User Guide

Umoja Sales & Distribution

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Module 1: Umoja Sales & Distribution Overview

Umoja Sales and Distribution process is used to provide services or sales of materials to Entities "external" to Umoja. For any services or sales to Entities "internal" to Umoja, the Service Order Management, Cost Allocation or Stock Transfer processes should be used.

In this User Guide, we are going to cover the following processes:

- How to verify master data
- How to create and approve a quotation
- How to create contracts
- How to create and approve different types of Sales Orders
- How to create Outbound Deliveries, Picking and Goods Issue
- Billing Process – please refer to the FI330 **Umoja Accounts Receivable Process** course
- Various scenarios for the Sales & Distribution Process
- Reports

Use this User Guide as a reference when performing Sales and Distribution transactions using the Umoja Sales and Distribution process. The User Guide will focus mainly on transactions that occur in the Sales and Distribution module however, other modules that interact with Sales and Distribution will also be discussed.

Assumptions: The Sales and Distribution User Guide is intended for users of the Services Delivery process. It is assumed that the user has taken the prerequisite training necessary to perform and understand the processes for Sales and Distribution.

Note: In this document, any reference to SD refers to Sales and Distribution.

End-to-End High Level Process

The end-to-end **standard process** for Umoja sales and distribution process can be seen below.

Note: There are variations to the process above based upon the different scenarios. There are pre-sales activities which include Sales Quotations and Contracts that may or may not be involved. Notifications and Service Orders may be used as reference in creating Sales Documents. Creation of Notifications and Services Orders are discussed in detail in the Service Order Management User Guide. For details on Billing processes please refer to the FI330 **Umoja Accounts Receivable Process** course for more details.

Within this process, users, customers, materials/services and pricing conditions in the SD module are structured/categorized based on sales areas, which consist of Sales Organization, Distribution Channels and Divisions.

Sales Documents

- There are many categories of sales related documents, the most common ones that will be used by the UN are: Quotation, Sales Contract & Sales Order
- Within each of these categories, there are also various document types that will be used differently depending on your requirements
- SD Users will need to enter the Sales Organization, Distribution Channel and Division, the Sales Group and Sales Office when creating Sales Documents in the SD module

Sales Quotation

- A pre-sales activity where the entity creates a legally binding offer with a Customer to deliver a product or provide a service within specified time and with certain fixed conditions
- The quotation typically includes information such as the customer name, validity date, prices, quantity, delivery date and location of the goods or services inquired about by the Customer
- The information in a quotation document can be referenced or converted into a Sales Order document once accepted
- **Quotation types:**

  ZQ2 – UN Quotation – Manual

  ZQT – UN Quotation – RRB

Sales Contract

- A sales agreement that contains special conditions negotiated with an External Customer, for example, price, target value or target quantity
- A sales contract is valid for a specified period
- A Sales Order can be submitted to release products from the amount agreed in the contract
- **Types of sales contracts:**

  ZCN – UN Value Contract

  ZCN1 – UN Quantity Contract

  ZCN2 – UN Contract RRB

Sales Order

- A Sales Order is an electronic document that records an External Customer's request and requirements of materials or services to be sold
- The Sales Orders contain all information needed to process the Customer's requests in the Sales Order processing phase and the subsequent phases of the Customer order management cycle

- During processing of the Sales Order document, appropriate sales-related information is pulled from the Customer master records, the material master records, and the condition master records (pricing/output).
- The sales document type controls the choice of documents that will be used in the follow-up delivery (delivery type) and billing processes (billing type)
- The UN Standard Order can be created directly or as a reference against:
  - Service or Maintenance Order
  - Disposal Notification
  - Sales Contract
  - Quotation
  - Other UN Standard Order
  - Grant (i.e. for billing purpose)

Note: A Sales Order is not a billing document. When due, it will be processed by a Financial Accounting Senior User to have an invoice issued and accounts receivable booked.

Main Sales Order Types

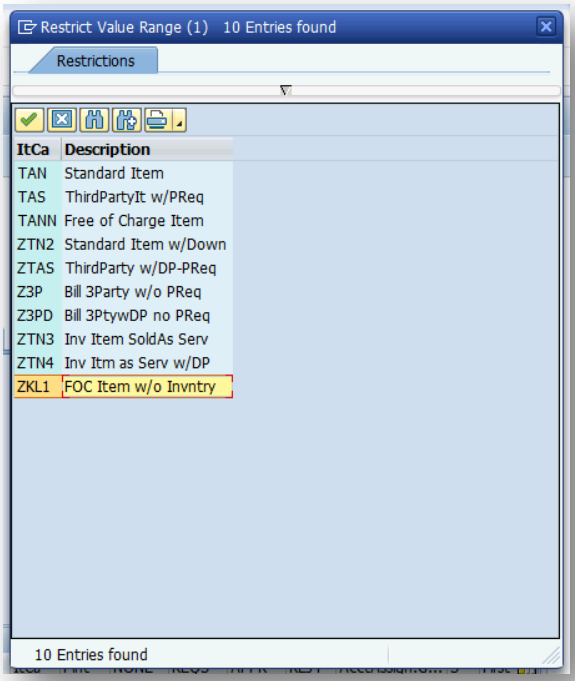
- **Standard Order (ZOR & ZOR1)**: Used in normal Sales Order processing. A delivery and invoice are the follow-up processing activities. The ZOR1 Standard Order is created through an iDoc process and the Delivery is created automatically, unlike ZOR where a Standard Order is created manually
- **Customer Consignment Orders (ZKB, ZKE & ZKA)**: Used to initiate the consignment process. Consignment activities and documents will follow. The Order Types ZKB, ZKE and ZKA are Consignment Order Fill-Up, Consignment Order Issue and Pick-Up respectively
- **Return Order (ZRE)**: Used when materials are to be returned by the Customer. A returns delivery and credit memo will follow
- **Credit Memo Request (ZCR)**: Used to initiate the credit process. No delivery will follow. A credit memo will result during billing
- **Debit Memo Request (ZDR)**: Used to initiate the debit process. No delivery will follow. A debit memo will result during billing
- **Delivery Free of Charge Order (ZFD)**: Used when the Customer will not be charged for the items on the order
- **Resource Related Billing Orders (ZRB & ZRB2)**: Used when the Customer is billed through a Service Order. The Activities, Materials & costs from the service order are transferred to the RRB Order for billing

Sales Order Item Categories

Item Category controls the behaviour of an item in a Sales Order e.g. pricing, down payments and purchasing. We will use item categories in the different Sales & Distribution scenarios. Item categories are at the line item level. The item categories that can be selected are filtered

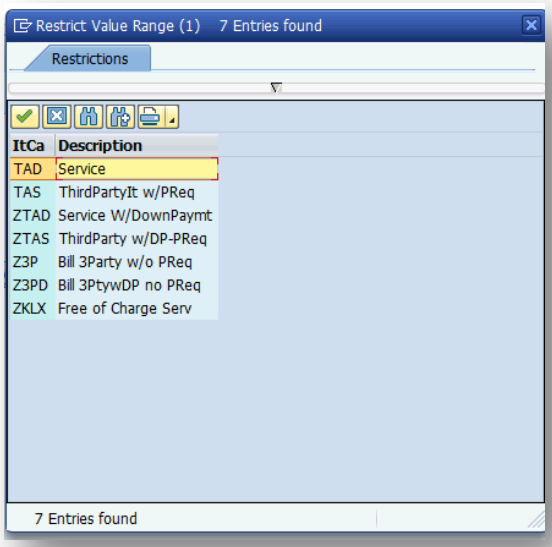
based upon the material type. The item categories are grouped into either inventory material or service material.

The following are item categories for inventory materials:



Item Category	Description
TAN	Standard Item
TAS	Third Party Procurement with Purchase Requisition
TANN	Free of Charge Item
ZTN2	Standard Item with Advance / Down Payment
ZTAS	Third Party Procurement with Advance / Down Payment
Z3P	Bill to 3rd Party without Purchase Requisition
Z3PD	Bill to 3rd Party with Down Payment without Purchase Requisition
ZTN3	Inventory Item sold as a Service
ZTN4	Inventory Item sold as a Service with Down Payment
ZKL1	Free of Charge Item without Inventory

The following item categories are used for service materials:



Item Category	Description
TAD	Service
TAS	Third Party Procurement with Purchase Requisition
ZTAD	Service with Advance / Down Payment
ZTAS	Third Party Procurement with Advance / Down Payment
Z3P	Bill to 3rd Party without Purchase Requisition
Z3PD	Bill to 3rd Party with Down Payment without Purchase Requisition
ZKLX	Free of Charge Service

Delivery (Only when Inventory Materials are used in Sales Orders)

- The delivery process begins when a delivery document is created. The delivery document controls, supports and monitors Picking and the Goods Issue
- When a delivery document is created, data is copied from the Sales Order, including the ship-to-party, the materials and confirmed quantities

Billing Document

- The Billing Document is created with reference to a preceding document (Sales Order or Delivery Document)
  - When a Service Material is used in a Sales Order, the Billing Document is created with reference to the Sales Order
  - When an Inventory Material is used in a Sales Order, the Billing Document is created with reference to the Delivery Document

- When a Billing Document is created, data is copied from the Sales Order and/or the Delivery Document into the Billing Document
- The Billing Document serves several important functions:
  - It is the Sales and Distribution document that generates invoices
  - It serves as a data source for financial documents
  - It is the basis of the accounts receivable postings in FI
- When a Billing Document is created, the G/L accounts are expected to be updated automatically

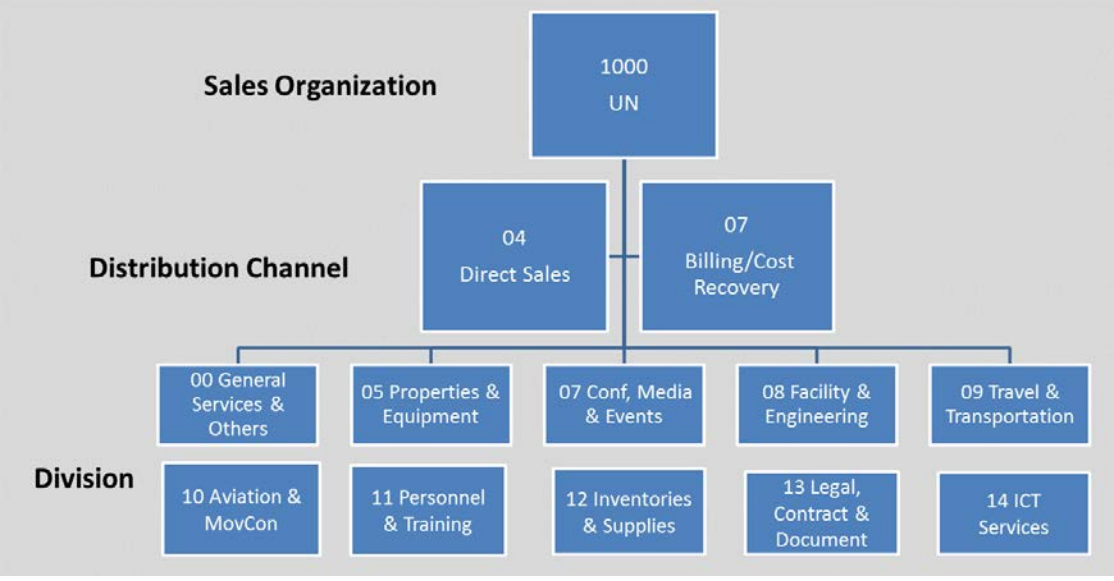
Billing Guidelines

The Umoja Sales and Distribution process should always be used to create billing documents. However, if there are justifiable exceptions then a Finance Officer can create invoice and bill "external" client directly through Umoja Account Receivable process.

- Paper request such as charge back/billing memorandum is no longer needed; Service Providing office can directly create a Sales Order in Umoja, which will be reviewed and issued as invoice by a Senior Finance Officer once it is due for billing
- In certain Umoja transactions such as purchases and travel arrangements for third parties (i.e. clients "external" to Umoja), Sales Orders/Contracts can be used to circumvent funding requirements
- Prices to be used in Sales Order can be the same or different from the actual costs or rates the UN charges its "internal" clients
- Additional surcharges and/or administrative fees can also be created and apply separately on top of the prices

Structure in SD Module

Users, customers, materials/services and Pricing Conditions in the SD module are structured/categorized based on Sales Areas, which consist of Sales Organization, Distribution Channels and Divisions.



Distribution Channels

The distribution channel determines how materials or services are sold and how they are distributed to Customers. Distribution Channels are used to indicate if the sale is a spendable or non-spendable activity.

The following table shows the different Distribution Channels that are available as **NSP** – Non-spendable or **SP** – Spendable.

Distribution Channels	
01	**Retail – NSP**
02	**Distributor - NSP**
03	**Online – NSP**
04	**Direct Sales - NSP**
05	**Stock Transport - STO**
06	**Grants**
07	**Cost Recovery - SP**
08	**Subscription - NSP**

Note: Distribution Channels **05** and **06** are not used directly in Sales and Distribution processes in the UN. Distribution Channel **07** (Cost Recovery - SP) is the only one that is used as Spendable. All others are Non-Spendable.

A Sales Document is either 'Spendable' or 'Non-Spendable'. If there is a transaction that has both, then a Sales Documents needs to be created for each. For example, if there is a conference event that includes security services, conference room charges and video-conference equipment charges, then two Sales Orders will be created. One for Security Services as non-spendable and the other for all the spendable services/materials like room charges and video- conference equipment charges.

Spendable

True cost recovery is spendable revenue which will be re-allotted and made available to Budget Owners.

Non-spendable

Funds that cannot be spent and must be returned to member states as this is real revenue.

Divisions

A Division is an organizational unit that establishes responsibility for profits from materials and

services. It can be used to organize materials or services, for example to form product groups or lines.

The table below lists the Divisions defined in Umoja for UN:

Divisions			
00	General Services & Others	08	Facility & Engineering
01	UN Postal admin	09	Travel & Transportation
02	Bookshop services	10	Aviation & MovCon
03	Visitors services	11	Personnel & Training
04	Publications	12	Inventories & Supplies
05	Properties & Equipment	13	Legal, Contract & Document
06	Statistics	14	ICT services
07	Conf, Media & Events		

The combination of Plant, Distribution Channel and Division, serves to limit the view of materials and services for Sales and Distribution. When processing Sales Quotations, Contracts or Orders, a User will only have visibility to materials and services that have been extended to the Sales Area selected in the document.

Sales Groups

The 'Sales Group' field is used to identify the department/office which the Sales Order originated from. This will have the same values that are there for the 'Planner Group' field which is used in Service Orders to identify the department/office. All the Sales Groups are connected to one Sales Office which is defined as “0001 – United Nations” and is one level higher to the Sales Groups. The Sales Group is maintained at the header of the Sales Orders, Sales Quotations and Sales Contracts. The value entered in the 'Sales Group' field will be copied to the subsequent documents created from the Sales Order, Quotation or Contract.

The table below shows the Sales Groups that are defined in Umoja.

Sales Group	Description	Sales Group	Description
010	General	L01	Mail Operations
A01	Administration	L02	Transport Services
A02	Financial Services	L03	Travel Services
C00	Conference Service	L04	Aviation & MovCon
C01	Interpretation	M00	Medical Services
C02	Translation	P00	Public Information
C04	Publishing	P01	Publishing
F00	Facilities Managem	R01	Postal Administrat
F01	Property Managemen	R02	Services to Public

F02	Engineering	S00	Safety and Securit
H00	Human Resources	T00	ICT
L00	Support Services	T01	Broadcast Services

Variations of Umoja Sales & Distribution Process

In addition to the standard end-to-end Sales Order Process discussed above (page 2), other variations of Sales & Distribution processes are listed below:

- Sales Order for Donation & Free of Charge
- Advaced Payment Request and Billing Plan
- Credit/Debit Memo
- Return Order & Processing of Returned Goods
- Sales Consignment Order
- Thrid-Party Procurement
- Resource Related Billing RRB Order
- Sales Order upload through iDocs for Commericial Activities

These processes will be discussed in the later modules in this User Guide.

Enterprise Roles & Responsibilities

SD activities in Umoja are performed primarily by three Enterprise Roles: the SD Master Data Maintainer, the SD User, and the SD Approver. Their responsibilities are listed below:

Enterprise Roles	System Activities	Non-system Activities
SD Master Data Maintainer	• Verifying a Business Partner • Create standard texts for quotations, contracts, orders and invoices (T-code: **SO10**) • Create, delete, update and expire standard rates/pricing and pricing conditions (T-codes: **VK11** and **VK12**) • Create, delete, and update Activity Type rates (T-code: **KP26**) • Maintain the link between Activity Types and Service Materials through the DIP (Dynamic Item Processor) Profile	• Research pricing information • Work with Finance/Account to identify standard instructions and texts to be used in billing documents • Receive and review requests related to the creation and maintenance of Services Delivery Master Data detailed above • Ensure that proper review and approval process have been followed as per guidelines established by the Process Owners
SD User	• Create sales quotations,	• Receive and confirm requests

	contracts and orders (T-codes: **VA21**, **VA41** and **VA01**) • Update sales quotations, contracts and orders (T-codes: **VA22**, **VA42** and **VA02**) • Cancel sales quotations, contracts and orders (T-codes: **VA22**, **VA42** and **VA02**) • Enter planned and/or actual usage quantities/charges (i.e. Statistical Key Figures) for period end execution of cost allocation cycle (T-code: **KB31N**)	and orders from Customers • Answer questions and clarify needs/requests • Distribute and/or assign works to relevant unit/staff • Capture and report on status and costs of services and charges • Prepare data files and/or reports from legacy system for upload and/or manually entry into Umoja
SD Approver	• Review and approve or reject sales contracts, quotations and orders (T-codes: **V.26**, **VA22**, **VA42** and **VA02**) • Update sales contracts, quotations and orders if not return to Services Delivery User for modification	• Ensure that requests, contracts, quotations and orders are created in accordance with agreements with the Customers and in accordance with the established procedures and policies

Security Structure in SD Module

The high level points to note for SD module are summarized below:

- Location or site specific information and security authorization are maintained at the Plant level
- The SD Approver is only allowed to be able to approve Sales Orders associated with their Fund Centers

* * * *

Module 2: Verify Master Data

Module Introduction

The SD User may verify whether the relevant Master Data such as the Business Partner (the BP) with a Customer role, Material and Pricing Conditions are accurate in the Umoja system.

Master Data Elements

Master Data is fundamental business data that is common and applicable across multiple business functions, applications and transactions.

UN offices providing the same or similar services will utilize the same Distribution Channels and Divisions, thus sharing and using the same Master Data, such as Customers, Materials and Pricing Conditions

The Master Data elements used in the Services Delivery process are:

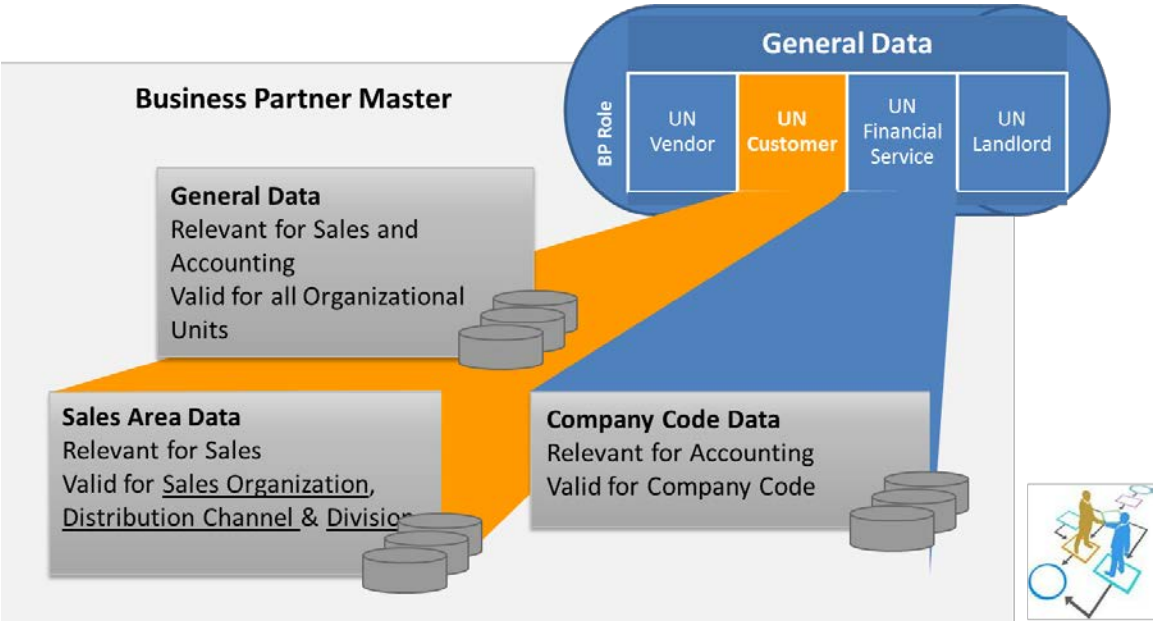
- **Business Partner (BP):**

  A BP is any entity (person or organization) that has a business relationship with UN. It can be a UN agency, government entity, non-profit organization, commercial vendor or individual that is involved with UN.

- **Types of BPs Groups**

- **Business Partner: UN Customer Role**

  BP record contains General Data utilized by all processes. BP Role Data is module-specific, and the UN Customer role data is used specifically with the Umoja Sales & Distribution process.



- **Customer**:

  All Customers are referred to as Business Partners (BP's) in the Umoja solution. A BP record contains general data utilized by all processes. The BP role data is module-specific, such as UN Customer data for the Umoja Sales & Distribution (SD) module

  A BP needs to have a 'UN Customer' role and should be extended to the relevant 'Sales Area' before it can be used in creating SD related documents.

- **Material**:

  Material Master Data contains all the information on the goods and services that UN procures, produces, stores, distributes and sells.

  The material record contains basic data utilized by all processes, and module-specific data such as Sales data for the Umoja Sales & Distribution (SD) module

  Until Galileo is decommissioned and replaced by Umoja, only materials with **Material Type = 'ZSAD - Service'** shall be used in SD related documents as using real material items will trigger an inventory check.

- **Pricing**:

  A Pricing Condition determines the price calculated on a set of variables applicable at the time of price calculation, to the specific plant, material and/or Customer. The information about each of these variables is stored in the system as Master Data in the form of Pricing Conditions.

  There are multiple condition types that are being used to represent pricing elements in the Umoja system, such as prices, handling fees, administrative fees, surcharges or

discounts. These will be applied based on the key combination conditions and their validities specified in the condition records.

- **Types of Pricing Conditions**

  A condition type is a representation in the Umoja of some aspect of the daily pricing activities. Condition types are used to represent pricing elements such as prices, discount surcharges or handling fees in the Umoja System. The following are examples of condition types that may be used in Sales & Distribution. Please note there are many more condition types.

  – PR00 Price
  – ZK07 Customer Administration Fee
  – ZK09 Ship & Handling Fee
  – K007 – Customer Discount
  – KF00 – Freight Surcharge

  They will be applied based on the key combination conditions and their validities specified in condition records.

Key Combinations

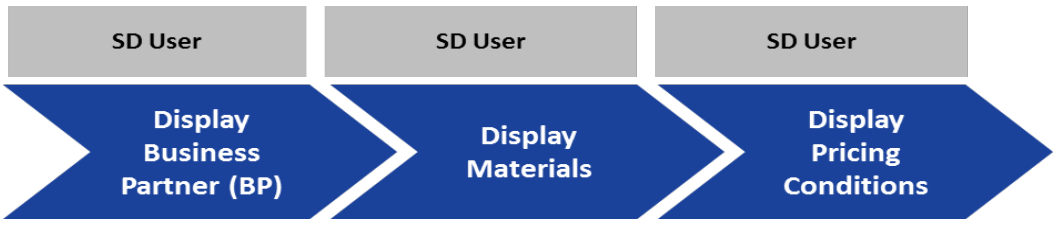
Key Combitionations allow you to to have different pricing depending on factors such as Plant, Material and Customer. For example, your entity may offer different discounts depending on the Customer you are selling to and/or the material being sold. Generally in Umoja, condition types can be have the following key combinations.

- Plant
- Plant and Material
- Customer, Plant, Material
- Customer with Release Status

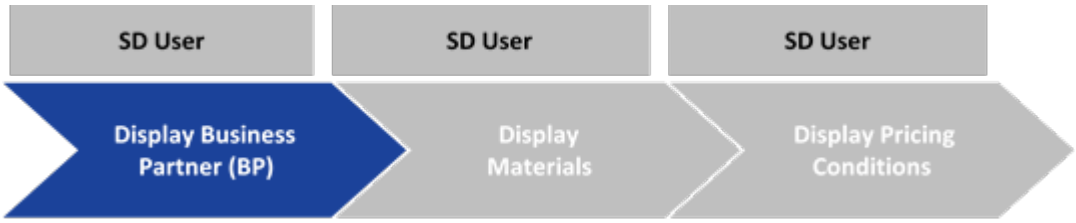
Another example is that each Plant will have its own price for a service or material.

Verify Master Data in Umoja

The SD user may verify Master Data for Buisness Partner (BP), Materials and Pricing Conditions as illustrated below:



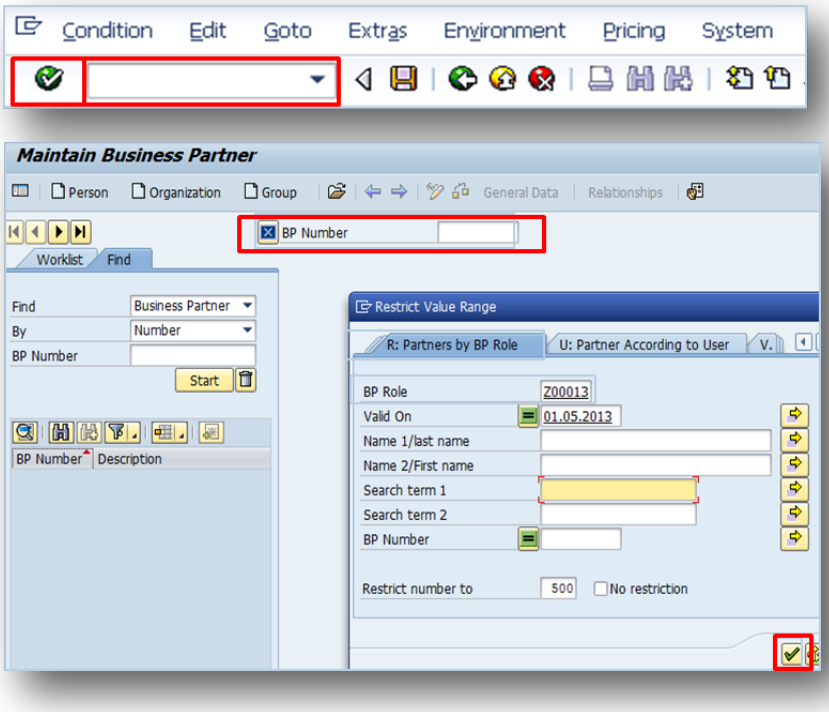
Verify Master Data: Customer Business Partner (BP)



Use the following instructions to verify BP Master Data. These instructions provide an example to illustrate the process. Please substitute value that are relevent to your task for the fields.

