IMG • FINANCIAL ACCOUNTING (NEW) • ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE • CREDIT MANAGEMENT • CREDIT CONTROL ACCOUNT • DEFINE PRELIMINARY SETTINGS FOR CREDIT MANAGEMENT (Figure 2.17). In this screen, you must make some basic decisions about how the accounts receivable balance is to be calculated for credit check purposes. You also define the *days of sales outstanding* (DSO) in this step; the DSO is an important key performance indicator (KPI) that your SAP system calculates automatically. DSO is calculated by dividing the total outstanding by the average daily sales for a customer.

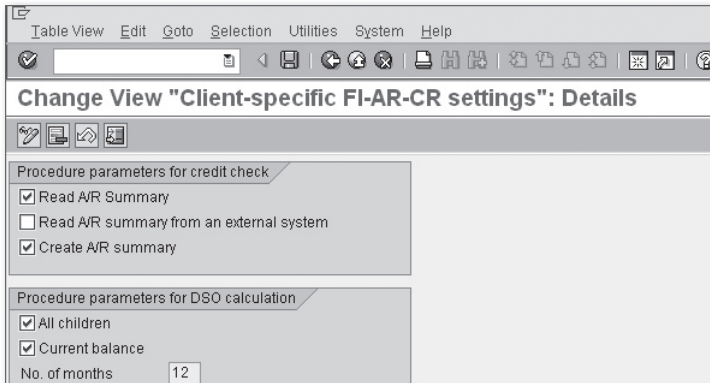


Figure 2.17 Preliminary Settings for Credit Management

2.2.2 Customizing Text IDs

If necessary for your company, you can add text IDs to the text objects KNKK (Credit Management) and KNKA (Credit Management – Central), but there are usually enough text IDs already available in the standard settings. The text IDs are often useful, because qualitative data maintained in text for the customers is as important as quantitative data in Credit Management.

2.2.3 Defining Groups and Categories

You can create different groups and categories and group customers in them while creating customer credit master records. In addition to reporting and analysis, this information is used for monitoring and automatic credit checks. Groups, credit risk categories, credit representative groups, and credit representatives are defined with Transactions OB12, OB01, OB02, and OB51, respectively. We discuss them in more detail in Chapter 5.

2.2.4 Authorization Control for Customer Credit Master Record Fields

You complete authorization control by following the steps below:

1. Define the field groups.

To do this, execute Transaction OB34 (menu path: SAP IMG • FINANCIAL ACCOUNTING (NEW) • ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE • CREDIT MANAGEMENT • CREDIT CONTROL ACCOUNT • DEFINE FIELD GROUPS), as shown in Figure 2.18.

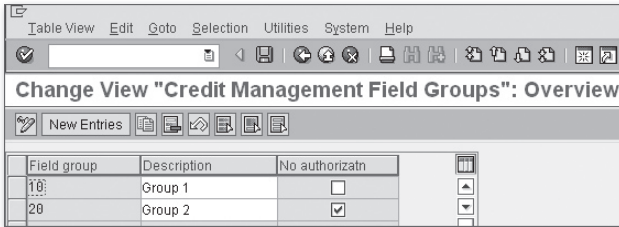


Figure 2.18 Defining Credit Management Field Groups

2. Select the No Authorizatn checkbox, where appropriate.

If the No Authorization checkbox is selected, there is no authorization check for the fields assigned to the field group. To edit the field groups subjected to authorization checks, you must have *both* overall authorization for changing customer credit master records, and authorization for these specific field groups.