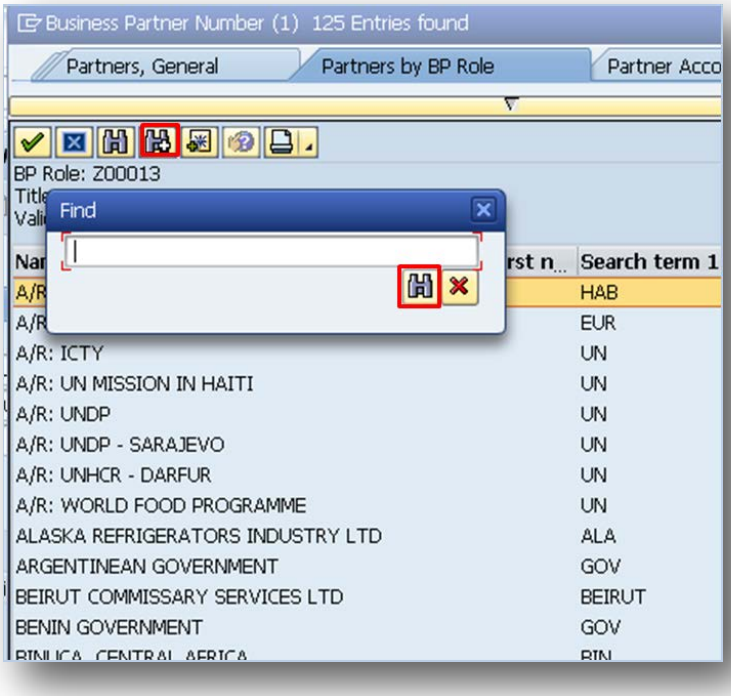
The steps to display a BP are as follows:

1. Type **BP** in the **Command** field and click the **Enter** icon
2. The **Maintain Business Partner** screen is displayed. Click the **Matchcode** icon in the **BP Number field** (top center of screen, not in the locater on the left hand side)
3. The **Restrict Value Range** window is displayed. Click the **R: Partners by BP Role** tab
4. BP Type **Z00013** in the **BP Role** field (corresponds to the **UN Customer**) and then click the **Continue** icon

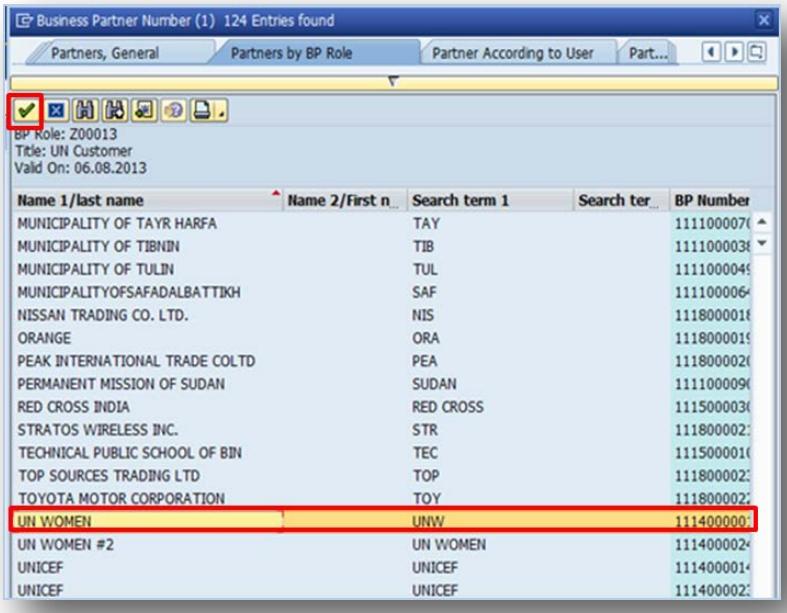


5. Click the **Find** icon to initiate the BP search
6. Type the BP name or other known information (Address, country and so on) and click the **Find** icon

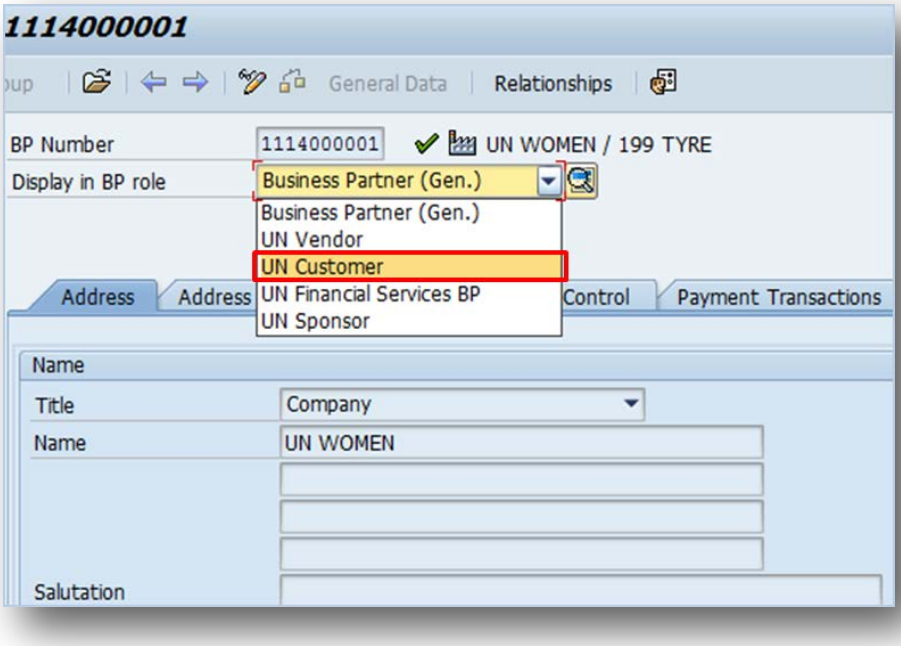
Note: The use of a wildcard to search for a BP is recommended.



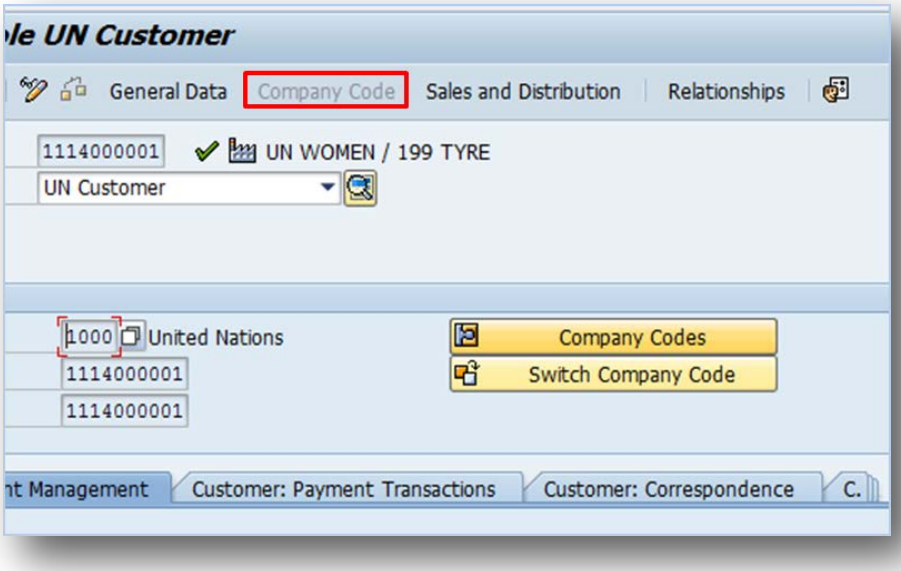
7. Select the appropriate UN Customer
8. Click the **Continue** icon



9. Select **UN Customer** from the **Display in BP Role** drop-down list



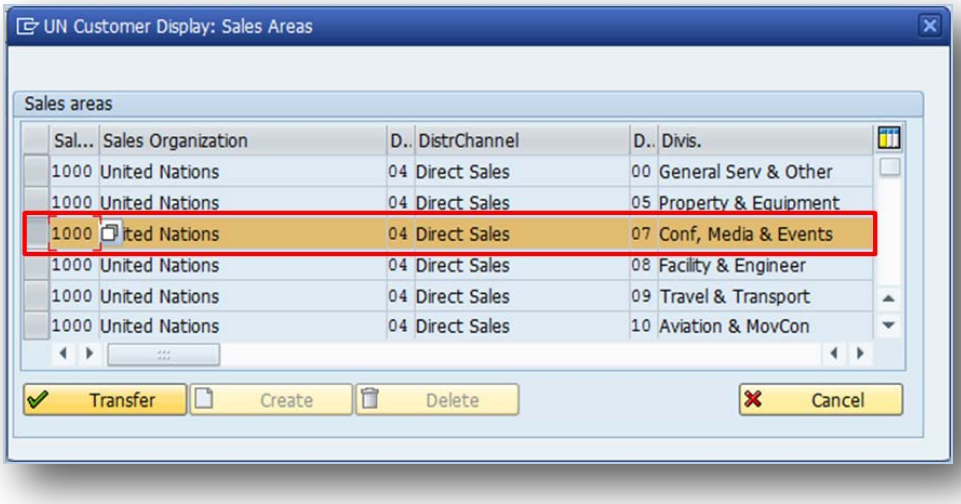
10. Click the **Company Code** button and review the information



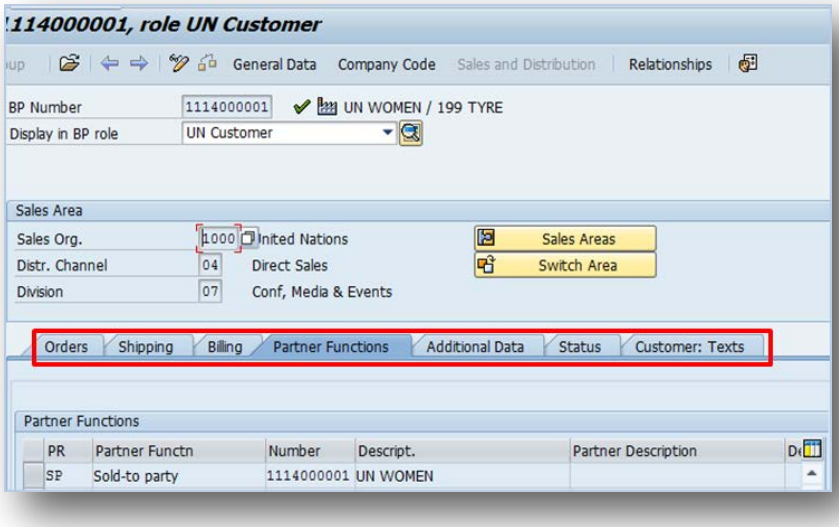
11. Click the **Sales and Distribution** button
12. Click the **Sales Areas** button

13. Select the relevant Sales Area, which is the combination of the **Sales Organization**, **Distribution Channel** and **Division**, that correspond to your operation.

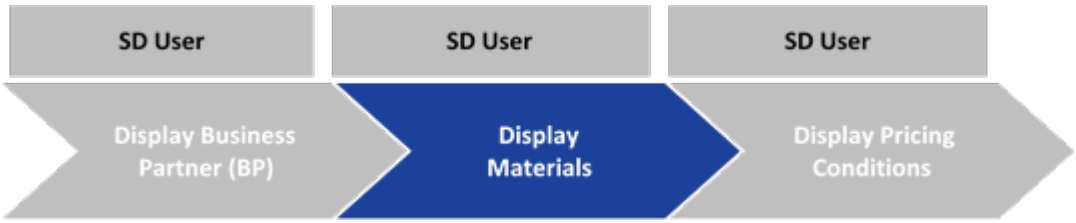
    Note: If the required Distribution Channel and Division combination does not appear for selection, it means that the BP cannot be used for that Sales Area. In this case, a request to extend the BP to the required Sales Area needs to be submitted.



14. Review the essential information in various tabs such as:
    - **Orders** tab for Currency
    - **Shipping** tab for Delivery Plant
    - **Billing** tab for Terms of Payment and Account Assignment Group
    - **Partner Functions** tab for Sold-to-Party, Bill-to-Party and Ship-to-Party



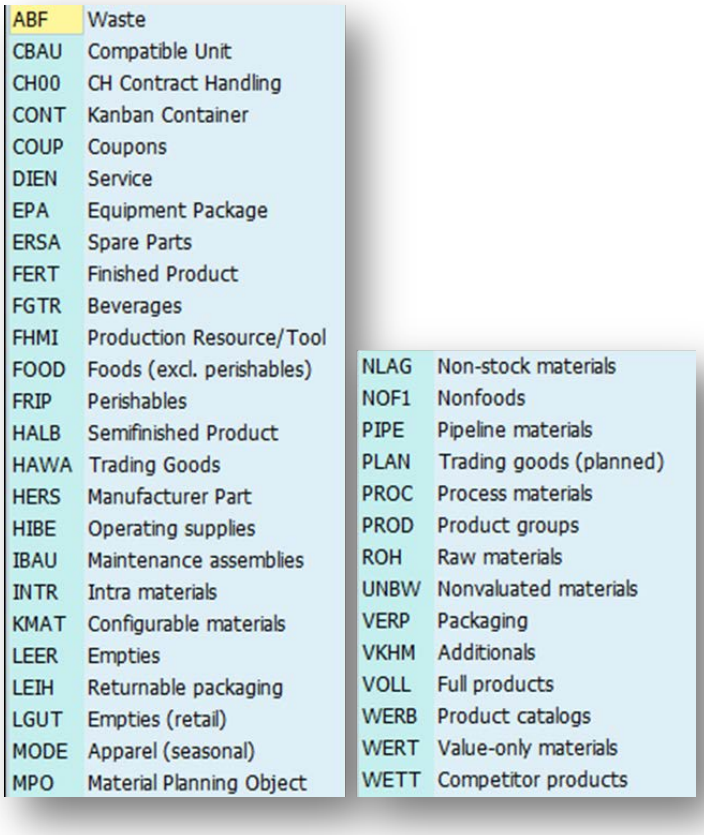
Verify Master Data: Material Master (MM03)



Material master records contain all the information about the materials that the UN procures, stores and ships. The integration of all information about a material into a single record eliminates redundancy and makes it possible to store material data for all relevant system components in a single, central database.

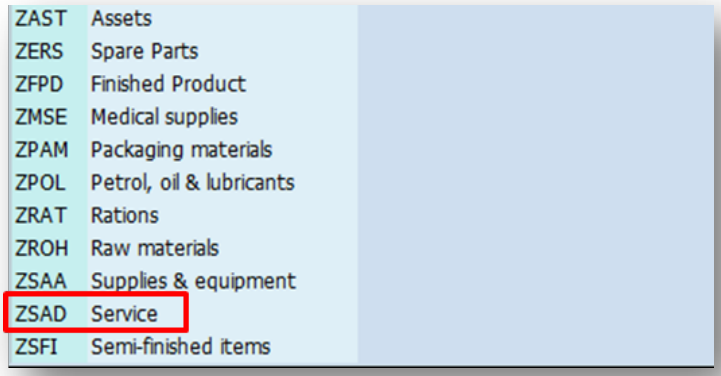
Material Type

Materies are classified by Material Type as part of the Materials Management process. In Umoja the are many Material types used. These material types are use for selling inventory. The following is the list of material types.



ABF	Waste
CBAU	Compatible Unit
CH00	CH Contract Handling
CONT	Kanban Container
COUP	Coupons
DIEN	Service
EPA	Equipment Package
ERSA	Spare Parts
FERT	Finished Product
FGTR	Beverages
FHMI	Production Resource/Tool
FOOD	Foods (excl. perishables)
FRIP	Perishables
HALB	Semifinished Product
HAWA	Trading Goods
HERS	Manufacturer Part
HIBE	Operating supplies
IBAU	Maintenance assemblies
INTR	Intra materials
KMAT	Configurable materials
LEER	Empties
LEIH	Returnable packaging
LGUT	Empties (retail)
MODE	Apparel (seasonal)
MPO	Material Planning Object
NLAG	Non-stock materials
NOF1	Nonfoods
PIPE	Pipeline materials
PLAN	Trading goods (planned)
PROC	Process materials
PROD	Product groups
ROH	Raw materials
UNBW	Nonvaluated materials
VERP	Packaging
VKHM	Additionals
VOLL	Full products
WERB	Product catalogs
WERT	Value-only materials
WETT	Competitor products

In addition to the standard SAP material types the following custom material types are used in Umoja. Please note we are only using materials with type **ZSAD – Service** for services until Galileo is decomissioned.

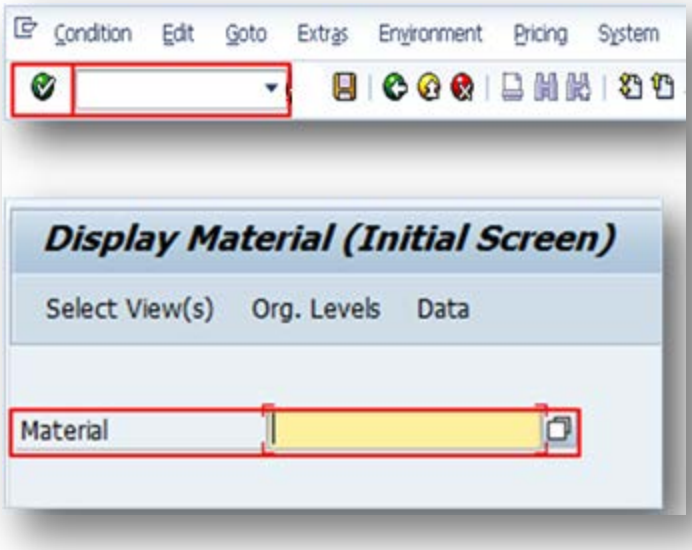


ZAST	Assets
ZERS	Spare Parts
ZFPD	Finished Product
ZMSE	Medical supplies
ZPAM	Packaging materials
ZPOL	Petrol, oil & lubricants
ZRAT	Rations
ZROH	Raw materials
ZSAA	Supplies & equipment
ZSAD	Service
ZSFI	Semi-finished items

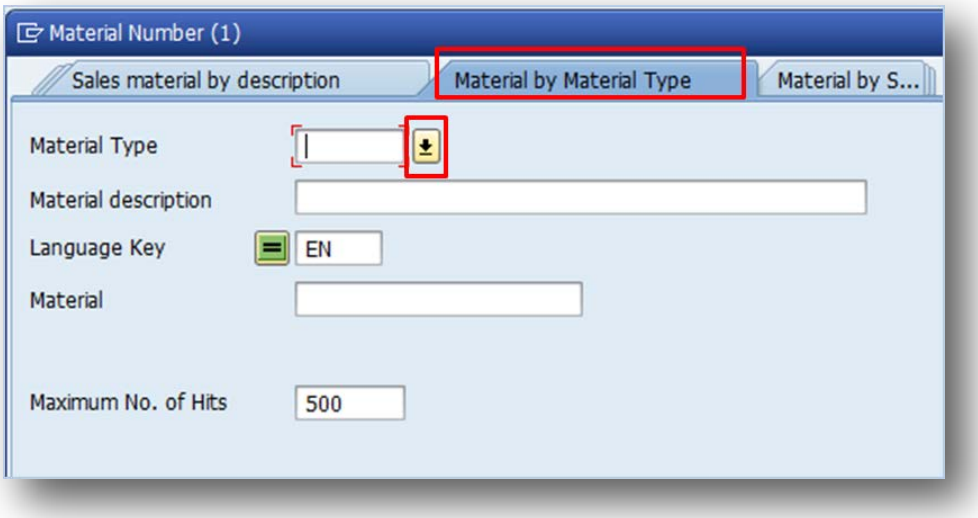
Step-by-Step Instructions

The steps to display material are as follows:

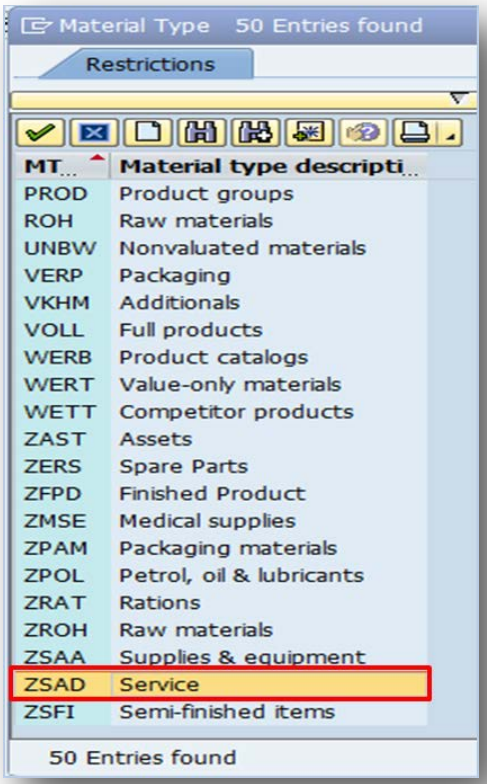
1. Type **MM03** in the **Command** field and click the **Enter** icon
2. Click the **Matchcode** icon in the **Material** field to open the search feature for the condition type

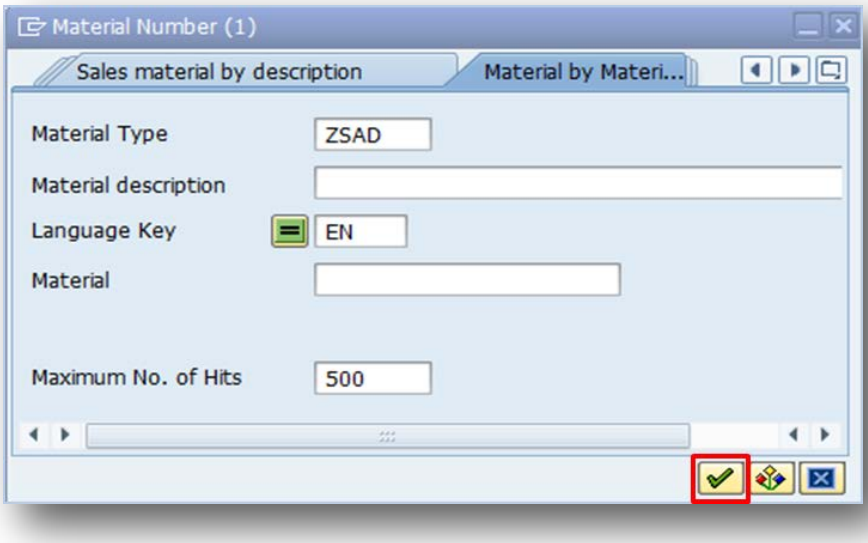


3. Select the **Material by Material Type** tab
4. Click the **Multiple Selection** matchcode icon in the **Material Type** field

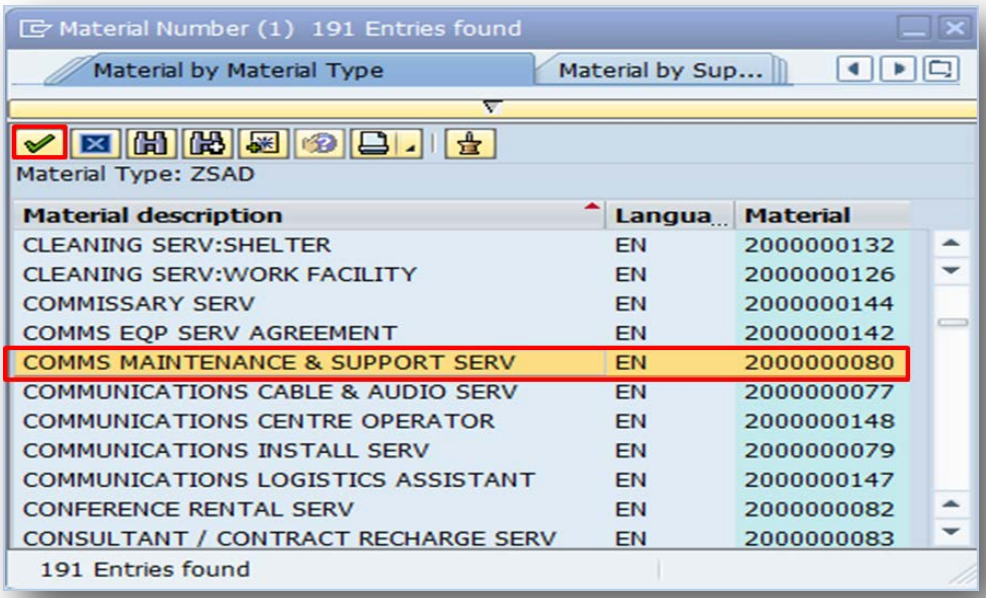


5. Select **ZSAD** as the **Material Type** so that the Service Materials can be listed
6. Click the **Copy** icon
7. Click the **Start Search** icon in the **Material Number** window

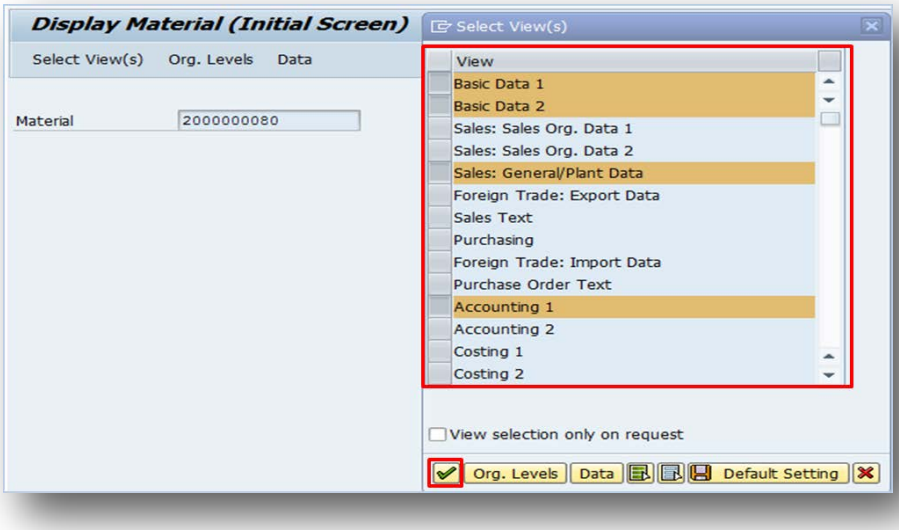




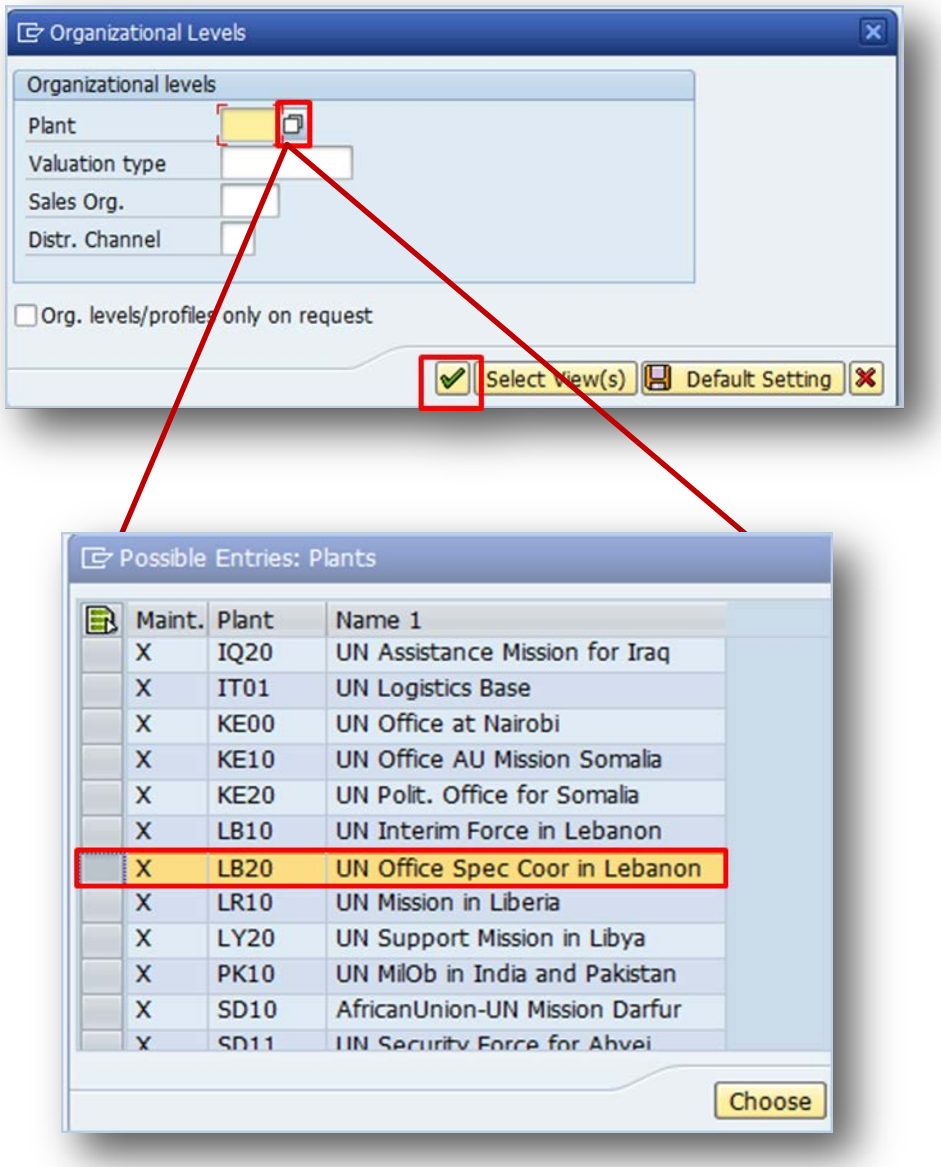
8. Select the **Material** to review
9. Click the **Copy** icon



10. Press **Enter** and select the desired views such as **Basic Data 1**, **Basic Data 2**, **Sales Org. Data 1**, **Sales: Sales Org. Data 2**, **General Plant Data/Storage 1** and **Accounting 1**
11. Click the **Continue** icon



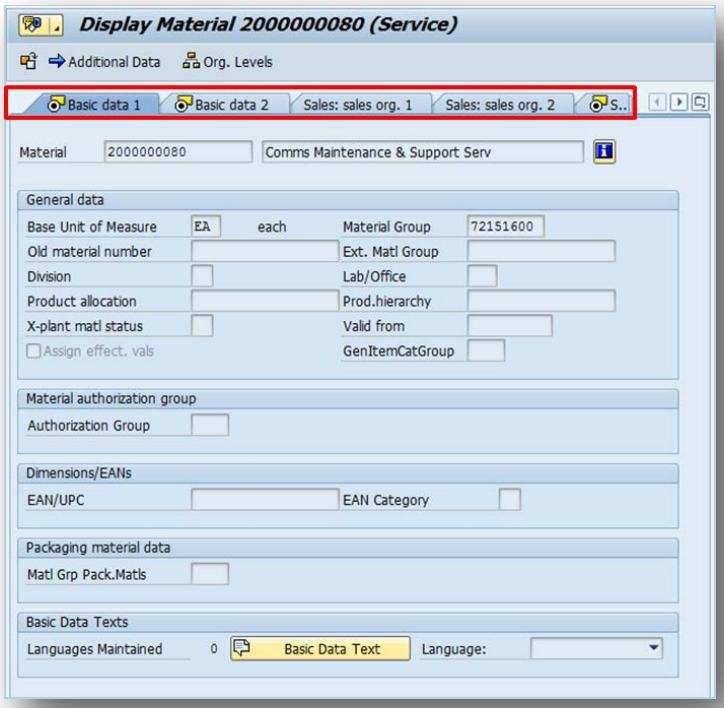
12. Click the **Matchcode** icon in the **Plant** field
13. Select the appropriate plant
14. Click the **Choose** button
15. Click **Continue** in the **Organizational Levels** window



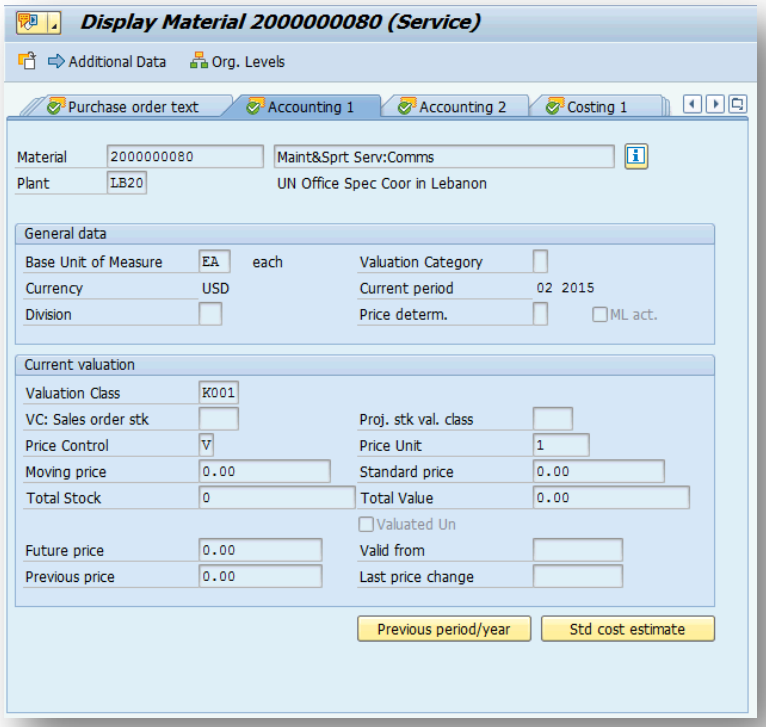
16. Review the information in the various tabs such as:

- **Basic Data 1**: For the **Material Description**, **Base Unit of Measure** and **Material Group**
- **Basic Data 2**: Contains Other Data fields

  Basic views are views with general information about the material.



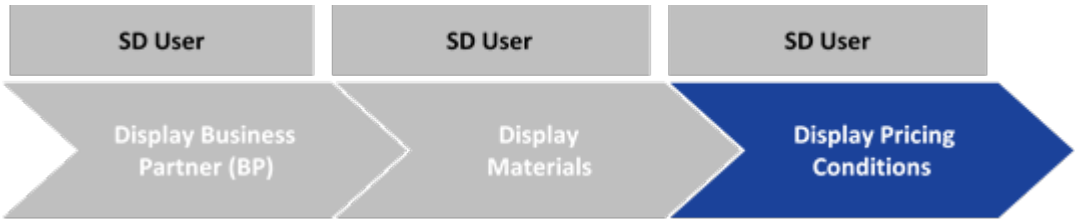
- **Sales: sales org. 1**: Contains General data regarding sales activity
- **Sales: sales org. 2**: Contains Grouping terms
- **Sales General / Plant**: Contains information about general sales characteristics of material. This is maintained on the Plant Level
- **Foreign Trade Export**: Contains information about freight, foreign trade, and exporting of materials
- **Purchasing**: Contains information regarding purchasing of this material
- **Foreign Trade Import**: Contains information about freight, foreign trade, and importing of materials
- **Accounting 1**: Contains information about Valuation Class, Moving Price, Stock Value, Quantity, Standard Price, etc.



- **Costing**: Costing view is used to determine the product cost

Verify Master Data: Pricing Conditions (VK13)

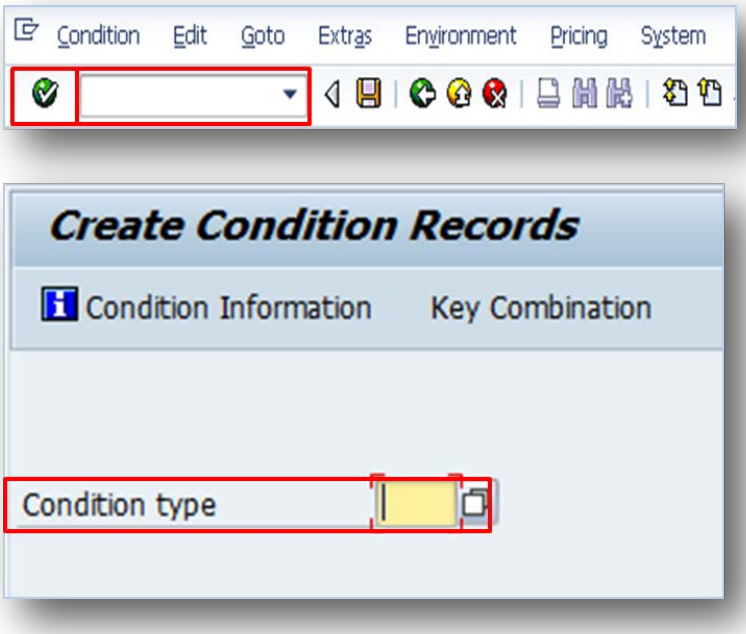
The SD User or Approver may verify Pricing Conditions for their Plant, for a product or a BP.



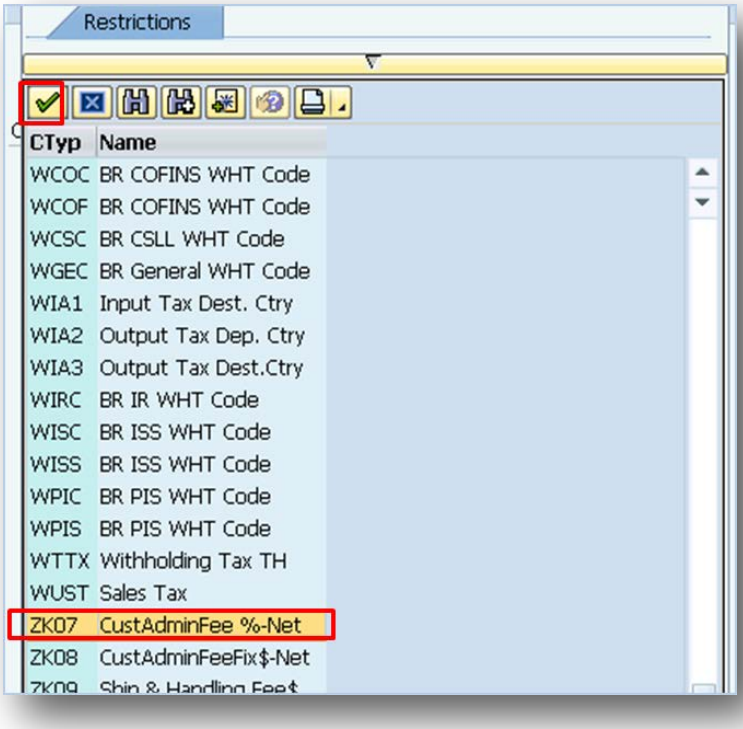
Step-by-Step Instructions

The steps to display Pricing Conditions are as follows:

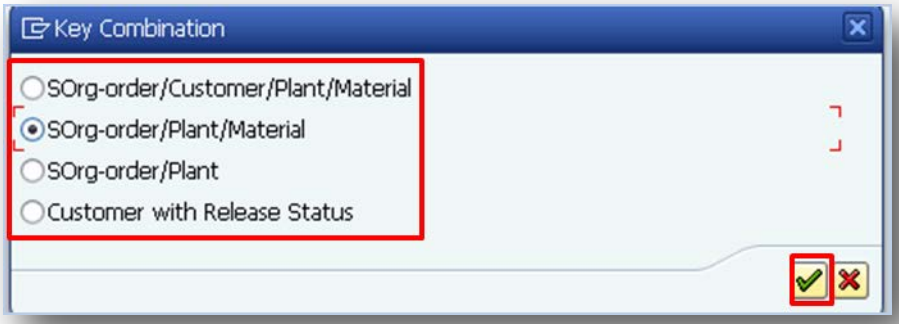
1. Type **VK13** in the **Command** field and click the **Enter** icon
2. Click the **Matchcode** icon in the **Condition type** field to open the search feature for the condition type



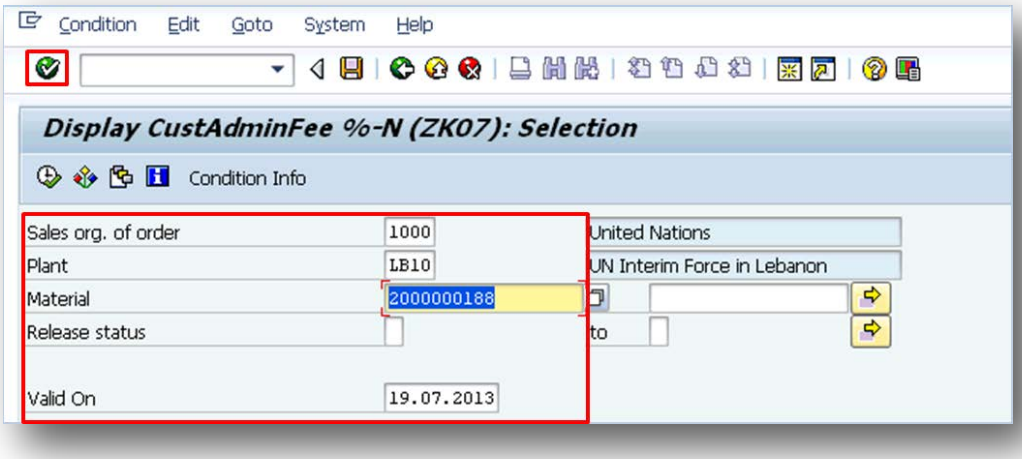
3. Select the appropriate condition type from the displayed list
4. Click the **Continue** icon



5. Click the **Enter** icon. The **Key Combination** window is displayed
6. Select the radio button for the appropriate key combination
7. Click the **Continue** icon



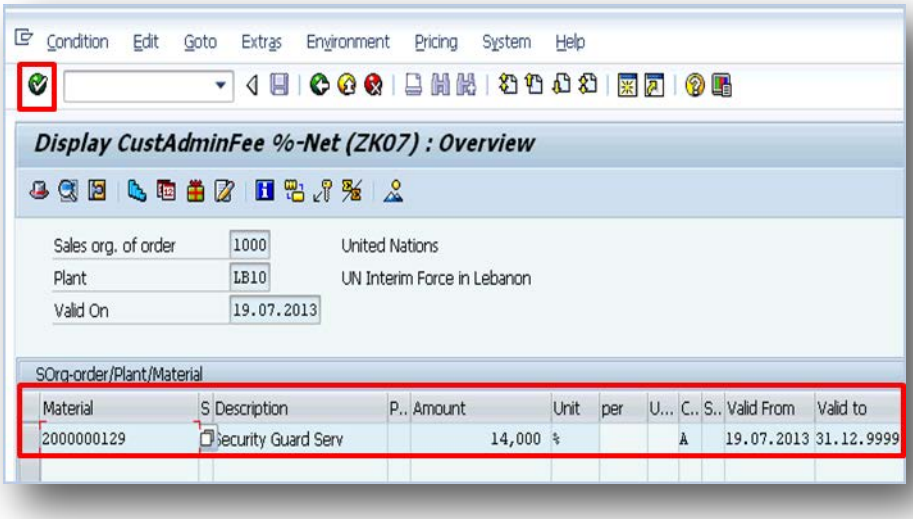
8. Populate the relevant criteria for display, such as **Sales org. of order, Plant, Material** and **Valid On** fields
9. Click the **Execute** icon



10. Review the following fields:
    - **Plant**

- **Material**
- **Amount**
- **Approval Status**
- **Valid to**
- **Valid From**

11. If the Pricing Condition requires to be either updated or created, follow the master data governance process



* * * *

Module 3: Create/Approve Quotation

Module Introduction

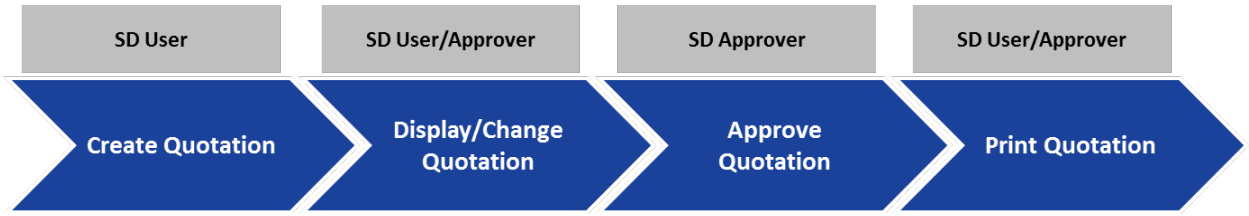
The SD User is responsible for creating and modifying Quotations for either a service or a product. Quotations can be created with or without reference to a service order.

The SD Approver is responsible for approving Quotations and Standard Orders in Umoja.

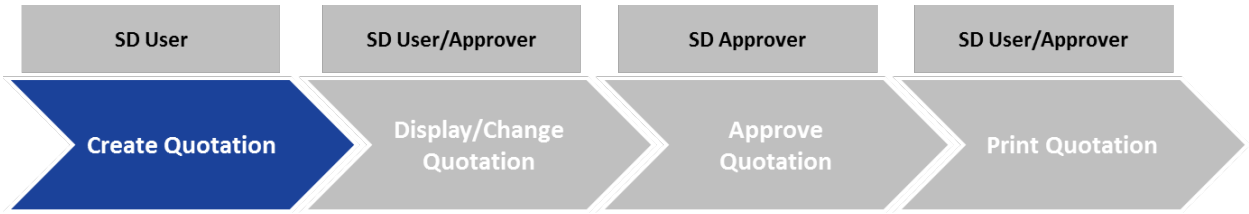
Quotations can be printed by either SD User or SD Approver if needed.

Business Process Context

The steps for creating and approving a Quotation are:



Create a Quotation – VA21

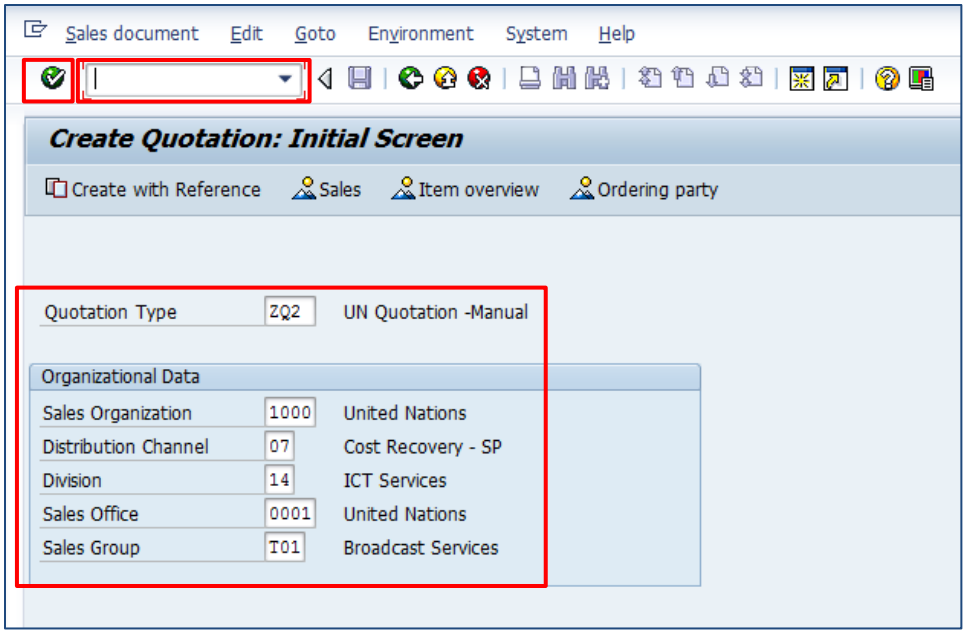


Step-by-Step Instructions

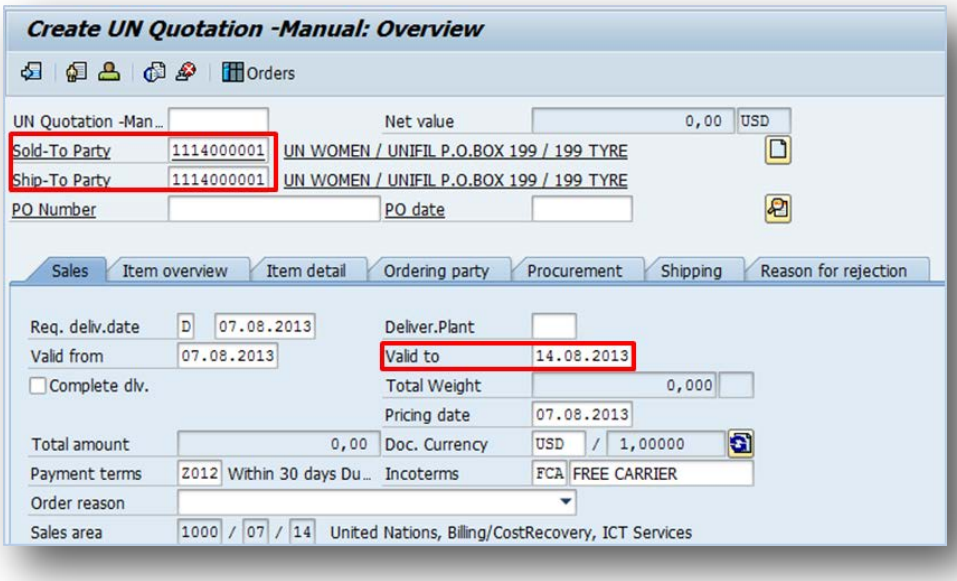
The steps to create a Quotation without Reference are as follows:

Note: Please substitute the values that are relevent to you.

1. Type **VA21** in the **Command** field and click the **Enter** icon
2. Populate the following fields and click the **Enter** icon:
   - **Quotation Type (ZQ2 UN Quotation – Manual)**
   - **Sales Organization (1000)**
   - **Distribution Channel**
   - **Division**
   - **Sales Group** [If the value is typed in (i.e. if the value is not picked from the drop-down list), enter the Sales Office as 0001- United Nations]



3. Type the **BP Number** in the **Sold-To Party** field. The **Ship-To Party** field will be automatically populated
4. Type the appropriate date in the **Valid to** field under the **Sales** tab



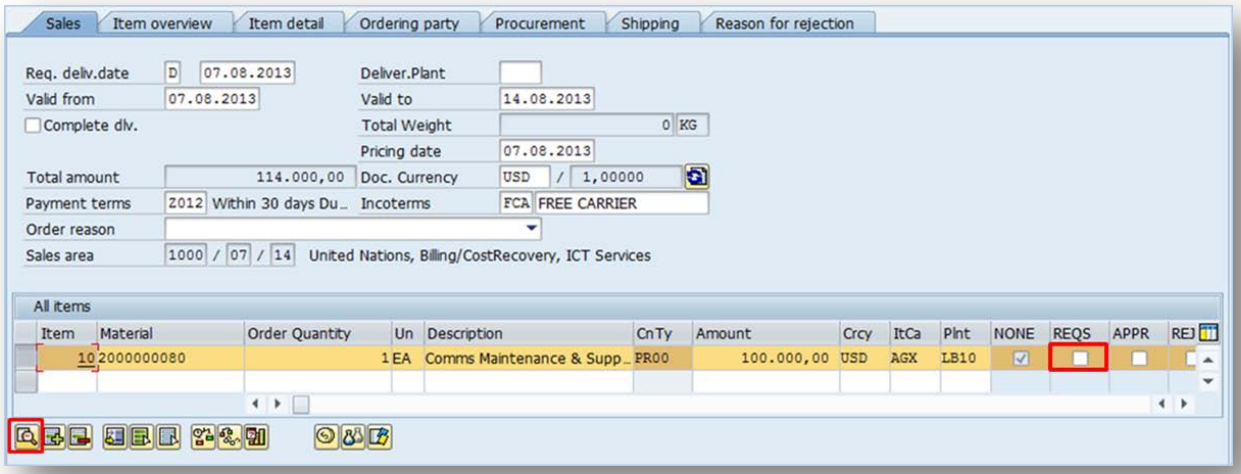
5. In the **Sales** tab, for each item to be listed in the Quotation use the following steps and repeat for each line item.
   - Type the appropriate information in the **Material**, **Order Quantity** and **Plant** fields. These are the required fields.
   - The **Amount** and **Currency** should be populated from the **Pricing Condition**. If there is no Pricing Condition defined, then the SD User will need to enter the **Amount** and **Currency** (default is USD)

- The **Description** field will be derived from the **Material** number
- Check **REQS – Approval Requested** when complete to submit the relevant line item for approval by the SD Approver. This ensures that the Quotation is now is in **Approval Requested** status
- The SD Users will need to notify the SD approver outside of Umoja when a Quotation is ready to be approved

6. Amend the information contained for each material, select the material line item and click the **Display Item Details** icon or double-click the line item

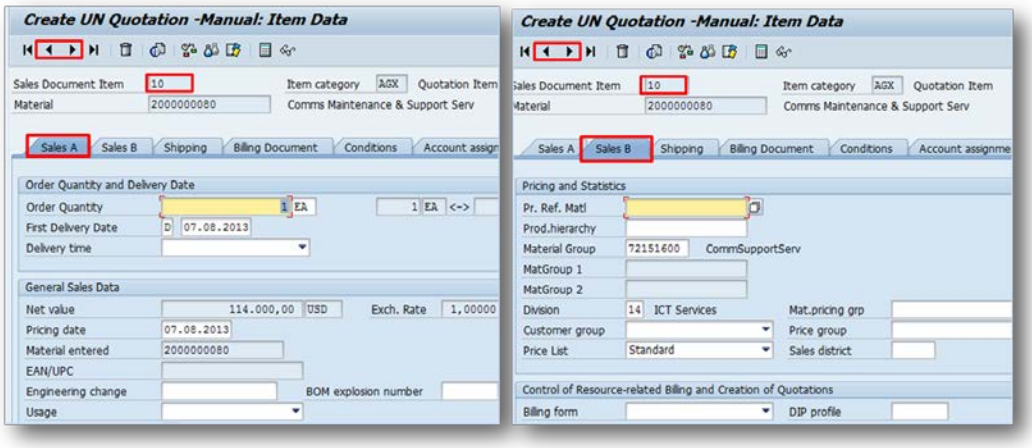
   You can change the item category and pricing conditions as well, if required.