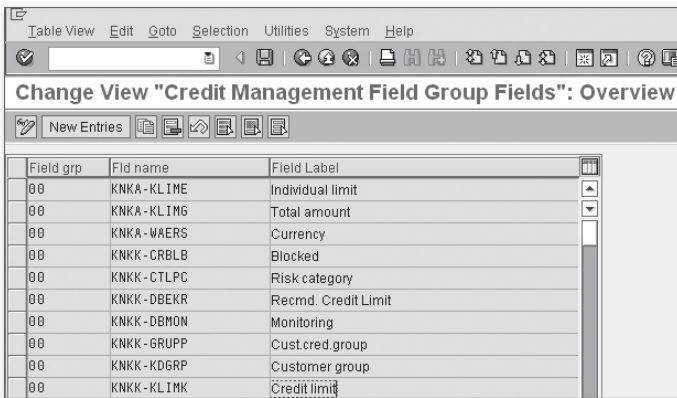


Figure 2.19 Assigning Credit Management Fields to Field Groups

3. Assign different fields to different field groups.

Use Transaction OB33 (menu path: SAP IMG • FINANCIAL ACCOUNTING (NEW) • ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE • CREDIT MANAGEMENT • CREDIT CONTROL ACCOUNT • ASSIGN FIELDS TO FIELD GROUPS) to assign different fields to different field groups based on your requirements. For example, you can create a field group for the field Next Internal Review Date (KNKK-NXTRV). Select the No Authorizatn check-box for that field group. As a result, there will be no additional authorization requirement to change the Next Internal Review Date in any customer credit master record, by any user (provided authorization for Transaction FD32 is given). In Figure 2.19, you can see how the fields of the

credit master record are assigned to field groups. Different table fields such as KNKA-KLIME, KNKA-KLIMG, and others, which are fields of the customer credit master record, are shown attached to Field grp 00.

2.3 Material Master – Sales Views

The material master data is considered to be the most important master data in SAP systems and has many screens for storing Materials Management, Financial Accounting, Sales and Distribution, Production Planning, Quality Management, and Controlling information. The Sales and Distribution data is stored in three screens: Sales: Sales Org. Data 1, Sales: Sales Org. Data 2, and Sales: General/Plant Data. In the next two sections, we will discuss important sales-relevant fields in material master records and a few examples of customizing material master fields.

2.3.1 Important Sales-Relevant Material Master Fields

In the following three subsections, we discuss some of the important fields in the three sales views in the material master records.

Sales: Sales Org. Data 1

The fields that make up this screen are relevant for the combination of plant, sales organization, and distribution channel for which they are created. The following fields are part of this screen:

- ▶ Base Unit of Measure (e.g., KG, liter) is the unit of measurement (UoM) required for maintaining stock.
- ▶ Sales Unit is the unit of measurement in which material is to be sold. It can differ from the base unit of measure.
- ▶ The Sales Unit Not Variable checkbox when selected does not allow the user to change the sales unit during document processing.
- ▶ The Unit of Measure Group field groups different UoMs.
- ▶ The Cross-Distribution Chain Status field specifies the status of the material (e.g., under development, discontinued) for all of the distribution chains (combination for sales organization and distribution channel).

- ▶ The Distribution Chain-Specific Status field specifies the status of the material for a distribution chain (as per the organizational data of MMR)
- ▶ The Delivering Plant field stores the plant that becomes the default delivery plant in a sales document for the material.
- ▶ The Material Group field is customized and used for grouping materials by company- or project-specific criteria.
- ▶ The Cash Discount checkbox is selected when a cash discount is allowed for the material.
- ▶ Division is used to specify the division to which the material belongs.
- ▶ The Tax Classifications field stores the material tax classification indicator for different countries. It is one of the criteria that determines the tax.
- ▶ The Minimum Order Quantity field stores the value of the minimum quantity a customer can order.
- ▶ The Minimum Delivery Quantity field stores the minimum quantity that can be delivered to a customer.
- ▶ Delivery Unit specifies a quantity (e.g., 12) with the UoM. Only multiples of the delivery unit (e.g., 12, 24, 36) are allowed for delivery.
- ▶ Rounding Profile is used to derive the delivery quantity for a particular order quantity. For example, when the order quantity is 10 units, the derived delivery quantity can be 12 units based on the rounding profile, especially when the delivery unit is 12.

Sales: Sales Org. Data 2

This screen contains the fields that group the material based on various criteria and attributes. Table 2.1 lists the fields and how they group materials.

Field Name	Group Materials Based On
Material Statistics Group	How they update the Sales information System (SIS) or Logistics Information System (LIS)
Volume Rebate group	Rebate agreement processing
Gen. Item Cat. Group	Item category determination
Pricing Reference Material	Pricing (also refer the following note)
Product Hierarchy	Company- and project-specific criteria

Table 2.1 Fields and Group Materials

Field Name	Group Materials Based On
Commission Group	Commission paid
Material Pricing Group	Pricing
Account Assignment Group	Posting to accounting (GL)
Item Category Group	Item category determination
Material Group 1/2/3/4/5	Company- and project-specific criteria
Product Attributes 1 to 10	Company- and project-specific criteria

Table 2.1 Fields and Group Materials (Cont.)

Note
Pricing reference material can be used optimally to reduce effort for condition record maintenance. The conditions created for a pricing reference material also become valid for all of the materials that have that pricing reference material.