7. Check each line item to collectively request for Approval

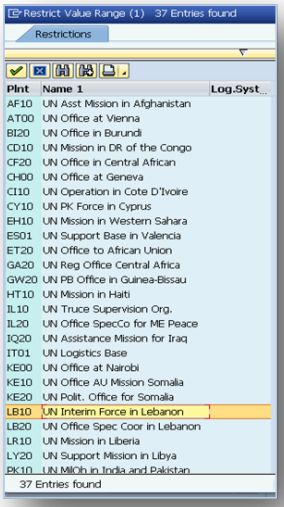


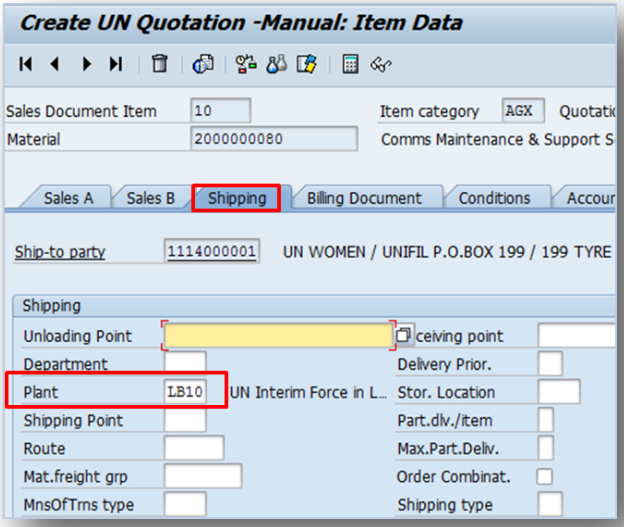
Note: Steps 8 to 19 are an alternative approach that are relevant to each line Item. Repeat the same steps for all the line items in the Quotation.

8. At the item level, maintain or if required, populate the **Sales A** and **Sales B** tabs

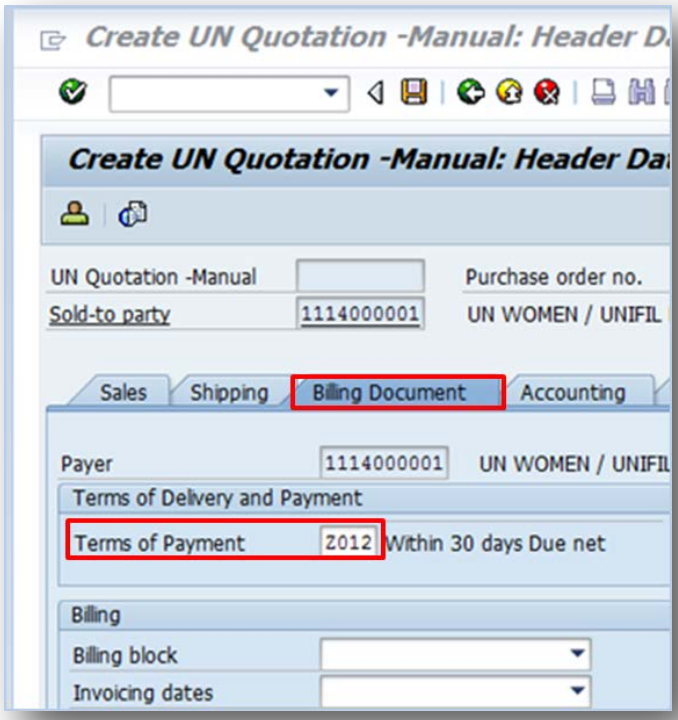


9. Type the appropriate value for the mission or office responsible for delivering the service in the **Plant** field under the **Shipping** tab

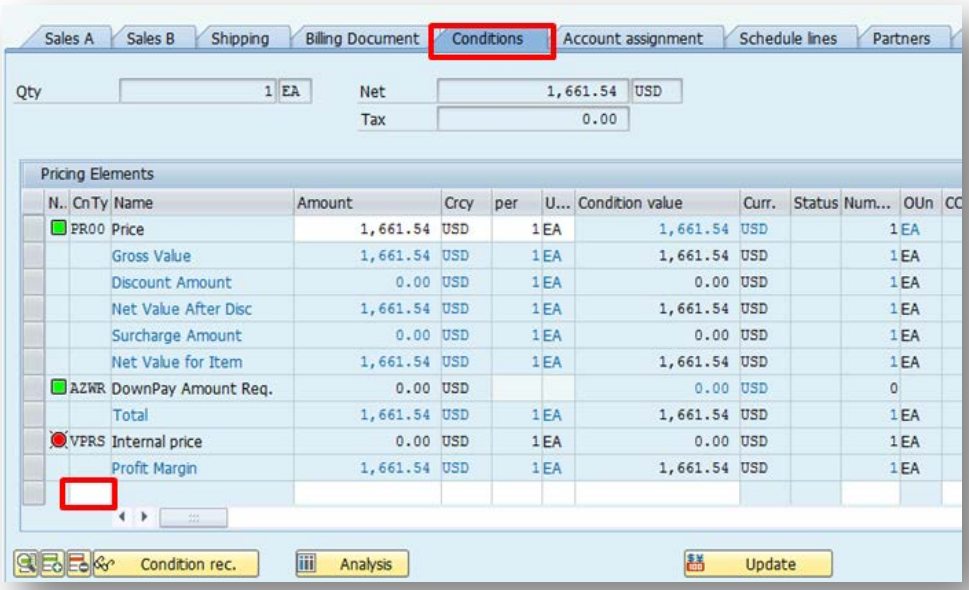




10. **Terms of Payment** field under the **Billing Document** tab is populated based on information from the Customer BP



11. Under the **Conditions** tab, click the **Matchcode** icon in the **CnTy** (Condition Type)

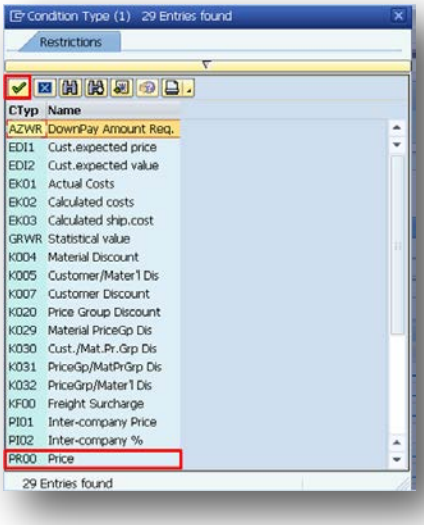


12. Select the Conditions Type from the displayed list

    Note: In addition to the Condition Type PR00 – Price, other **Condition Types** can be added if they have not been automatically added through the Pricing Conditions Master, such as:

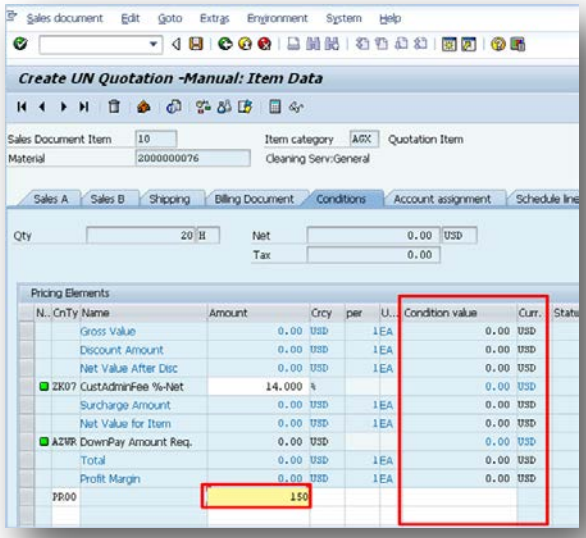
    - ZK09 – Ship and Handling Fee
    - ZK07 – Customer Administrative Fee
    - K007 – Customer Discount
    - KF00 – Freight Surcharge

13. Click the **Copy** icon

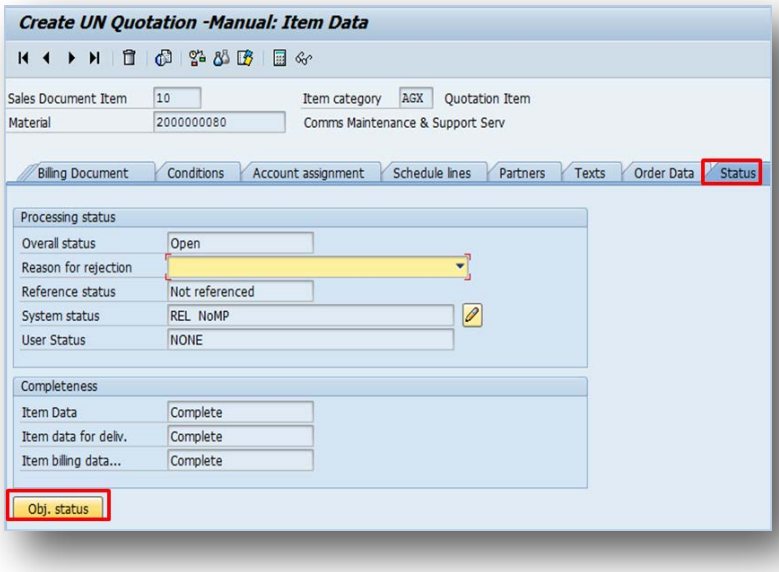


14. Type the appropriate price in the **Amount** field

15. Press **Enter**
16. Verify that the **Pricing Conditions** applicable to the client have been applied (if any)



17. Under the **Status** tab, click the **Object Status** button



18. Click the **REQS – Approval Requested** radio button when complete to submit the relevant line item for approval by the SD Approver. SD users should notify the SD approver when Quotation is ready to be approved. SD approvers should be aware of what sales documents they need to be approved

    The following are the different statuses:

    - **REQS** – Approval Requested (by SD User)
    - **APPR** – Approved (by SD Approver)

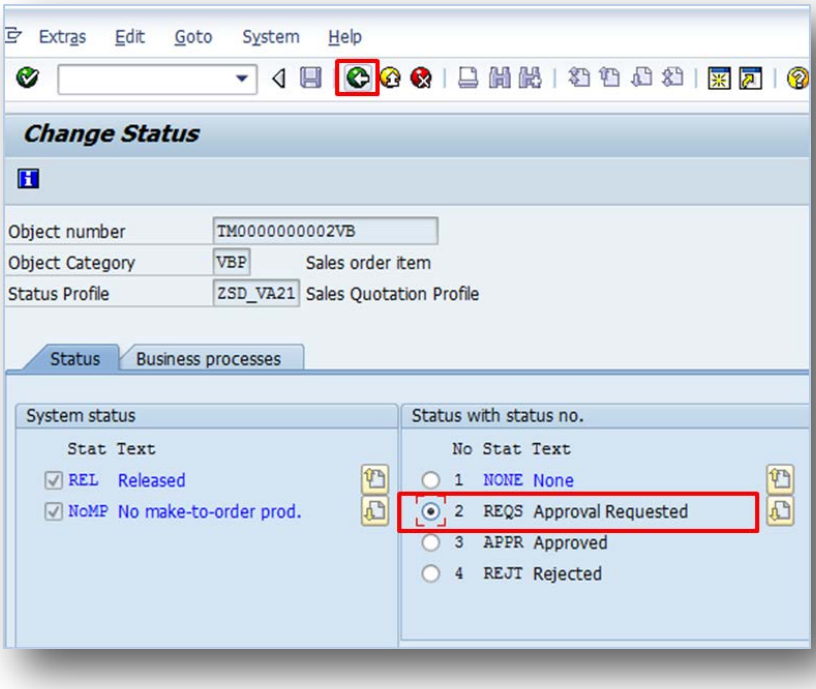
- **REJT** – Rejected (by SD Approver)

Note: **None** is the default status when the Quotation is created. Document stays in this status till the SD User selects the **REQS** status to request approval.

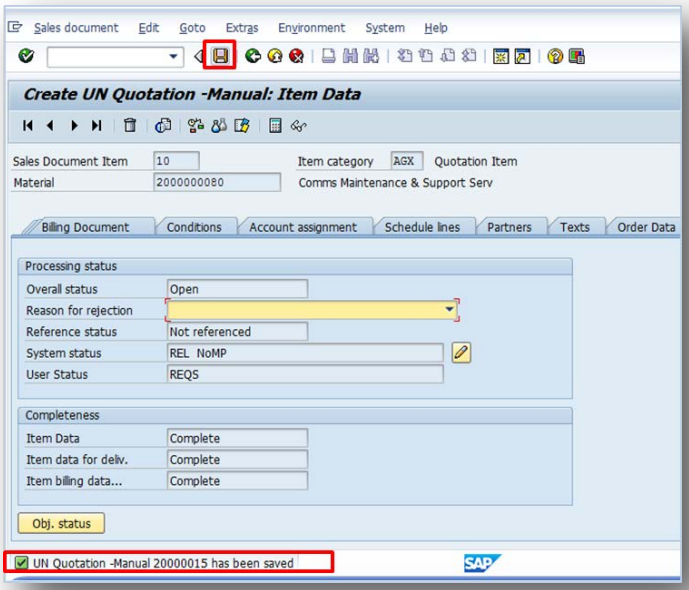
If the Quotation was rejected the user may edit the Sales Document and change the status to **REQS** to await for approval again.

19. Click the **Back** icon

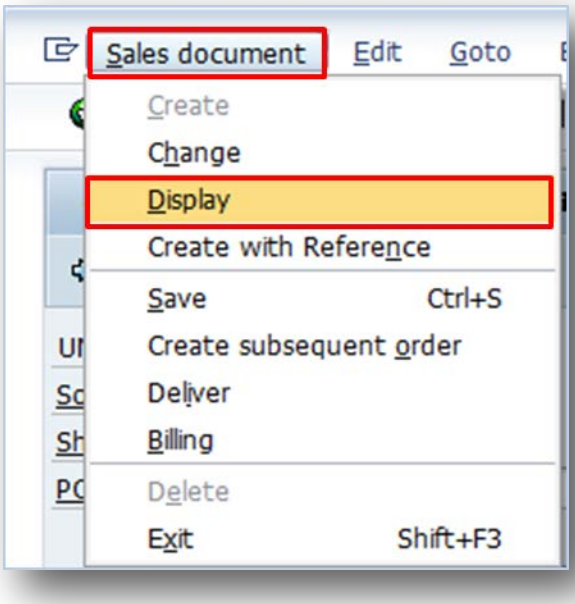
    Repeat the steps for additional services or materials, i.e. additional line items on the Quotation.



20. Click the **Save** icon
21. Note the Quotation number for future reference



22. To review the quotation, click the **Sales document** menu and select **Display** Alternatively, you can use the T-code **VA23**.



Create a Quotation with Reference to a Service Order – DP80

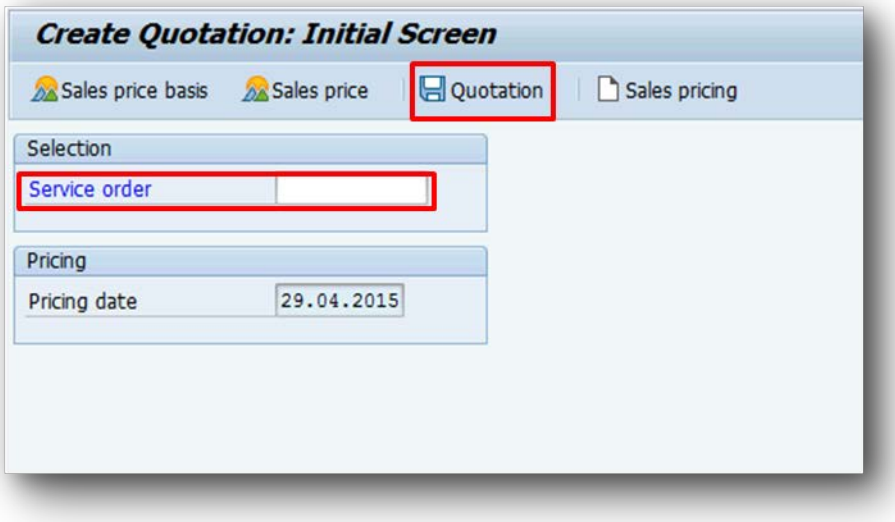
Quotations may also be created with reference to a Service Order.

Step-by-Step Instructions

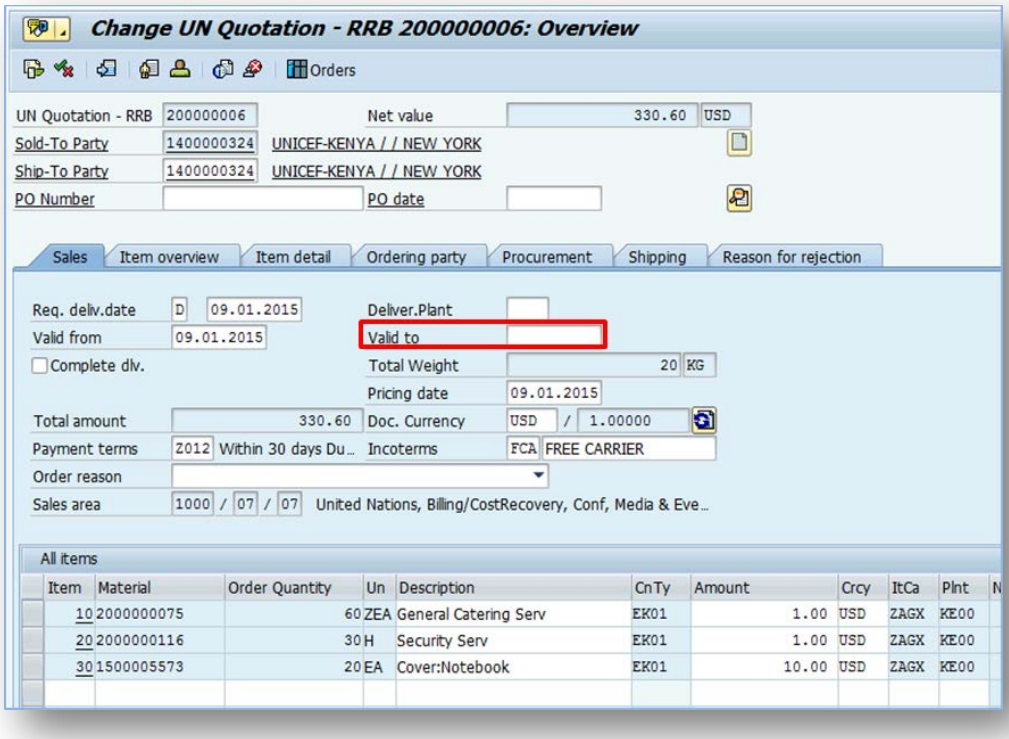
The steps to create a Quotation with Reference to a Service Order are as follows:

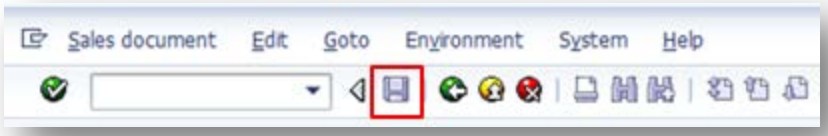
1. Type **DP80** in the **Command** field and click the **Enter** icon

2. Enter the required Service Order number in the selection area (please note that a Service Order must exist or should be created prior to creating a Quotation with reference to it)
3. Click the **Quotation** icon in the Tool bar to save



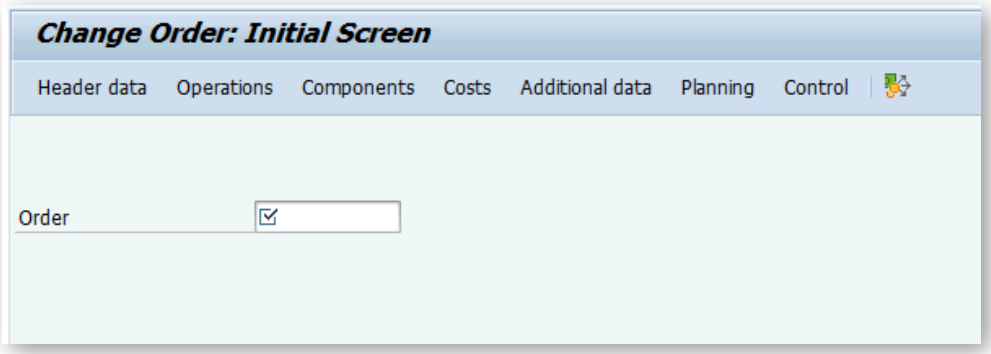
4. The **Change Quotation: Overview** screen displays with the new Quotation created. Enter the appropriate date in the Valid To field
5. Click the **Save** icon



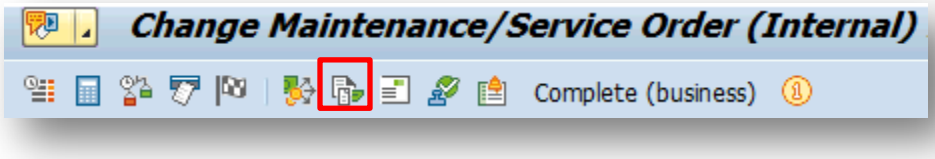


Note: Steps 6 to 9 indicate how to view related documents, referred to as Document Flow.

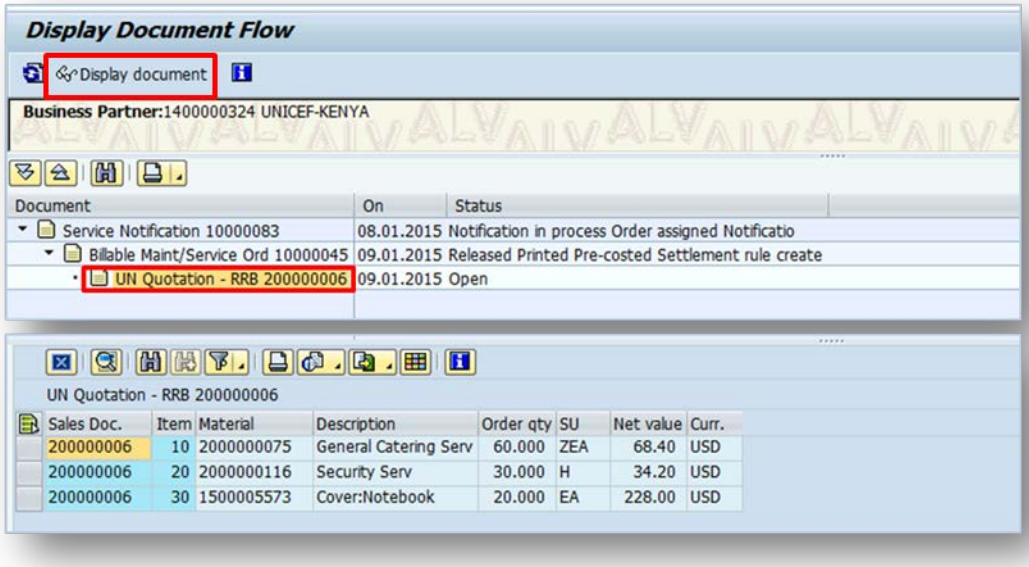
6. Type **IW32** in the **Command** field and click the **Enter** icon
7. Enter the Service Order number and click the **Enter** icon



8. Click the **Document Flow** icon



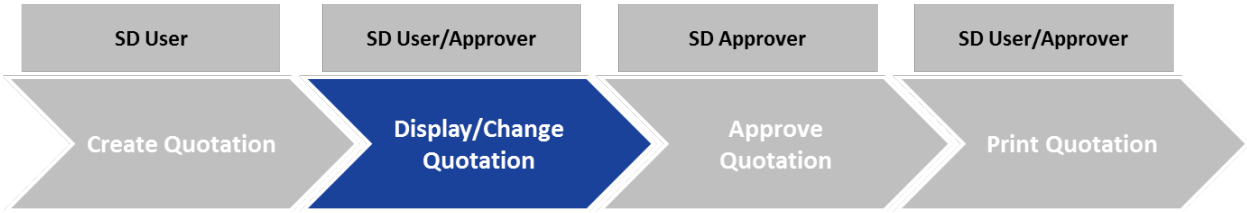
9. The **Display Document Flow** screen displays. Note the Quotation number
   - To display the line item details at the bottom of the same screen, double-click the document
   - To navigate to the document, select the document and click the **Display document** button



Display / Change a Quotation – VA22 & VA23

Business Process Context

The SD User or SD Approver can display and change a quotation (if necessary) for services or goods.



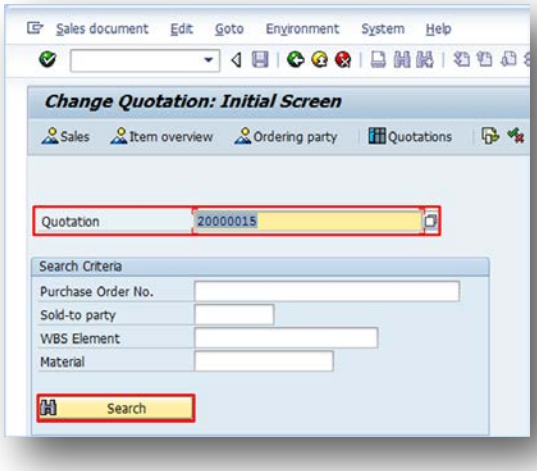
A quotation may be changed at various stages of the process:

1. While its being created and has not been submitted for Approval
2. After the SD Approver has Approved or Rejected the Quotation. The status will need to be changed back to Requesting Approval (**REQS**) if this is done
3. After the Quotation has been Printed

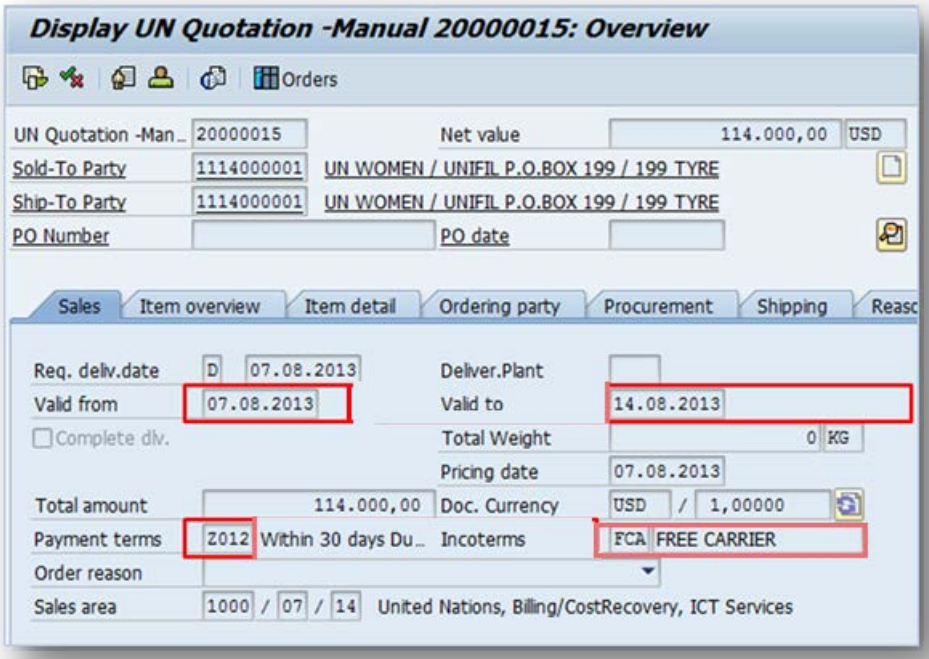
Step-by-Step Instructions

The steps to review a quotation are as follows:

1. Type **VA23 (Display)** or **VA22 (Change)** in the **Command** field and click the **Enter** icon
2. Type the quotation number in the **Quotation** field
3. Click the **Search** button



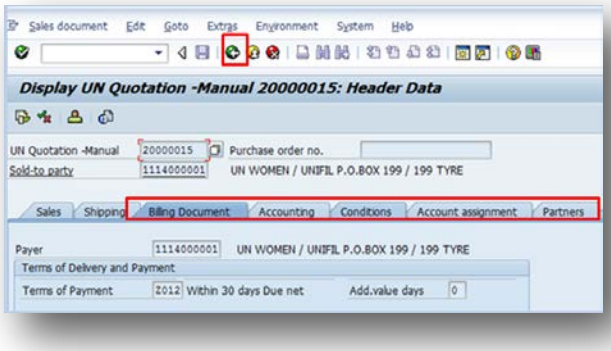
4. In the **Sales** tab, review the following fields:
   - **Valid from**: Date when the Quotation is valid from
   - **Valid to**: Date till which the Quotation is valid
   - **Payment terms**: Terms of payment copied from the Customer for whom the Quotation is created. For example: Payable immediately, Within 30 or 45 days due net, As of end of month Payable immediately Due net, etc.
   - **Incoterms**: These are internationally accepted rules for world trade. In this way, purchasers can collaborate with their vendors to define delivery conditions and connected buyer and seller obligations. For example: EXW Ex Works, FCA Free Carrier, etc.



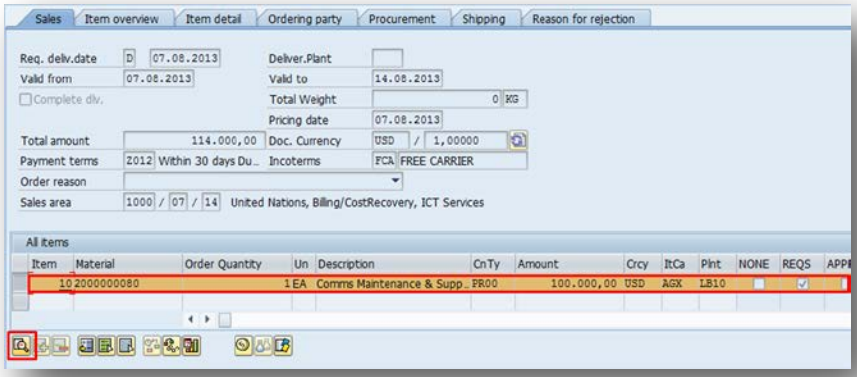
5. For header data, click the **Display Doc. Header Detail** icon

6. Review the following information:
   - **Billing Document** tab for Billing Date
   - **Conditions** tab for the Total Price, Surcharge and other pricing elements
   - **Partners** tab for Sold-to, Bill-to, Payer and Ship-to Party

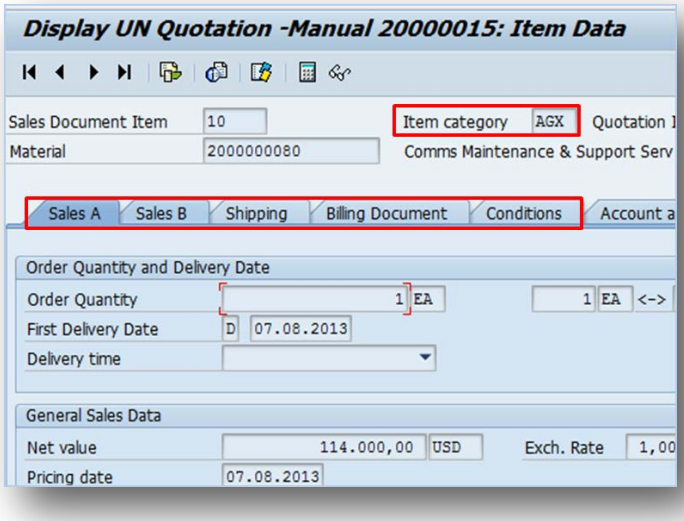
7. Click the **Back** icon to return to the main screen



8. Double-click the line item or click the **Display Item Details** icon to view the item data

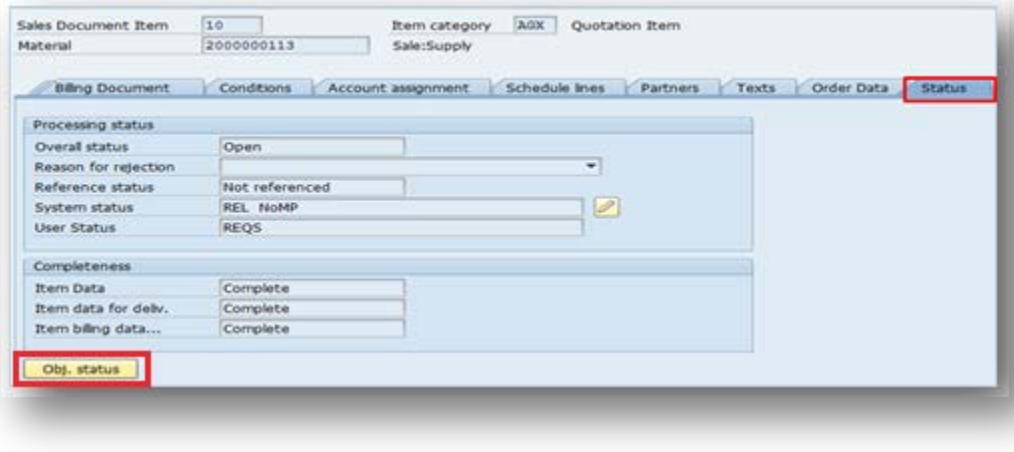


9. Review the following information:
   - **Header** section for Item Category
   - **Sales A** tab for First Delivery Date, Net Value and Exchange Rate (Exch. Rate)
   - **Sales B** tab for Material Group, Division and Price List
   - **Shipping** tab for Ship-to Party, Plant, Weight and Volume and Delivery Tolerance
   - **Conditions** tab for Item Price, Surcharge and other pricing elements

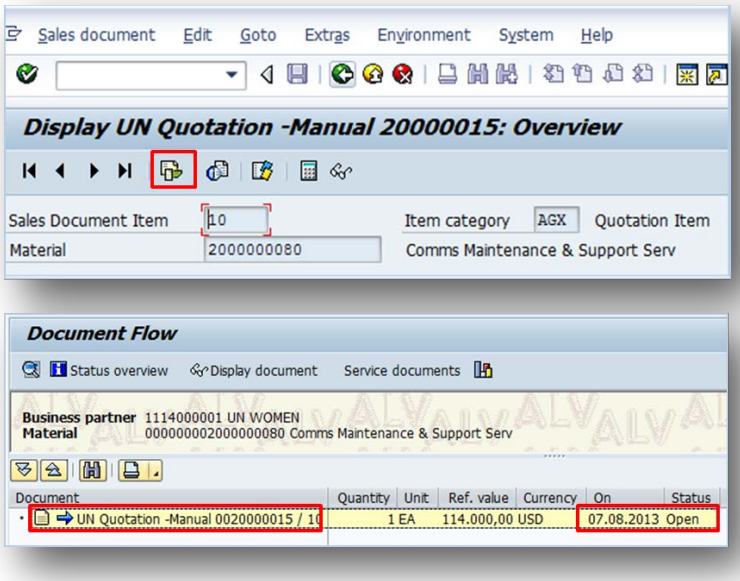


10 Review the following information:

- **Status** tab for Approval status by clicking the **Obj. status** button

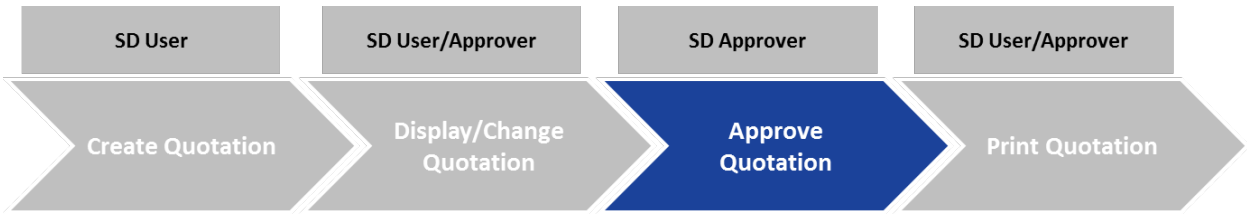


11. To check the document flow, click the **Display Document Flow** icon
12. Note the **Document Type**, **Number**, **Creation Date** and **Status**



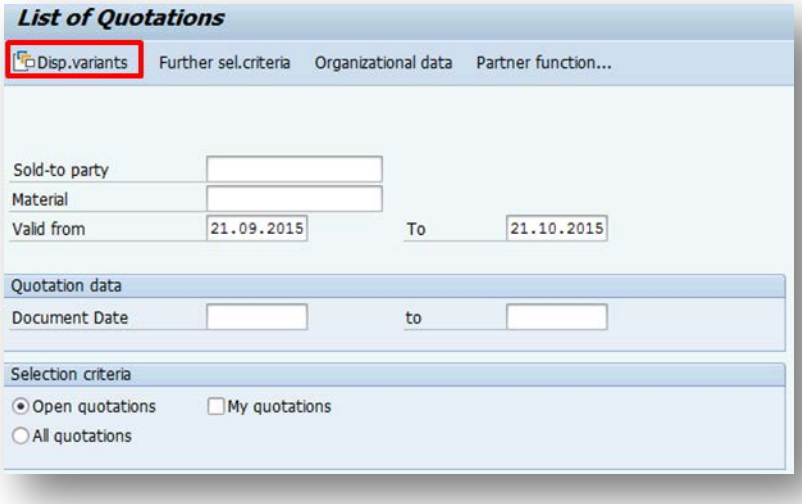
Approve Quotation – V.26

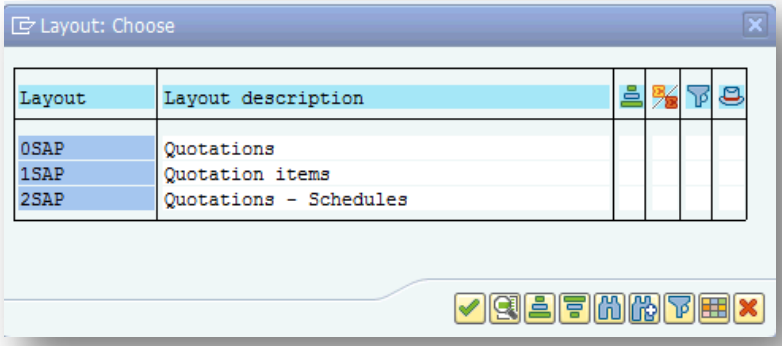
A Quotation can be approved (or rejected) by the**SD Approver** while it is created by the SD User.



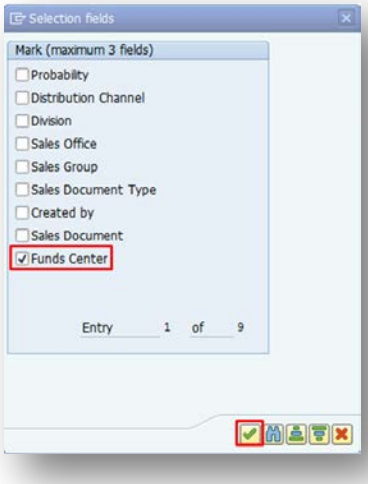
Note you can run the Report VA25 to identify all Quotations that need to be approved. The steps are as follows:

1. Type **VA25** in the **Command** field and click the **Enter** icon to navigate to the **List of Quotations** screen
2. Click the **Disp variants** button. Pick the layout for Sales Quotations Awaiting Approval





3. Click the **Further sel.criteria** button
4. On the **Selection Fields** pop-up screen, select the **Funds Center** checkbox and click the **Continue** button

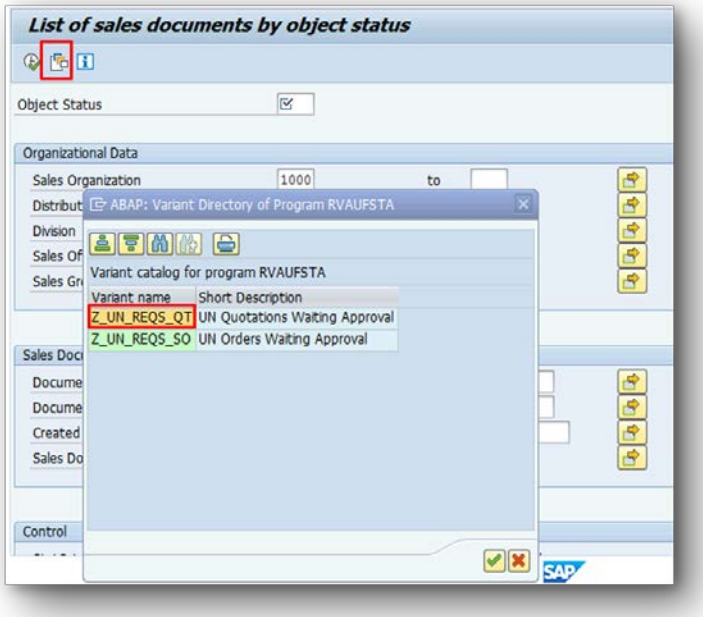


5. On the **Enter selection requirements** pop-up screen, enter the relevant Funds Centers. Click the **Continue** button to get back to the **List of Quotations** screen
6. Update the **Valid From** and **To** dates if required
7. Click the **Continue** button on the top left of the screen. The open quotations that are awaiting Approval will be listed. Note the document numbers as needed

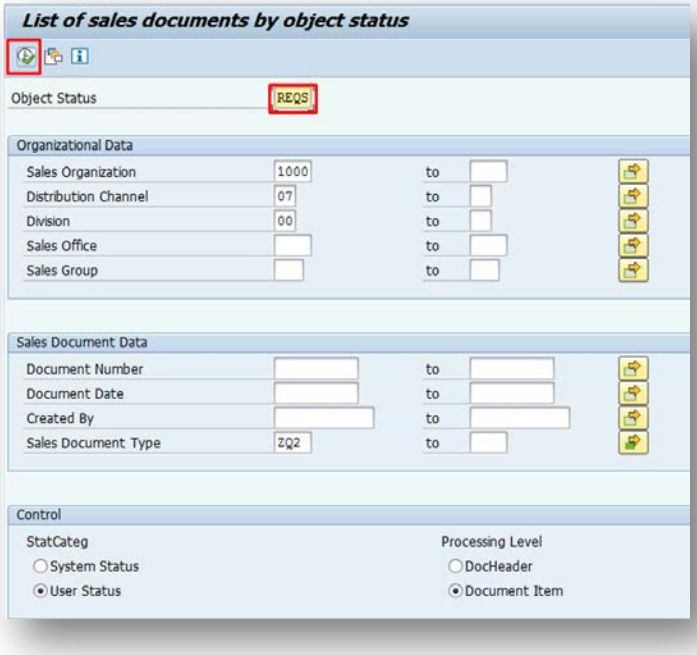
Step-by-Step Instructions

The steps to approve a Quotation are as follows:

1. Type **V.26** in the **Command** field and click the **Enter** icon
2. Click the **Variant** icon and choose the variant **UN Quotations Waiting for Approval**. Press the **Enter** key on your keyboard



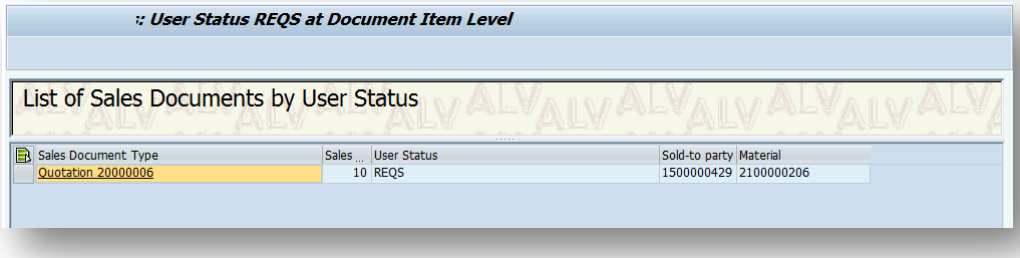
3. **REQS** is displayed in the **Object Status** field. Click the **Execute** icon



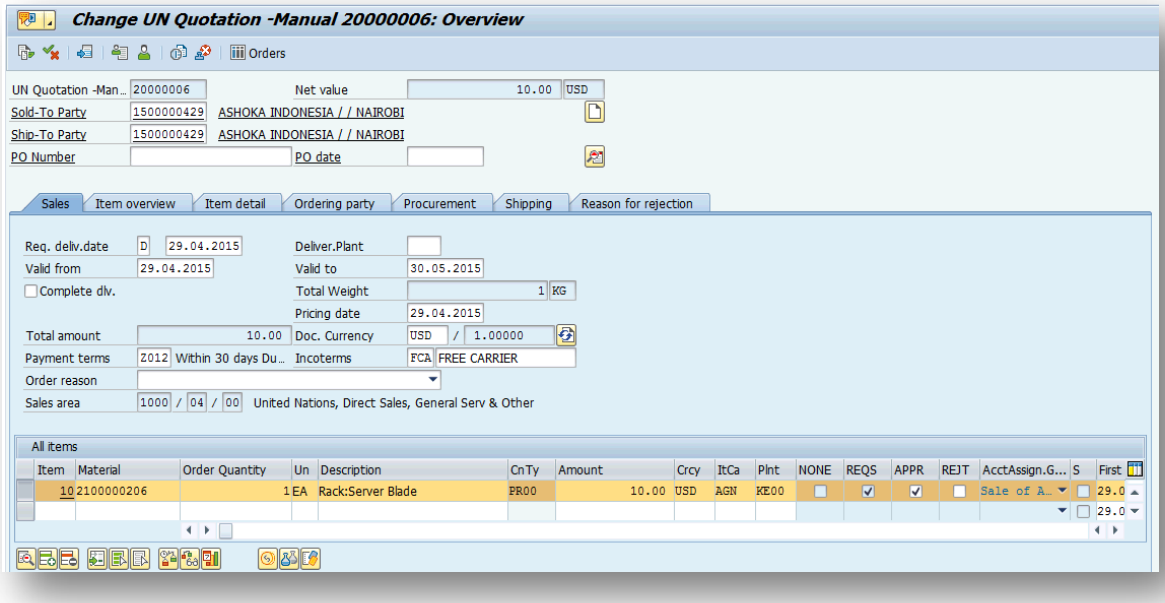
You may populate the following fields to filter the Quatation output list:

- **Sales Organization** – 1000
- **Distribution Channel** –
- **Division** – Enter the Organization Unit responsible for the profits
- **Sales Office**
- **Sales Group**
- **Document Number** – Quotation Number
- **Document Date** – Date Quotation was created
- **Created By** – The SD user who created the Quotation
- **Sales Document Type** – Quotation Type

4. Enter the quotation numbers to be approved as described above. Click the **Execute** icon (A list of quotations pending approval will be displayed)



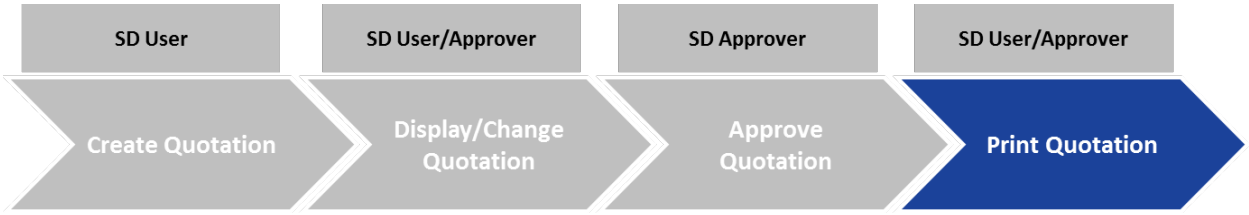
5. Click the relevant Quotation to be approved
6. The **Change Quotation Overview** screen is displayed with the **Sales** tab displaying the line items
7. At the material line item level, review the details provided on the document and change the status of all or relevant line items from **REQS** to **APPR (Approved)**. If a line item has to be rejected then select the **REJT** checkbox instead of **APPR**



8. Click the **Save** icon to save the document and return to display the List of Sales items
9. Follow the steps listed above for approving further Quotations awaiting Approval

Print Quotation – VA22

After the quotation is approved, the SD User or SD Approver can print the Quotation.