Sales: General/Plant Data

The values of the fields in this screen are only applicable to the plant for which the material master record is created (base unit of measure and serialization level are two exceptions). For different plants you can have different values (e.g., availability check, transportation group).

- ▶ Base Unit of Measure (e.g., KG, liter) is the unit of measurement required for maintaining stock.
- ▶ The Gross Weight field is used to note the weight of the material including packaging and other weights.
- ▶ The Net Weight field notes the net weight (excluding packaging).
- ▶ The Availability Check field is used to group materials for availability checks and transfer to material requirements planning (MRP).
- ▶ The Batch Management checkbox is selected for all materials for which creating batches is mandatory.
- ▶ The Replacement Part indicator specifies whether the material is a replacement part. If it is, then it specified whether it is mandatory or optional.
- ▶ The Qualify for Free Goods Discount indicator is only used for trading goods. While purchasing, this indicator useful to receive the free goods available.

- ▶ The Material Freight Group field groups materials based on the freight and/or carrier determination.
- ▶ The Transportation Group field groups materials based on transportation and route determination.
- ▶ The Loading Group field groups materials with similar loading requirements and is used along with the shipping conditions and delivery plant fields of a sales document for automatic determination of the shipping point.
- ▶ Setup time is the time required, if any, to prepare for shipping the material. However, it does not include the actual time for processing the shipment.
- ▶ Processing time is the time required to process a specified base quantity.
- ▶ Base quantity is required to specify the processing time.
- ▶ The Material Group Packaging Materials field groups materials for determining the packaging material.
- ▶ The Negative Stock checkbox is selected when a temporary negative stock level is allowed in the plant.
- ▶ The Profit Center field specifies the profit center to which the accounting posting should go for the material (in the plant for which the MMR is applicable)
- ▶ The Serial No Profile field is filled for the serialized material.
- ▶ Serialization Level is left blank if the requirement is to make all of the combinations of material and serial number unique. To make the serial number unique at the client level, set the indicator to 1 for all material master records.
- ▶ Distribution Profile is relevant for IS-Retail.

2.3.2 Customizing Material Master Fields

In this section, we discuss the customization of the product hierarchy; material status; material groups 1, 2, 3, 4, and 5; and material commission groups. These are not the only fields that are customized, nor are they the most important; these fields are selected because they have a different customization process than normal.

Product Hierarchy

Product hierarchies are used when materials are grouped in a hierarchical manner, such as for pricing and reporting. In the standard system, the product hierarchy consists of up to three levels; the first and second levels have 5 digits, and the

third level has 8. The maximum number of digits is 18, and the maximum number of levels is 9. You can define hierarchy nodes at individual levels of the product hierarchy. The menu path for this is SAP IMG • LOGISTICS – GENERAL • MATERIAL MASTER • SETTINGS FOR KEY FIELDS • DATA RELEVANT TO SALES AND DISTRIBUTION • DEFINE PRODUCT HIERARCHIES (Transaction OVSV).

From this node, as shown in Figure 2.20, you can branch to the following steps:

- ▶ **Product hierarchy structure**
In the Data Dictionary, you can change the structure of the product hierarchy (e.g., the number of levels).
- ▶ **Data entry/display**
Here you define the display of the product hierarchy and the format of the accompanying text.
- ▶ **Product hierarchy**
Here you define your product hierarchies. Refer to the example shown in Table 2.2 to understand how they are defined.
- ▶ **Field catalog for pricing**
Here you make the product hierarchy available for use in pricing.
- ▶ **Field catalog for the Logistics Information System**
Here you make the product hierarchy available for use in the Logistics Information System.

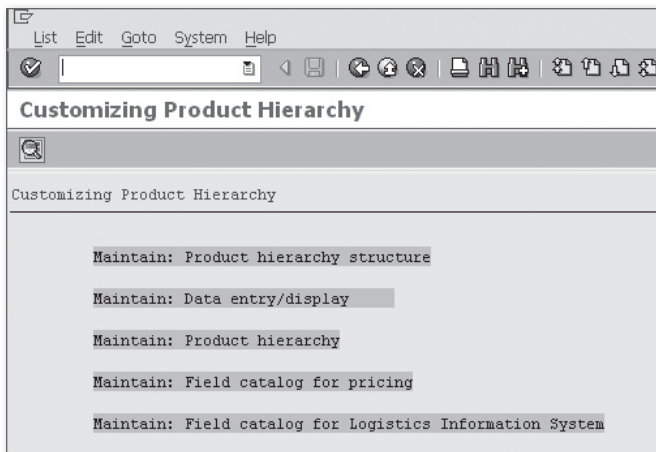


Figure 2.20 Customizing Product Hierarchy

Table 2.2 shows an example of a product hierarchy.