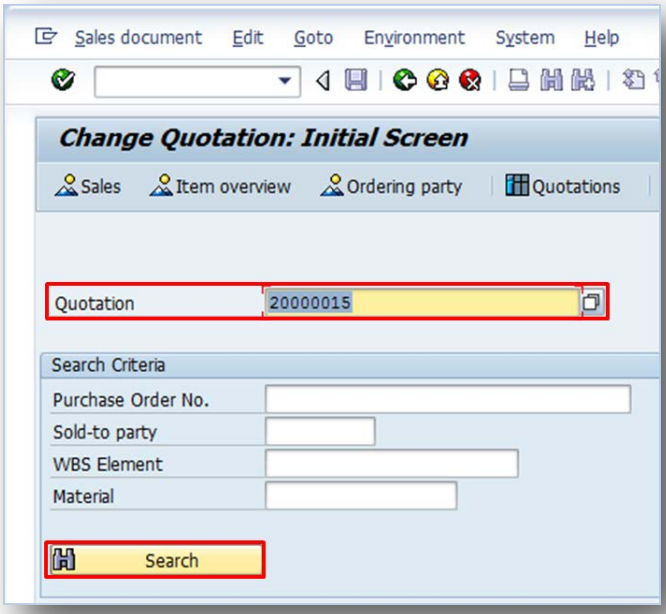


Step-by-Step Instructions

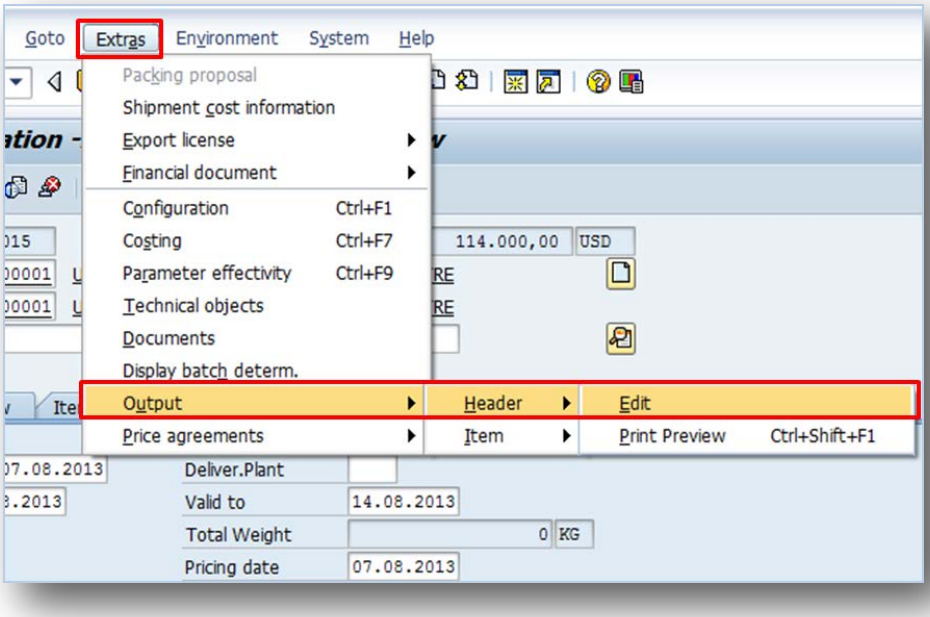
The steps to print a quotation are as follows:

1. Type **VA22** in the **Command** field and click the **Enter** icon
2. Ensure that you are in the **Change** mode. Type the quotation number in the **Quotation** field

3. Click the **Search** button

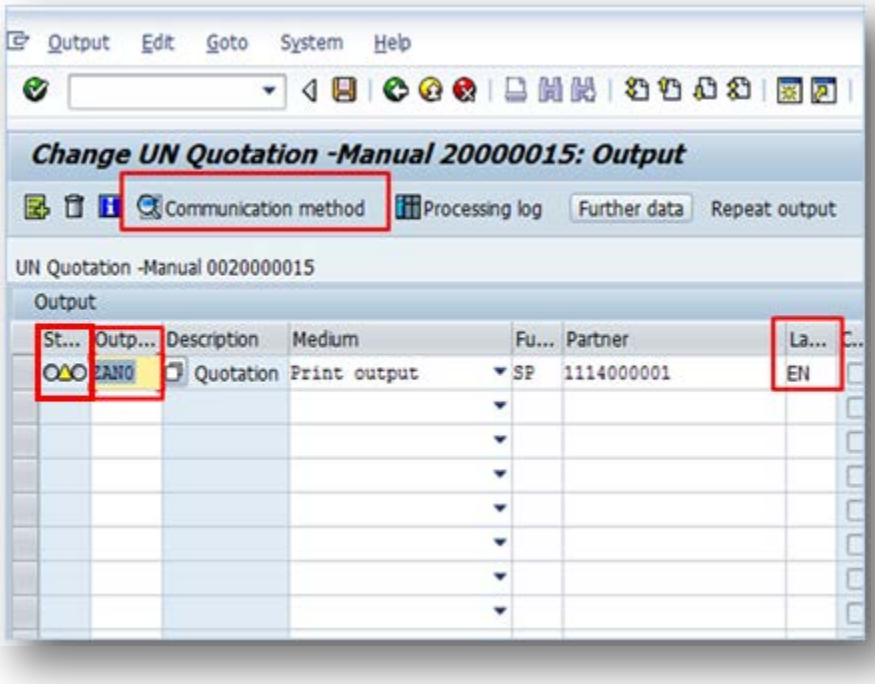


4. Click the **Extras** menu
5. Select **Output** > **Header** > **Edit**

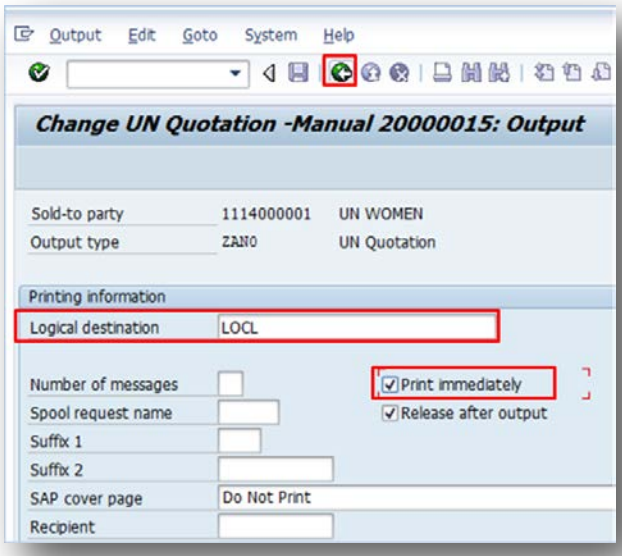


6. The **Output** field will be populated with **ZAN0 – UN Quotation** automatically to print using the UN customised Sale Order format. Note that the **Status** field will indicate a yellow triangle

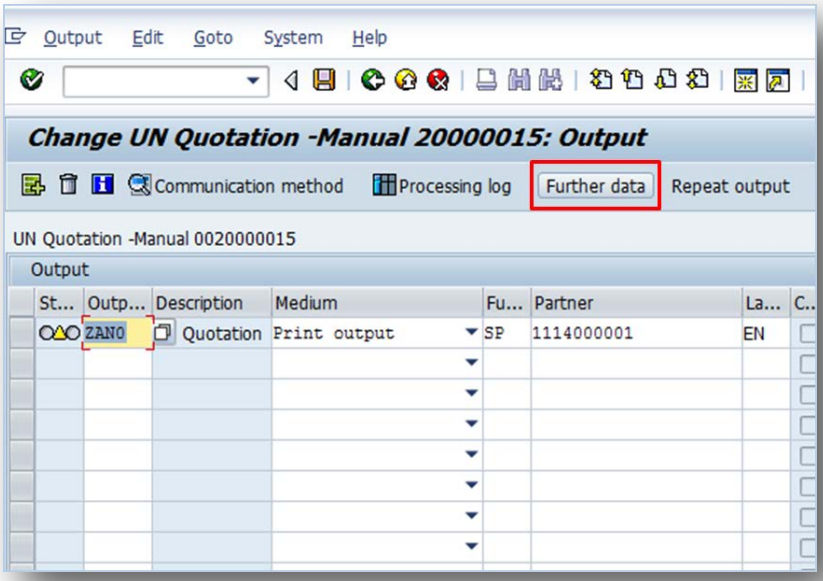
7. If this Quotation has already been printed, the **Status** field will indicate a green square. To print the Quotation again, select the line item and click the **Repeat Output** button. A new row will be created with a yellow triangle
8. If the form needs to be printed in a language other than the defaulted language, change to the required language code in the **Language** column
9. Click the **Communication method** button



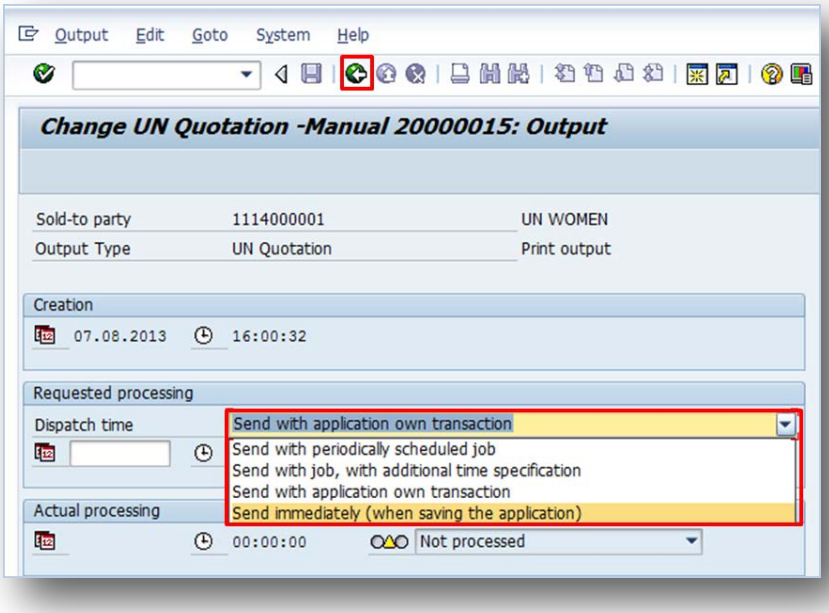
10. Type **LOCL** in the **Logical destination** field
11. Select the **Print immediately** check box



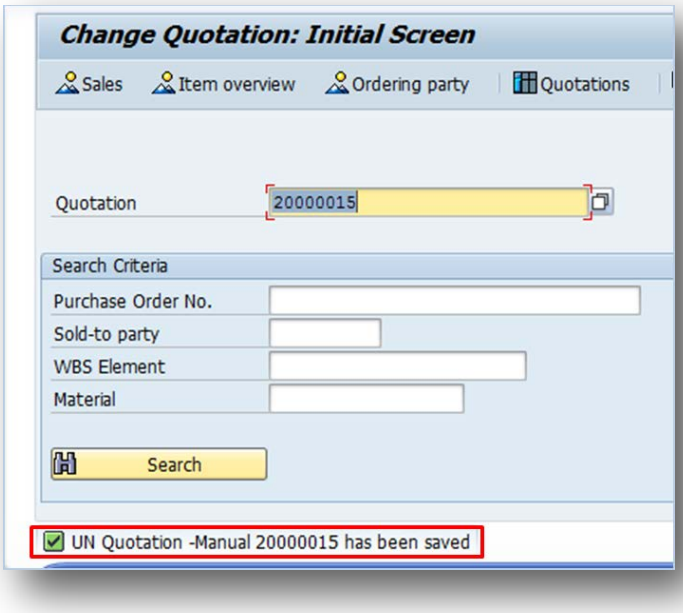
12. Click the **Back** icon
13. Click the **Further data** button



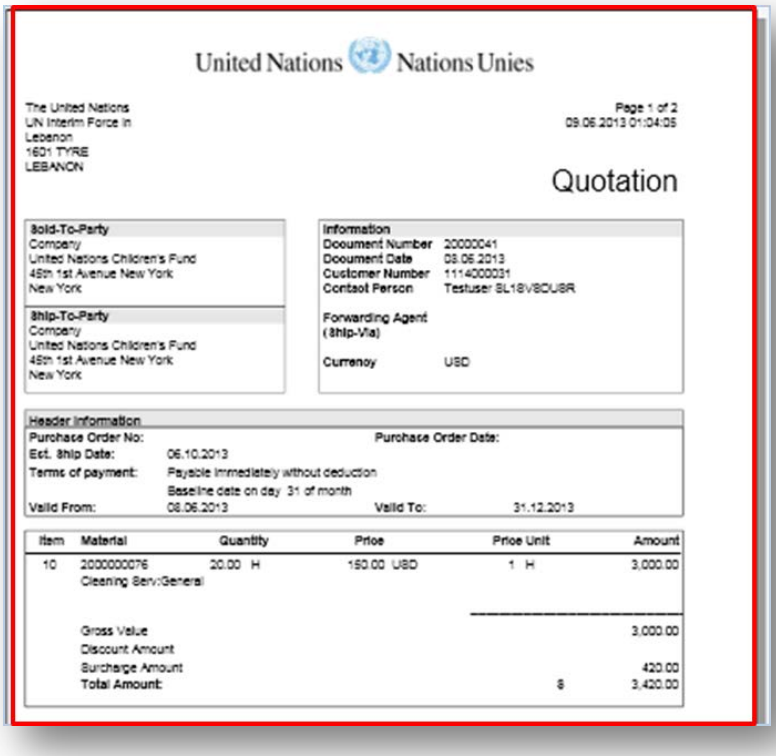
14. Select **Send Immediately (when save the application)** from the **Dispatch time** drop-down list
15. Click the **Back** icon



16. Click the **Save** icon and note the system message



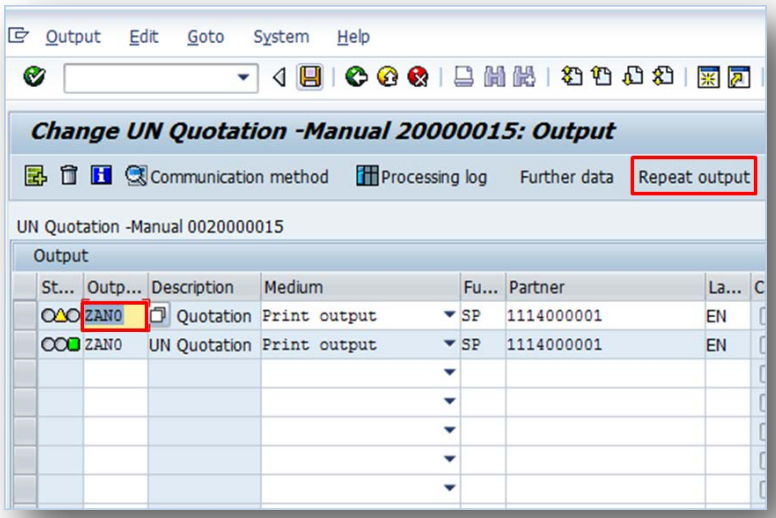
17. The standard Print dialog window will be displayed. The quotation can be printed or saved as PDF. Review the quotation and ensure that all the essential information appears in the printed document correctly



18. To repeat printing:

- Repeat earlier steps to reach the **Output** screen

- Highlight the output to repeat and click the **Repeat Output** button. A second Quotation Print output appears
- Select the new line item and click the **Save** icon

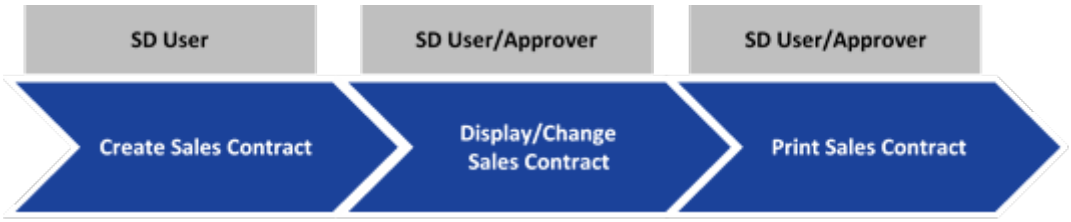


* * * *

Module 4: Create Contract

Module Introduction

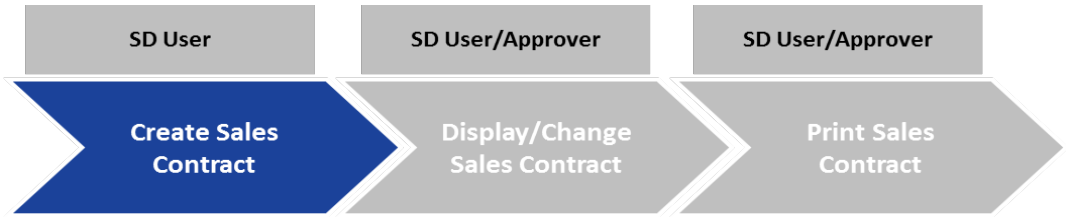
The SD User is responsible for creating a sales contract. This module explains the steps to create a sales contract, display a sales contract and print a contract.



A sales contract outline a sales agreement that contains special conditions negotiated between a vendor and a Customer, for example, price, target value or target quantity. A sales contract is valid for a specified period. A Customer submits a Sales Order to release products or services from the amount agreed in the contract. For example, Quanity contracts can have one contract established that multiple Sales Orders can refer to and draw down from.

Note: Sales Contract may be created with or without reference to a Sales Quotation.

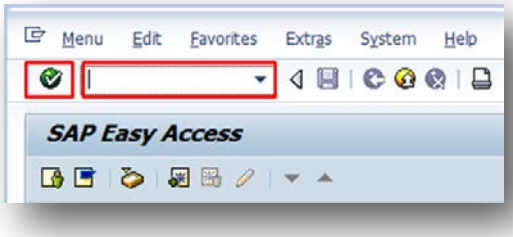
Create Sales Contract – VA41



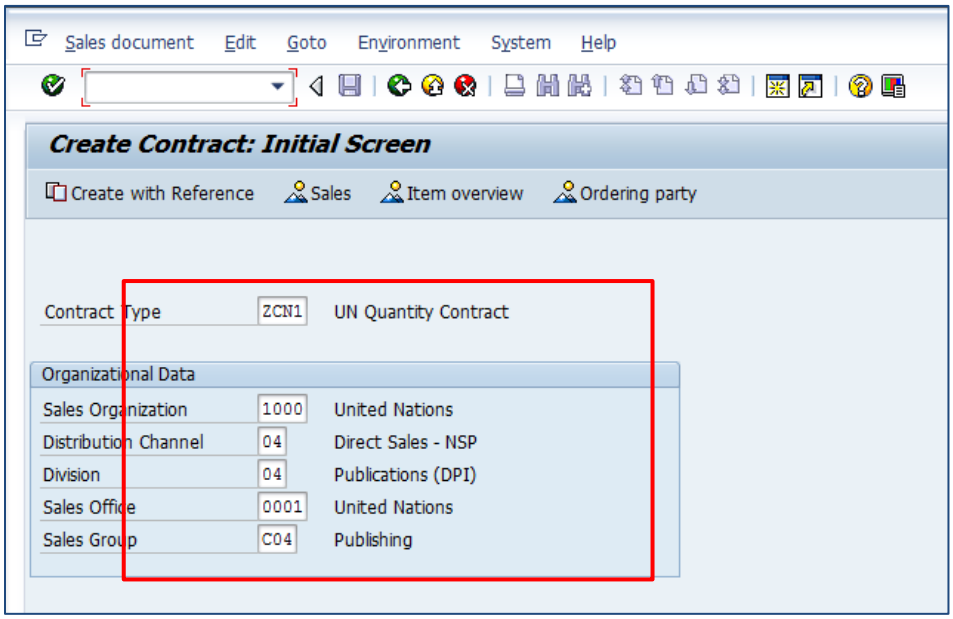
Step-by-Step Instructions

The steps to create a Sales Contract are as follows, you may use your own values for fields to create Sales Contracts that are applicable to the task at hand:

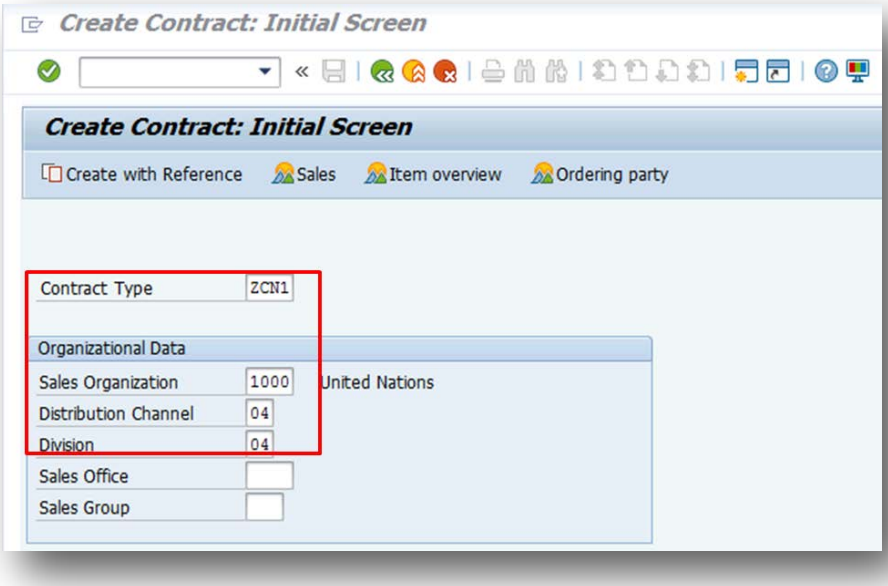
1. Enter **VA41** in the **Command** field
2. Click the **Enter** icon



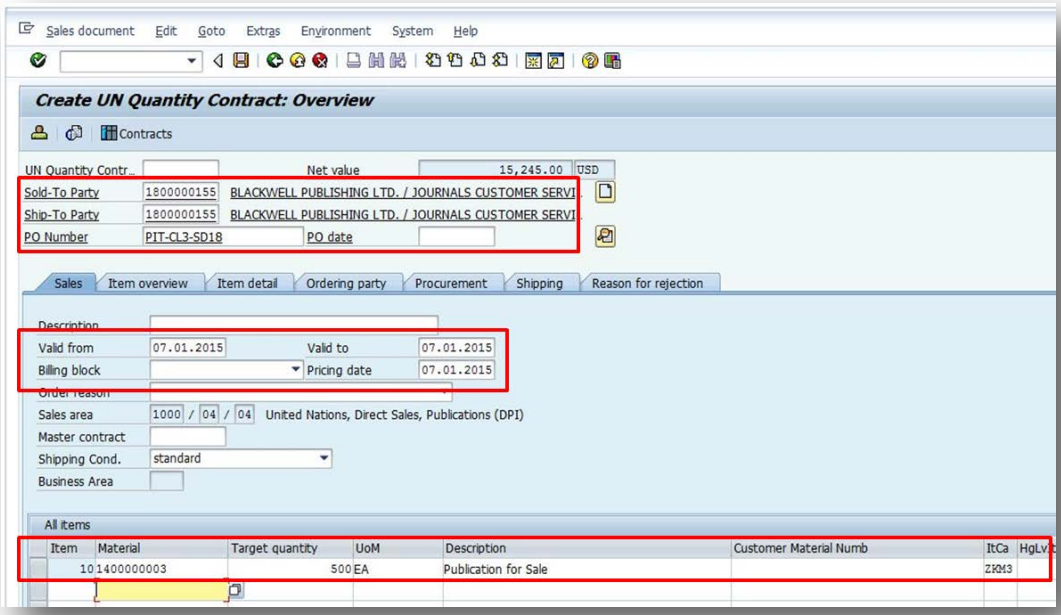
3. If you are creating the contract with reference to a Quotation click the **Create with Reference** button. And enter in the Quotation number that the sales contract will be created against. If not, skip this step
4. Populate the following fields:
   - **Contract Type**: ZCN1
   - **Sales Orgnization**: 1000
   - **Distribution Chanel**: 04 – Direct Sales
   - **Division**: 04 – Publications (DPI)
   - **Sales Group** [If the value is typed in (i.e. if the value is not picked from the drop-down list), enter the Sales Office as 0001- United Nations]



5. Click the **Enter** icon

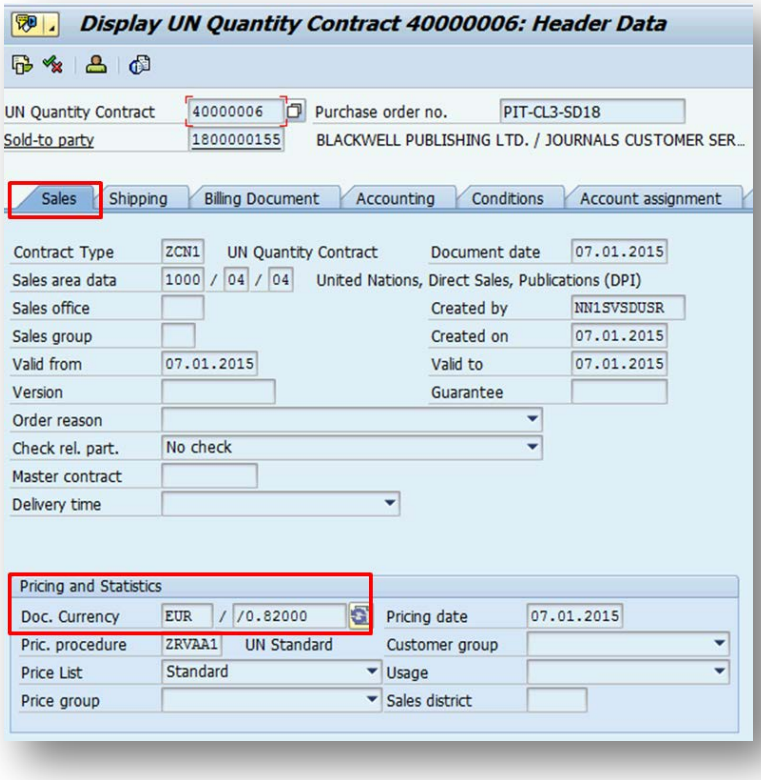


6. Populate the following fields:
   - **Header Section**: Sold-to Party, Purchase Order (PO) Number
   - **Sales Tab**: Valid From, Valid to
   - **Item Level**:
     - For Quantity Contracts: Material, Target Quantity and, Plant
     - For Value Contracts: Material, Target Value and Plant
7. Click the **Enter** icon



To change the **Document Currency** (system defaults the document currency from the Customer master record of the sold-to party), take following steps:

8. Click the **Display Document Header Detail** icon
9. Change the currency as needed in the **Pricing and Statistics** section of the **Sales** tab

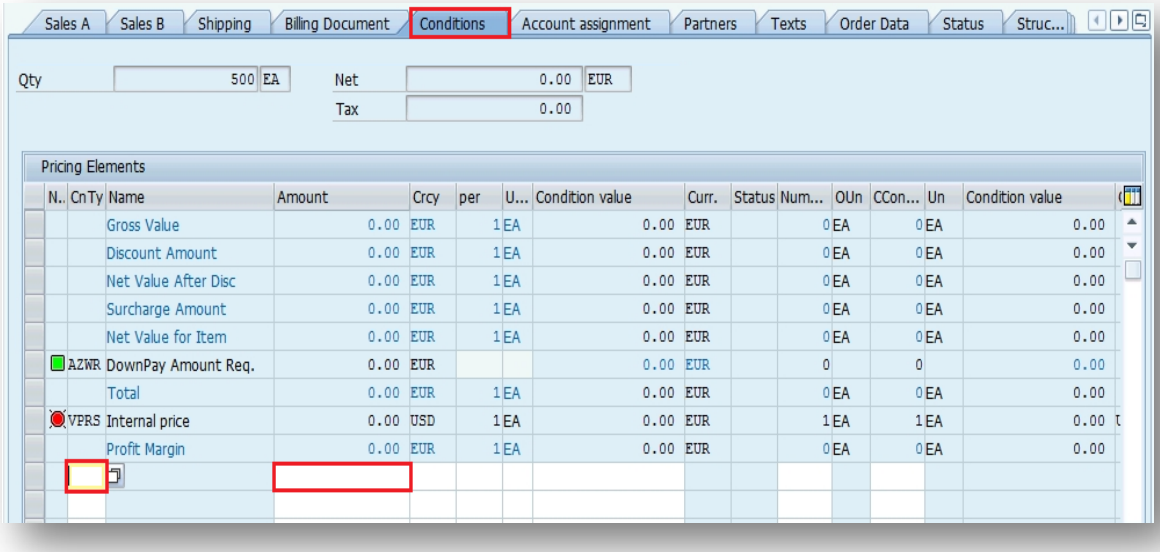


To enter further information for Line Item(s) of the Contract:

10. Click the **Back** icon and go back to **Overview** screen
11. Double click the **Line Item** in **All Item** section or click **Display Item Detail**
12. In the Line Item Details, populate the following fields in the **Sales A** tab
    - **Order Quantity:** This should be the same as Target Quantity

    Note: The **Order Quantity and Delivery Date** section in the **Sales A** tab have different fields for a Quantity Contract vs. a Value Contract.
13. Click the **Conditions** tab (only for Quantity Contracts):
    - Click the **Matchcode** icon in the **CnTy** (Condition Type) field
    - Select **Condition Type** PR00 (Price)
    - Enter the **Amount** (unit price)
    - Populate additional conditions as needed

    Note: For Value Contracts, the details in the **Conditions** tab will get populated automatically, i.e., **Quantity** = 1 and **Amount** = Target Value.

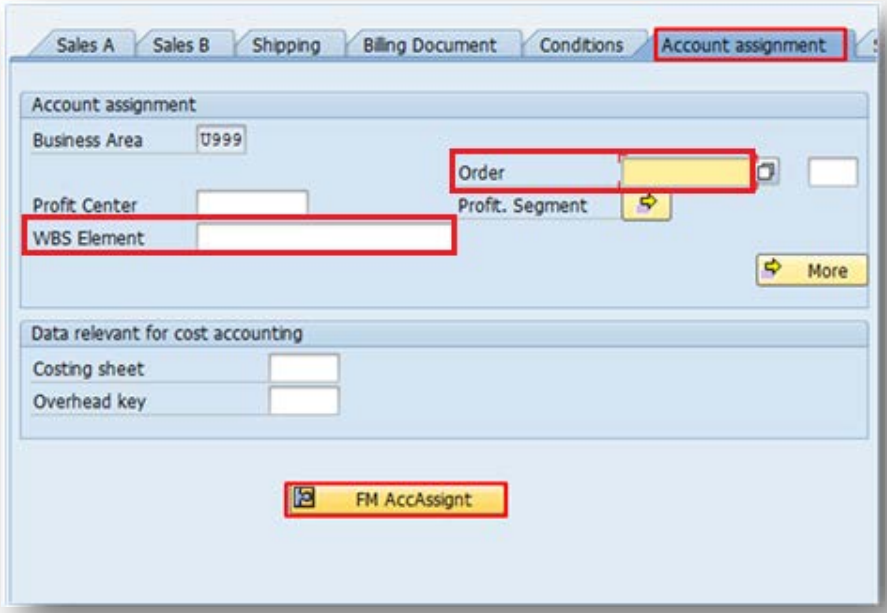


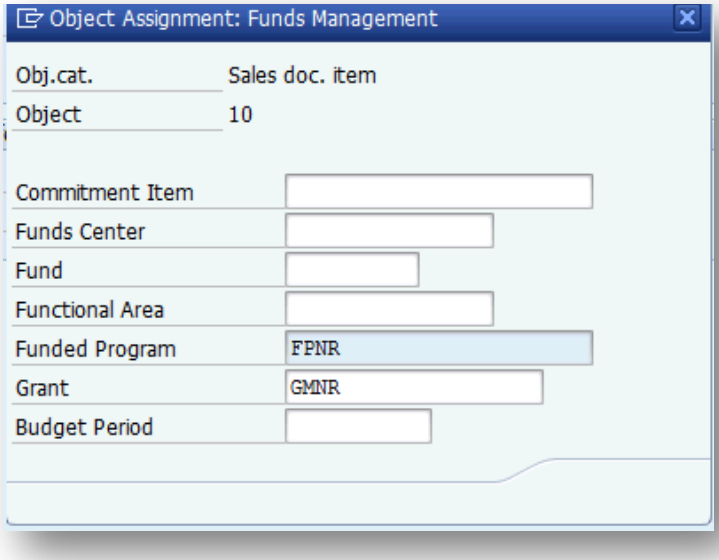
14. In the **Account Assignment** tab, if the account assignment is against an Internal Order (I/O) or a Work Breakdown Structure Element (WBSE):
    - Populate the Internal Order in the **Order field** (or WBSE in the **WBS Element** field)
    - Click the **FM AccAssignt** button
    - The **Fund Center** and **Functional Area** will have values populated
    - If the **Grant** field has the value **GMNR** then enter **Fund**; If the **Grant** field has a grant populated then the **Fund** will be populated automatically

If account assignment is not against an I/O or WBSE, then run the following steps:

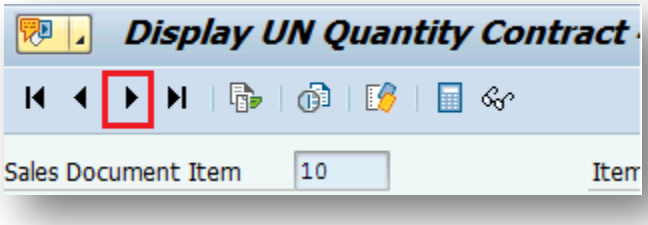
a. Click the **FM AccAssignt** button

b. Enter **Fund Centre** and **Functional Area**





Note: If there is more than one line item, repeat the entry for all details listed above for each line item by clicking the **Next Item** icon.



15. Click the **Save** icon

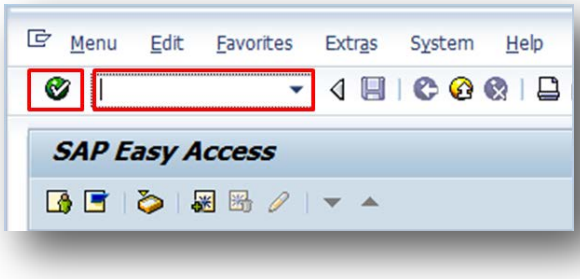
    Note: If data is incomplete, the system will take you to the incompletion log which lists the mandatory fields with missing information. Click **Select All** and click the **Complete Data** button. The listed missing fields can be filled one by one by clicking the **Next** icon. Click the **Save** icon again and note down the Contract number that gets generated.

Display / Change Sales Contract – VA43 / VA42

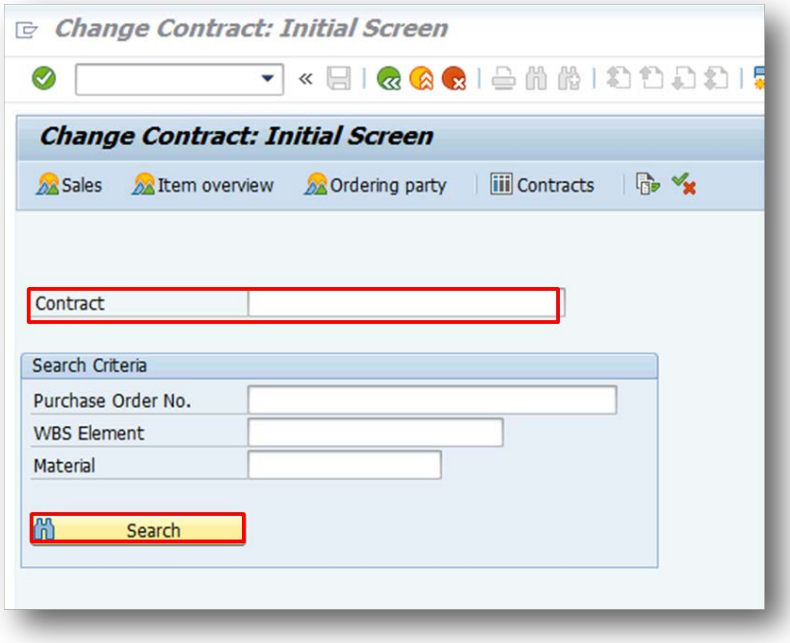
Step-by-Step Instructions

The steps to display Sales Contract are as follows:

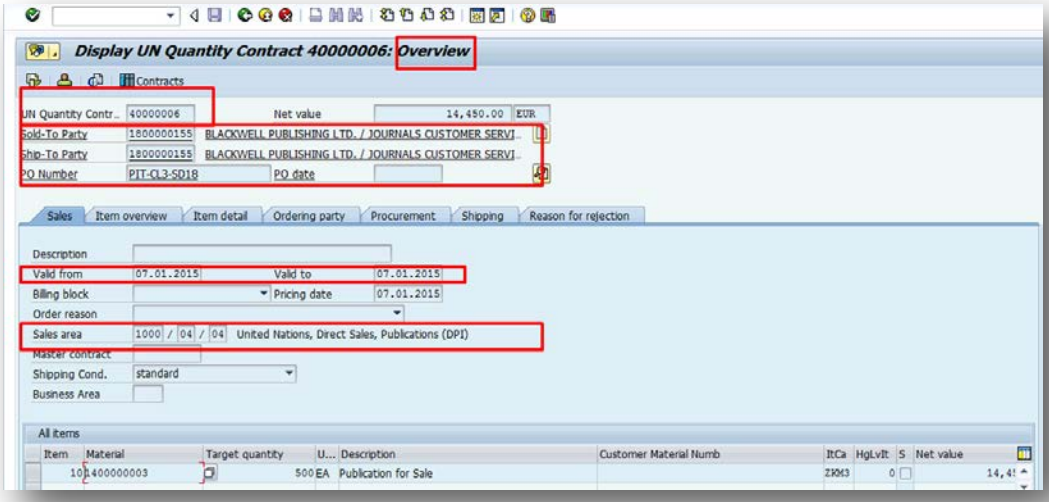
1. Enter **VA43** in the **Command** field
2. Click the **Enter** icon



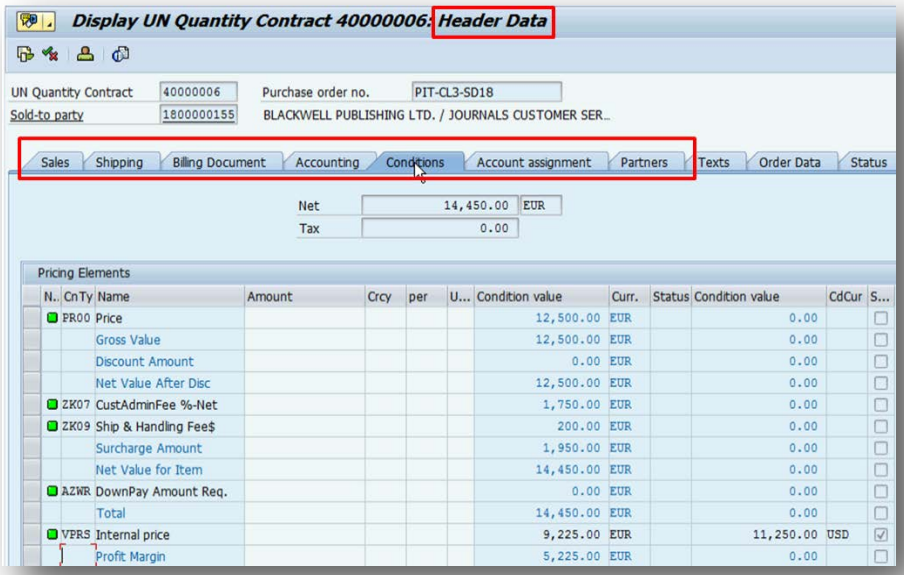
3. Enter the **Contract No.** and click the **Search** button



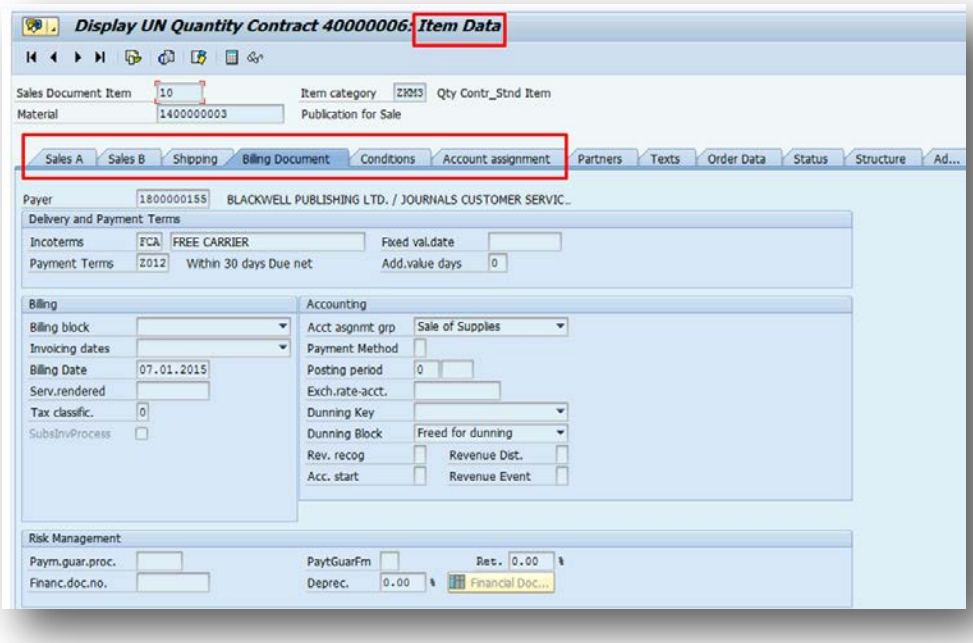
4. For the initial **Overview Screen**, review the following information:
   - **Header section**: Sold-To Party, Ship-To Party and the Customer's PO Number (reference to customer's request). Please Note that there may not be a Customer PO
   - **Sales tab**: Contract Valid From and Valid To dates as well as Document Sales Area



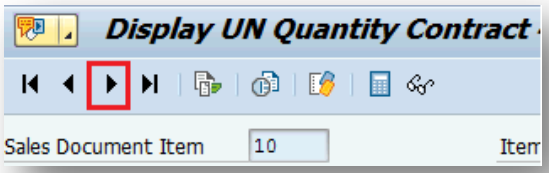
5. Click **Display Doc. Header Detail** icon to display details of the **Header Data**, review or edit the following information:
   - **Sales tab**
   - **Billing Document tab**
   - **Partners tab**



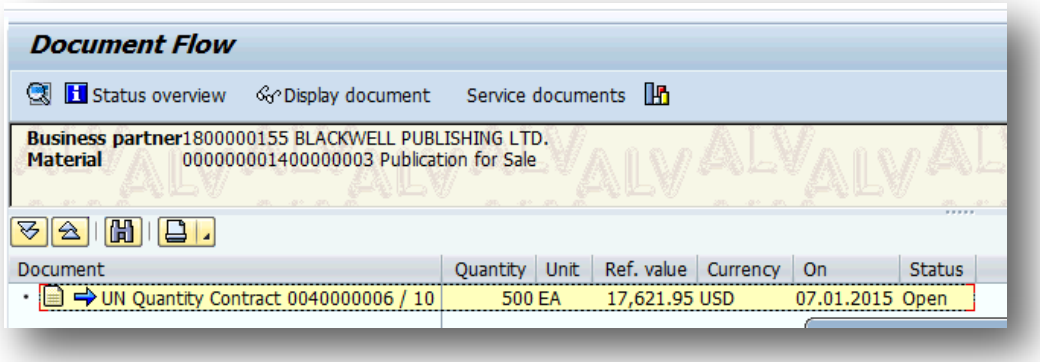
6. Click **Display Item Details** icon for details of the **Item Data**, review the following information:
   - **Header section**
   - **Sales A tab**
   - **Shipping tab**
   - **Conditions tab**
   - **Account Assignment tab** (including information displayed after clicking the **FM AccAssignt** button)



Note: To review the next Line Item, click the **Next Item** and repeat the above steps.



7. To check Document Flow, click the **Display Document Flow** icon



* * * *

Module 5: Create/Approve Sales Order

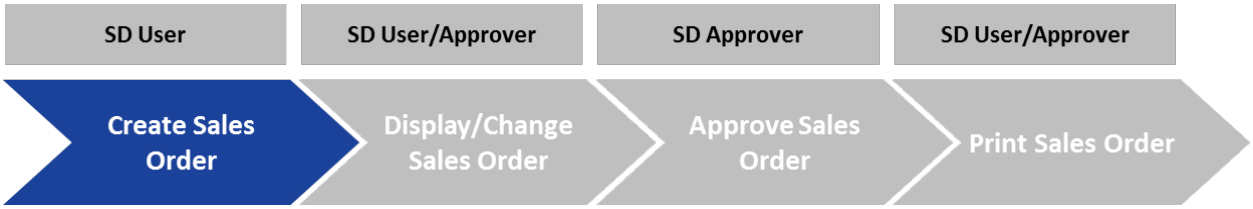
Module Introduction

The SD User creates a Sales Order in the Umoja system. The Sales Order may contain one or several line items. Each line item contains critical data about the service to be provided, location for the service/material to be delivered, delivery date and price. This information can be entered directly (manually) first time into the system or could be copied from another sales document (Quotation / Contract / Sales Order / Billing Document).

Create Sales Order – VA01

Business Process Context

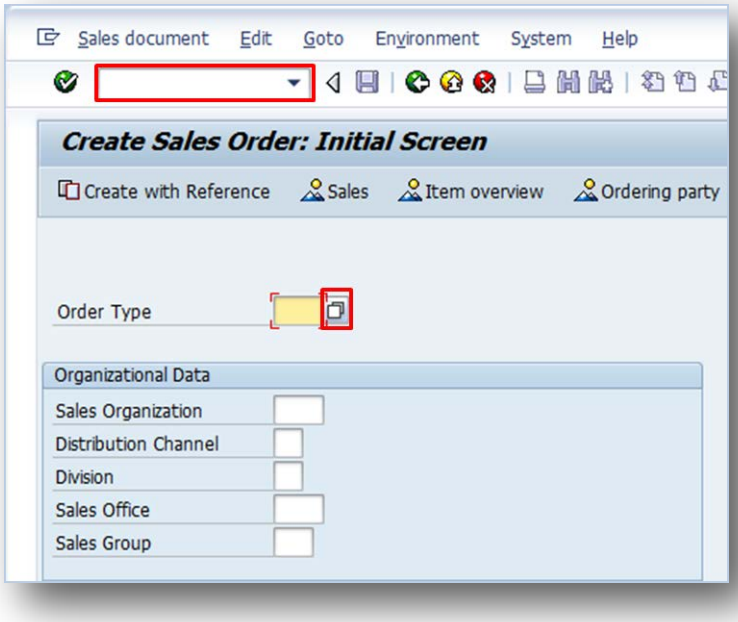
The SD User creates a Sales Order with or without referencing Quotation or Contract



Step-by-Step Instructions

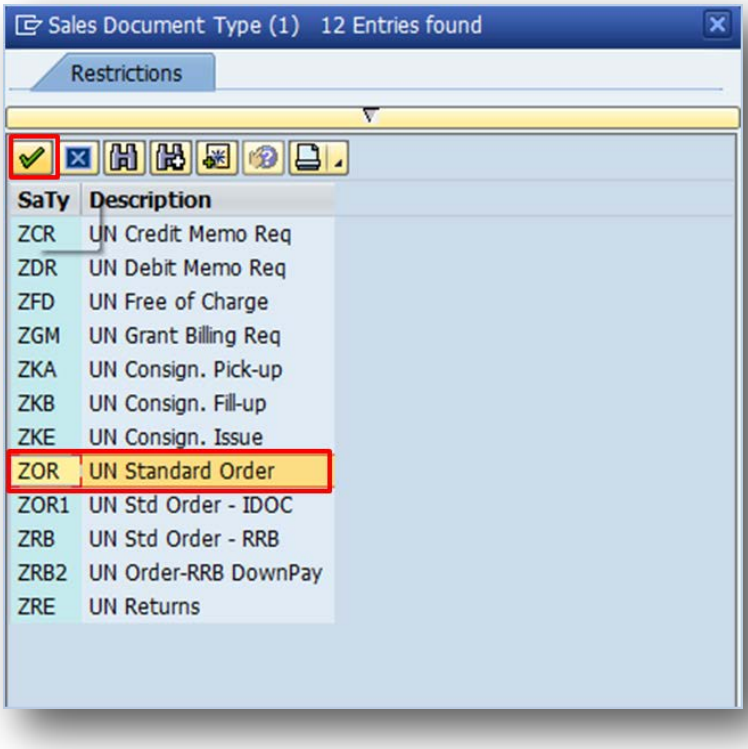
The steps to create a Sales Order are as follows:

1. Type **VA01** in the **Command** field and click the **Enter** icon
2. Click the **Matchcode** icon in the **Order Type** field



3. Select the required order type from the displayed list

4. Click the **Continue** icon



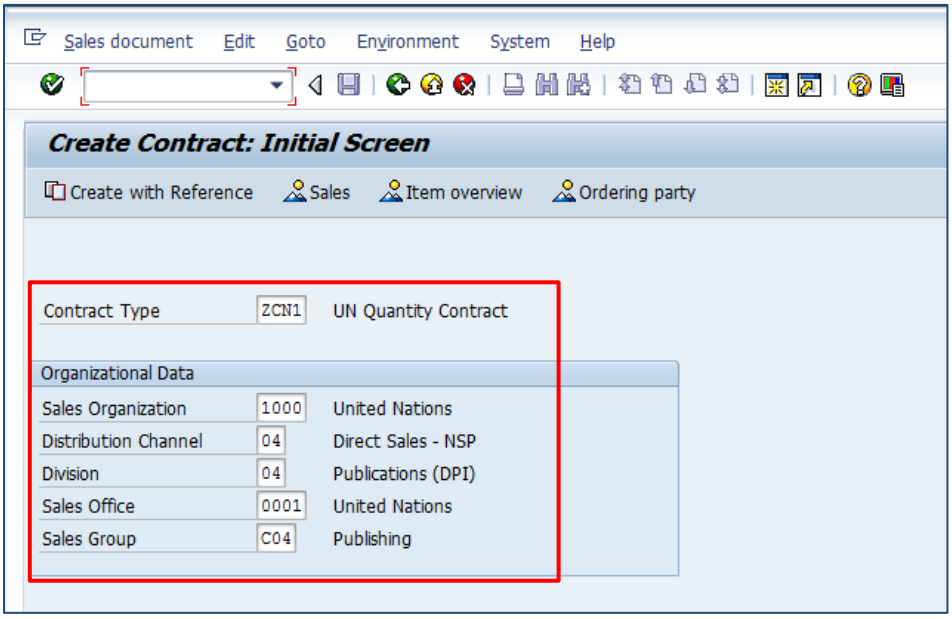
Note that there are different types of Sales Orders that may be created. Select the Order Type highlighted above to create a "UN Standard Order". Please refer **Module 1: Umoja Sales and Distribution Overview** section for further details.

5. If creating an order with reference to another sales document, click the **Create with Reference** button

   You can also create an order without referencing another document and skip steps 6 and 7.

   Populate the following fields and click the **Enter** icon:

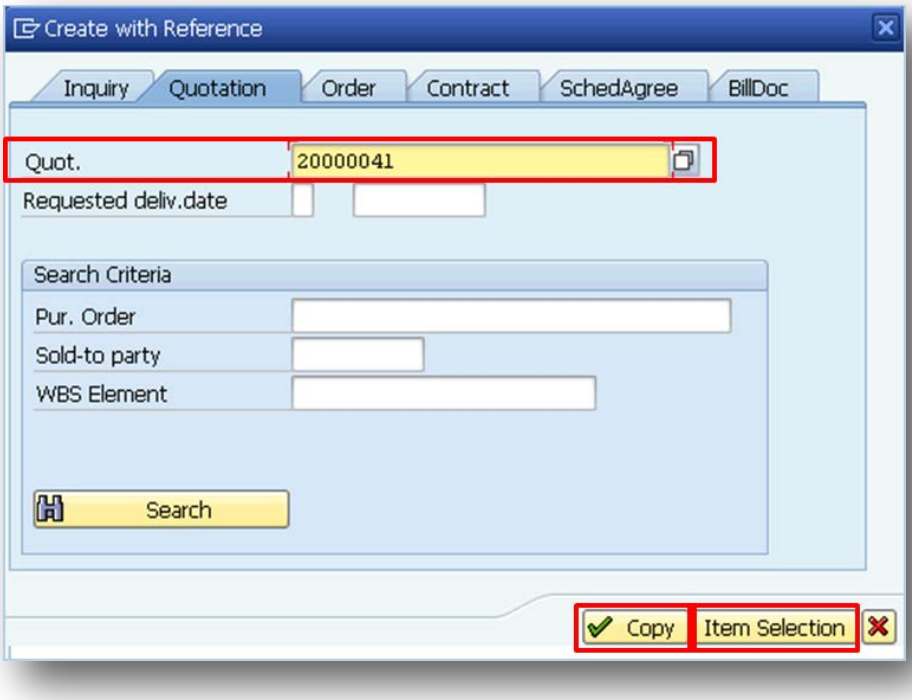
   - **Order Type**
   - **Sales Organization**
   - **Distribution Channel**
   - **Division**
   - **Sales Group** [If the value is typed in (i.e. if the value is not picked from the drop-down list), enter the Sales Office as 0001- United Nations]

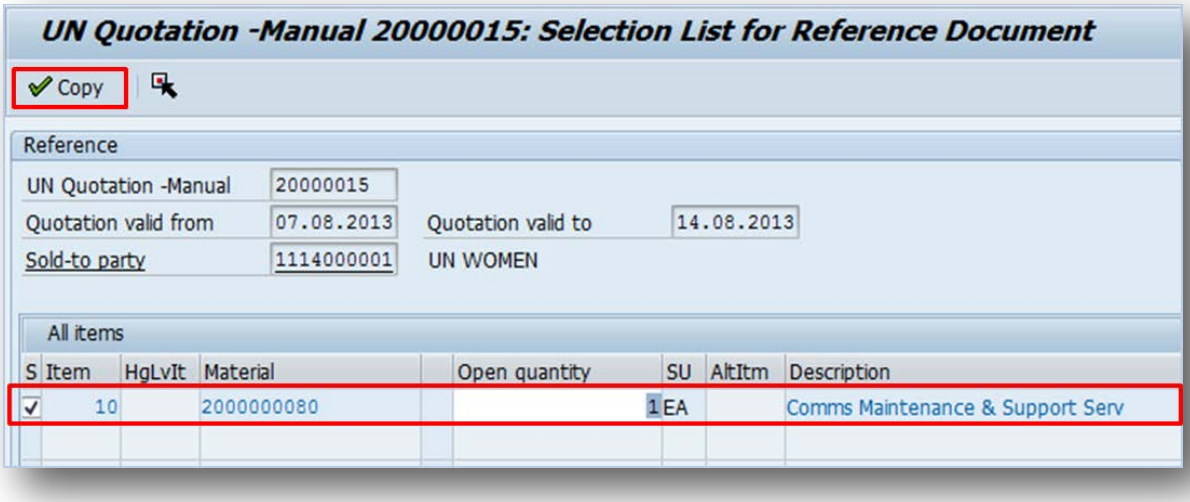


6. Depending on the reference document, select the appropriate tab and fill in the relevant fields. For example: if creating with reference to a Quotation, type the quotation number in the **Quot.** field in the **Create with Reference** pop-up window. Alternately, if creating with reference to a Contract, type the Contract number in the **Contract** field of the **Contract** tab

7. Click the **Copy** or **Item Selection** button

   Note: To confirm transfer of selected line items from a reference document that will form part of the Standard Order, the **Item Selection** button should be clicked instead of the **Copy** button. This will allow the user to choose only relevant line items for the new Standard Order to be created. The **Copy** button will allow all the line items to be copied.