Product Hierarchy	Level No	Description
10000	1	Washing Machine
10000•10000	2	Washing Machine • Semi-automatic
10000•10000•10000000	3	Washing Machine • Semi-automatic • 4 Kg (Capacity)
10000•10000•20000000	3	Washing Machine • Semi-automatic • 6 Kg (Capacity)
10000•20000	2	Washing Machine • Automatic
10000•20000•10000000	3	Washing Machine • Automatic • 5 Kg (Capacity)
10000•20000•20000000	3	Washing Machine • Automatic • 7 Kg (Capacity)
20000	1	Television
20000•10000	2	Television • LCD
20000•10000•10000000	3	Television • LCD • 32"
20000•10000•20000000	3	Television • LCD • 40"
20000•20000	2	Television • Plasma
20000•20000•10000000	3	Television • Plasma • 52"
20000•20000•20000000	3	Television • Plasma • 60"

Table 2.2 Example of Product Hierarchy

Material Status

The material status (also known as the sales status) of any material determines whether the material will be blocked for any particular sales process. The menu path for defining sales statuses is SAP IMG • LOGISTICS – GENERAL • MATERIAL MASTER • SETTINGS FOR KEY FIELDS • DATA RELEVANT TO SALES AND DISTRIBUTION • DEFINE SALES STATUSES. This takes you to the screen shown in Figure 2.21. The steps to customize the material status are below.

1. Select any existing entry. We have selected the first entry (Figure 2.21).
2. Click on the Copy As icon or press **F6**.
This takes you to the screen shown in Figure 2.22, with the message "Specify target entries."

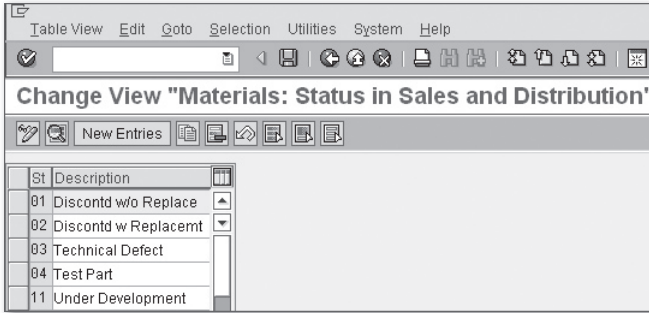


Figure 2.21 Defining Sales Statuses of Materials

3. Change the two-digit status key and description.
4. Assign a status to each of the processes shown in Figure 2.22.

There are 13 Sales and Distribution processes, for which the status can be defined as a warning (A) or error (B). It's possible to have no message (when neither A nor B is selected) for some processes. For example, in your company or industry, it may be a standard practice to accept an order for a product when it's still under trial, though the delivery is to be made after trial. So even when the status is Under Testing, there is no warning or error while creating the order, but for delivery there can be an error message.

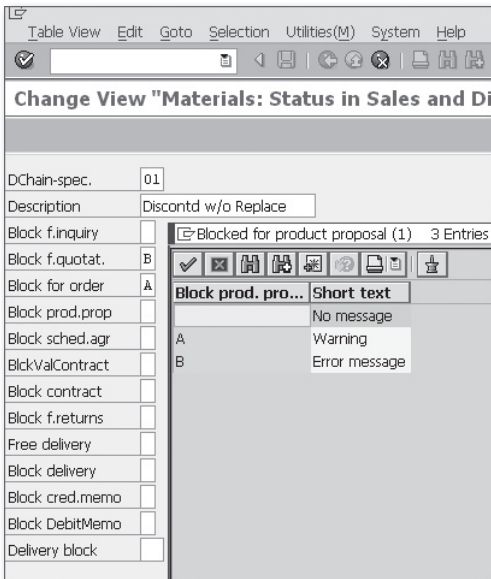


Figure 2.22 List of Sales Activities for Which a Material Can Be Blocked

These statuses are assigned to a material in the material master record in the Sales: Sales Org Data 1 tab, DChain-spec. Status field.

Material Groups 1, 2, 3, 4, and 5

Material groups 1, 2, 3, 4, and 5, which appear in the Sales Org. Data 2 tab of the material master record, are different from the material group (MARA-MATKL), which appears on the Basic Data 1 tab of the material master record. More specifically, material groups 1, 2, 3, 4, and 5 are used for reporting in the Sales and Distribution component, whereas the material group fields of the Basic Data 1 tab are used across all components. The material group (MARA-MATKL) is customized via Transaction OMSF. Material groups 1, 2, 3, 4, and 5 are customized via Transaction OVSU (menu path: SAP IMG • LOGISTICS – GENERAL • MATERIAL MASTER • SETTINGS FOR KEY FIELDS • DATA RELEVANT TO SALES AND DISTRIBUTION • DEFINE MATERIAL GROUPS). As shown in Figure 2.23, any of these material groups can contain several three-digit alphanumeric keys with descriptions; while creating a material master record, you can select one of these fields so that a material will have a value for each material group, from 1 to 5. You can keep one or two of these unused for future usage. These groups can have generic descriptions and can also be used to address one-time reporting requirements.

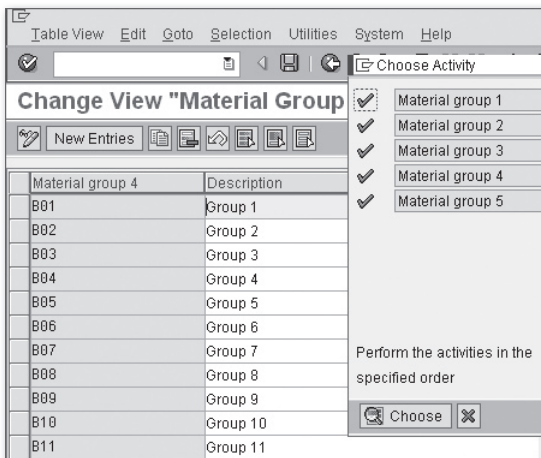


Figure 2.23 Customizing Material Groups 1, 2, 3, 4, and 5

Material Commission Groups

Material commission groups are also used for reporting (and pricing) purposes. In pricing, you can make a material commission group a key field of a pricing condi-

tion table for a condition type (price or surcharge). We'll discuss this in Chapter 4. Because the field is used for calculating commission, reports are also prepared using it in the selection screen for that purpose. We'll discuss reporting in Chapter 9. Material commission groups are defined using the menu path SAP IMG • LOGISTICS – GENERAL • MATERIAL MASTER • SETTINGS FOR KEY FIELDS • DATA RELEVANT TO SALES AND DISTRIBUTION • DEFINE COMMISSION GROUPS. As shown in Figure 2.24, you define a material commission group by adding a two-digit alphanumeric key and a description.

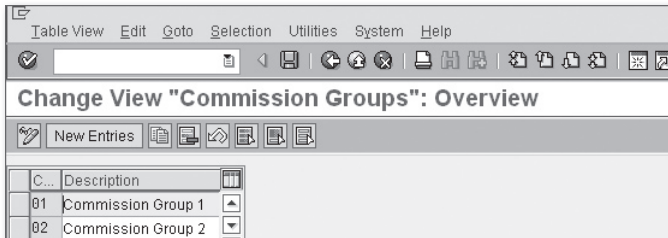


Figure 2.24 Defining Material Commission Groups

Customer-Material Info Records

Customer-material info records are a form of master data that are used when the same customers order customer-specific materials. They provide information about a customer's choice of carrier, delivery priority, specific material codes, and other information that is often repeated in their orders. They also permit the customer to order a material (referring their own number) where their material number and your material number differ. During the creation of a sales order for a customer buying a specific material, the information in the customer-material info record overwrites the information that would otherwise flow from customer or material master records. These info records are created, changed, and displayed via Transactions VD51/2/3 (SAP MENU • LOGISTICS • SALES AND DISTRIBUTION • MASTER DATA • AGREEMENTS • CUSTOMER MATERIAL INFORMATION • CREATE / CHANGE / DISPLAY). They can be created for a particular sales organization and distribution channel, and can apply to several materials.

2.4 Batch Master Data

A batch is often used in process industries (oil and gas, concrete, paint, pharmaceuticals, fast-moving consumer goods, and others) or where shelf-life management is a concern (e.g., foods and beverages). A *batch number* is a number associated with a specific storage unit of a material. Products with the same batch number

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