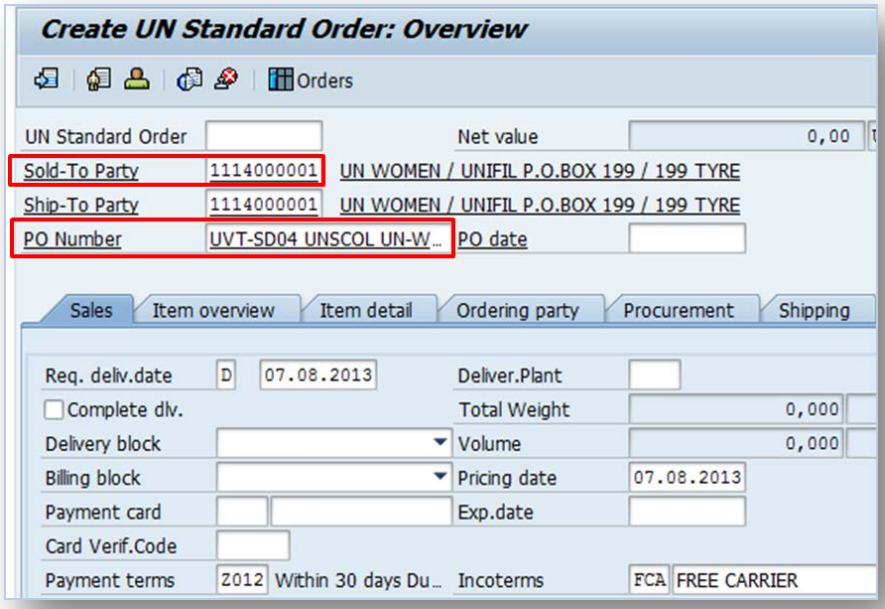
All the Line Items that are available in the reference document will be displayed. Uncheck the Line Items that should not be transferred under the **Selection** field.

- The **Open Quantity** field contains the balance quantity on the reference document that can be consumed. In case of a Quotation, the open quantity can be modified and the balance can be exceeded
- In case of a Quantity Contract, the open quantity cannot be modified to a quanity beyond the balance displayed that can be referenced
- In case of a Value Contract, the open quantity will always be 1. However, if the **Open Quanity** is increased, there will a warning message indicating that the

Target qty of reference should be 1 EA and the system will prevent Saving the Standard Order with the additional value

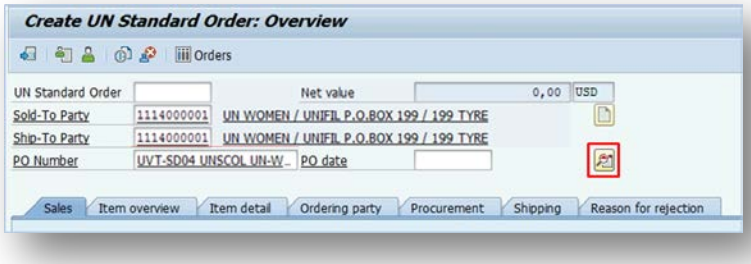
8. Click the **Copy** button
9. In the **Header Section**, type the PO number confirmed by the customer in the **PO Number** field. This is an external reference field where the customer's PO (Purchase Order) number should be entered

   If creating an order without reference, also populate the **Sold-To Party** field.

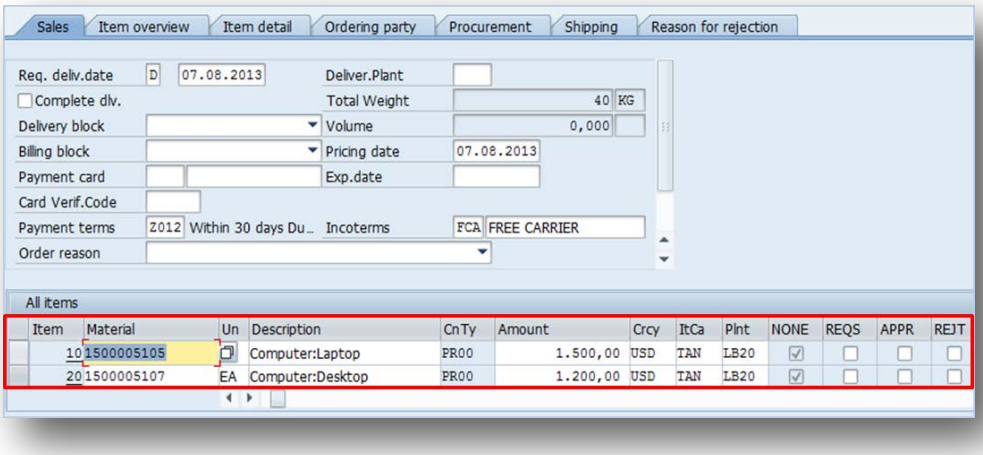


10. Click **Display Doc. Header Detail** icon to display details of the **Header Data**, review or edit the following information:
    - **Sales** tab including Document Currency and Document Date
    - **Billing Document** tab including Billing Date

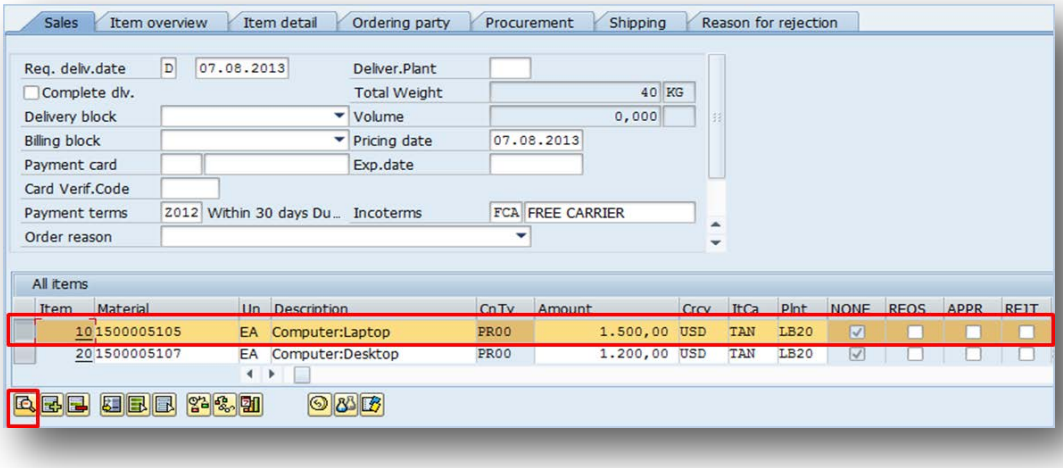
      Note: Billing Date must be in the current billing period. The billing date must come after the Document Date of the Sales Order. Sales Order should not be created retroactively.
    - **Billing Plan** tab (refer Module for Standard Order with Advance Payment)



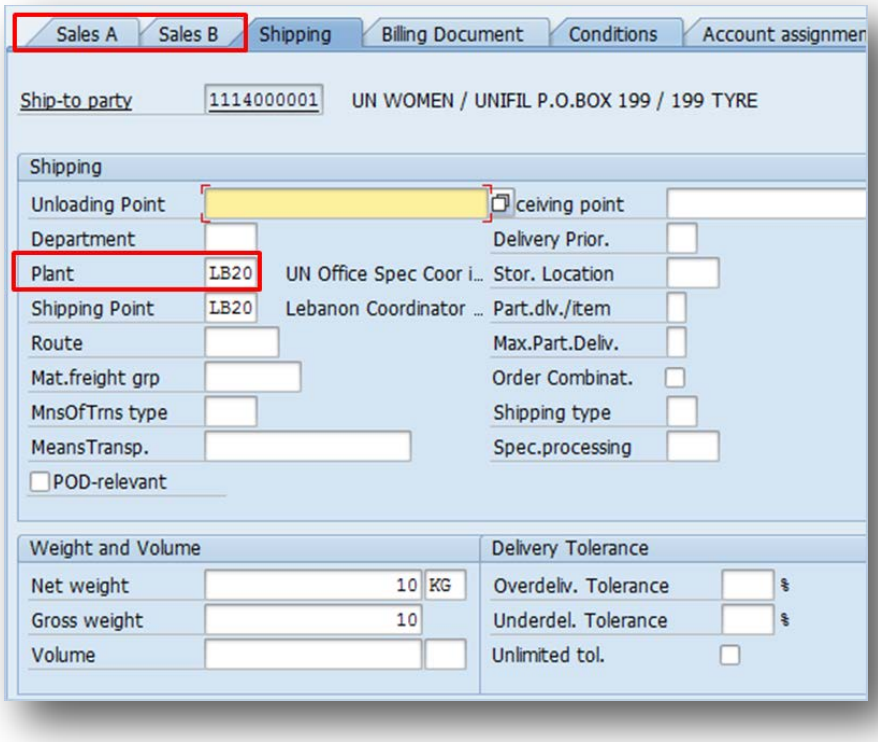
11. In the **Sales** tab, the SD User can populate or verify information displayed in the **Item, Material**, **Order Quantity**, **Amount, Currency** and **Plant** fields. Change the **Item Category**, if required**.** Then change the line item status to **RES – Approval Requested** to submit the line item for approval by the SD Approver



12. To populate or verify information displayed in the **Item,** input the material number and then select and double-click the **line item,** or select the line item and click the **Display Item Details** icon



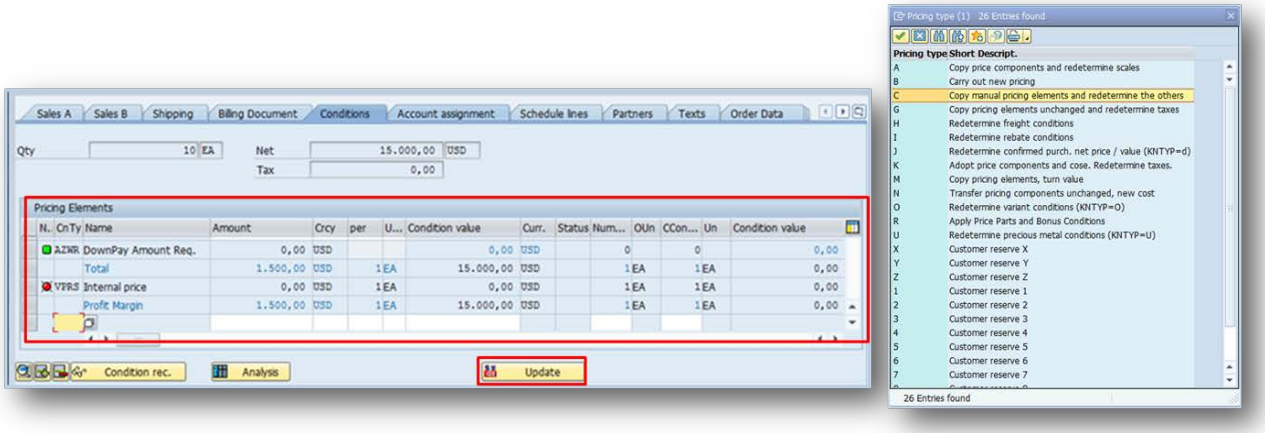
13. Review or edit information in the **Sales A** and **Sales B** tabs
14. Review or edit information in the **Plant** field (copied from line item) under the **Shipping** tab



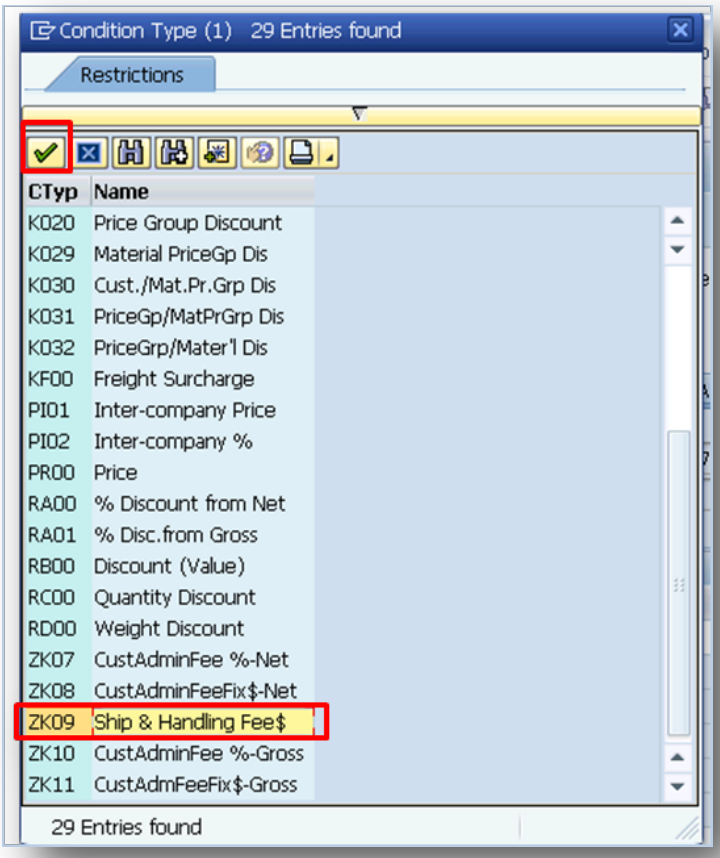
15. When creating a Standard Order with reference to a Quotation, the **Pricing Elements** section under the **Conditions** tab is pre-populated from the Quotation

- If the Standard Order is created without a reference but relevant Pricing Conditions are available in the system, then also the Pricing Elements section will have the pre-populated details
    - If the Pricing Condition for Price (PR00) is not available then click the **Update** button and select option **C** (Copy manual pricing elements and redetermine the others) from the pop-up screen

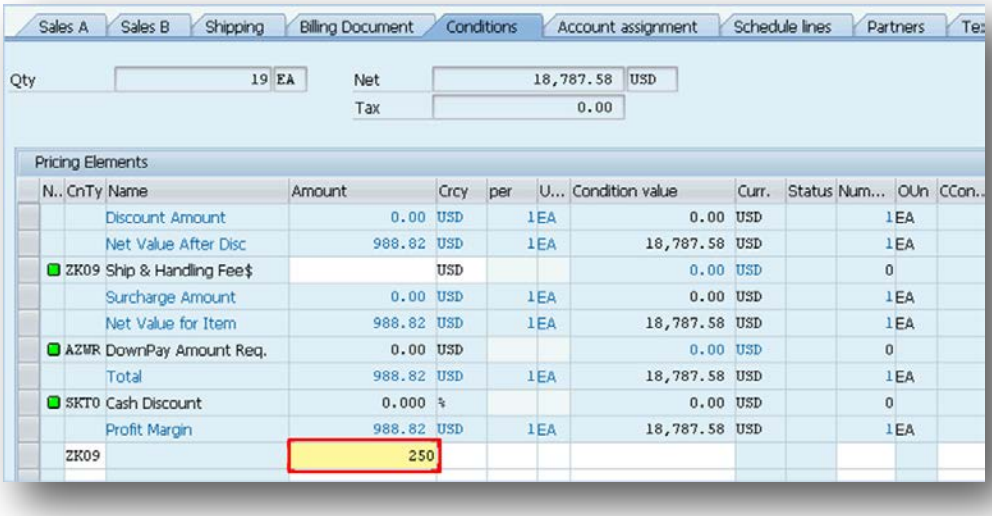
o If you need to add new conditions, click the **Matchcode** icon after the last row in the **CnTy** field to select additional conditions



16. Select the appropriate condition type and click the **Enter** icon



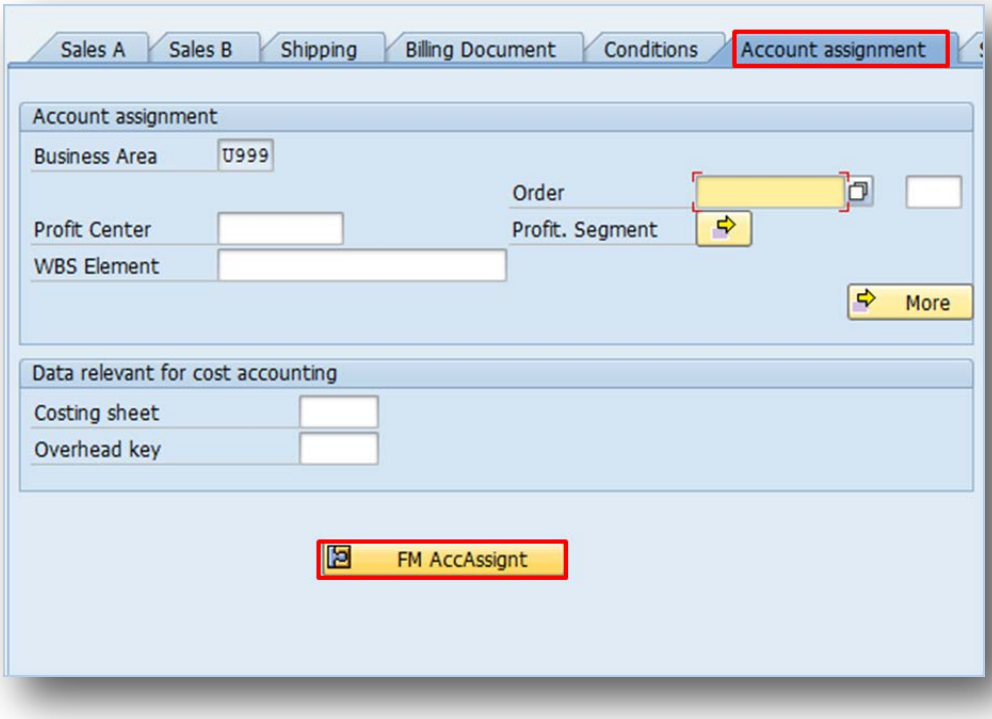
17. Type appropriate data in the **Amount** field and hit **Enter** to update



18. Under the **Account assignment** tab, click the **FM AccAssignt** button. You may enter an internal order in the Order field or WBS Element in the corresponding field

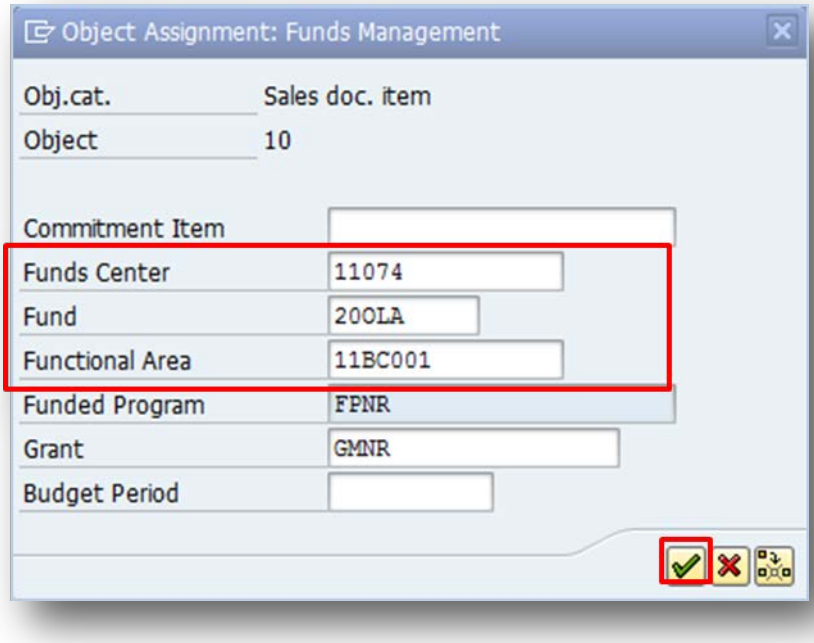
    The Account Assignment Information in the Sales document determines where revenue should be posted to. This is a combination of Fund, Fund Center and Functional Area.

On this tab, the **Business Area** will remain as **U999** except in the case of either a WBS Element or Internal Order where it gets derived automatically from the WBS Element/Internal Order

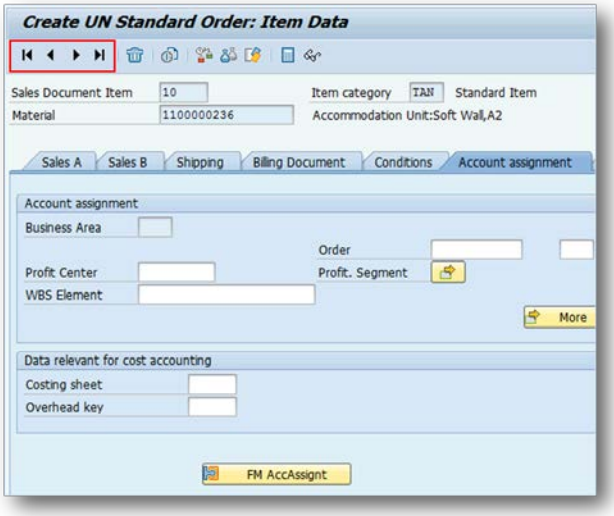


19. Populate the following fields (if not pre-populated in case of a WBS Element or Internal Order):
    - **Funds Center** – The organizational unit that controls budget. Every Funds Center links to a Cost/Profit Center
    - **Fund** – The lowest level source of funding used for tracking, controlling and reporting on available financial resources

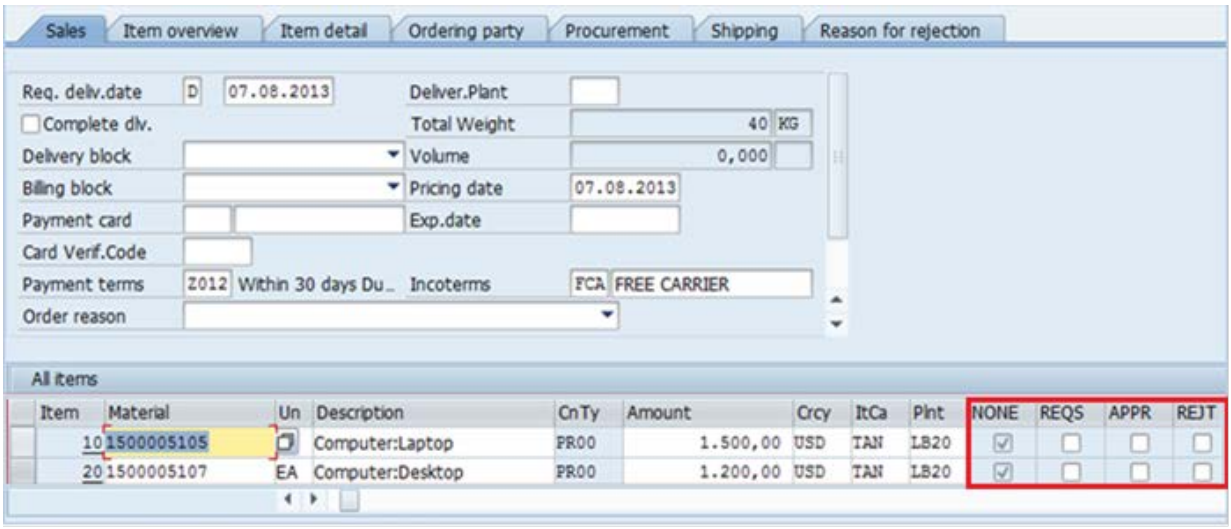
      Note: Budget Period will get derived from the Fund.
    - **Functional Area** – A Master Data element maintained in Funds Management. The Functional Area is used to classify revenues and expenditures of an organization by function



20. Click the **Continue** icon and the **Account Assignment** tab will be displayed
21. Navigate to the next Line Item and populate the **Conditions** tab and the **Account Assignment** for each line item in the Sales Order



22. After all the Line Items have been updated, navigate back to the Standard Order Overview screen. Note that the NONE checkboxes will be selected by default for each line when the Order is created. If the Line Items are ready to be approved, click the **REQS checkbox** for each Line Item and hit **Enter**. The check will appear in the **REQS** checkbox and will be deleted from the **NONE** checkbox. This step will enable the Approver to view the Sales Order Line Items in the list of Sales Orders that are pending approval



23. Click the **Save** icon

    IMPORTANT NOTE: It is critical to update the Account Assignment information before the Sales Order is saved. If the Account Assignment has not been updated and the Funds Center, Fund and Functional Area information is missing, an error will be displayed when the Sales Order is saved. The Account Assignment fields cannot be populated and the Sales Order re-saved once the error is triggered. The Sales Order will have to be recreated.

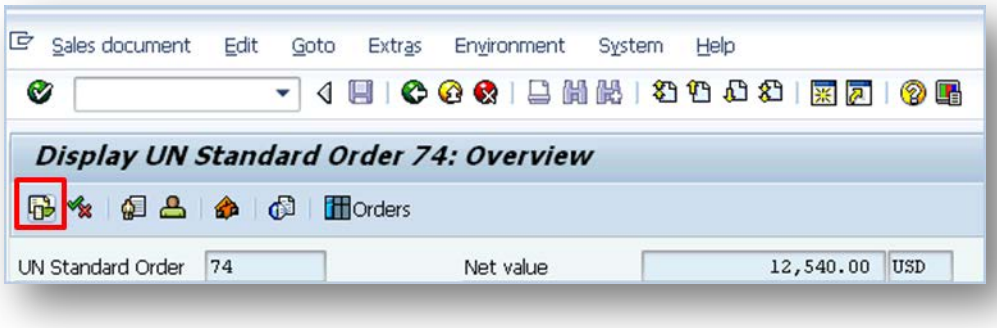
24. Note the new **Standard Order no.** created displayed at the bottom of the screen

    Note: The Umoja System will not let you save an incomplete Sales Order. The user will have to complete the mandatory fields before the document can be saved. If any field is missing, either an error message will be displayed at the bottom of the screen or an "Incomplete Log" message will be displayed. The system will direct the focus to the field with missing information. Complete the data and save again to generate a Sales Order number.

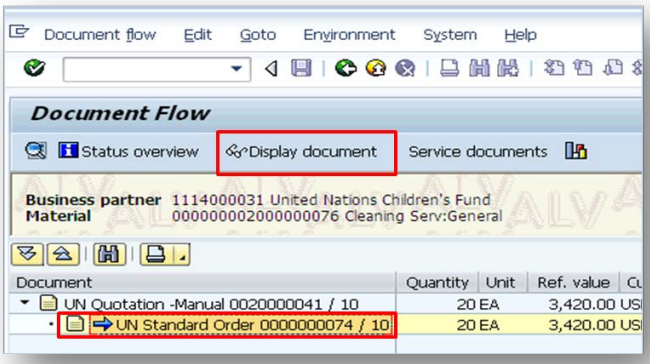
Document Flow

Document Flow shows all the related (parent / child hierarchy) documents for any selected document.

1. Click the **Display Document Flow** icon



2. Note the document types, numbers and their statuses. Select the document that is to be reviewed
3. Click the **Display document** button

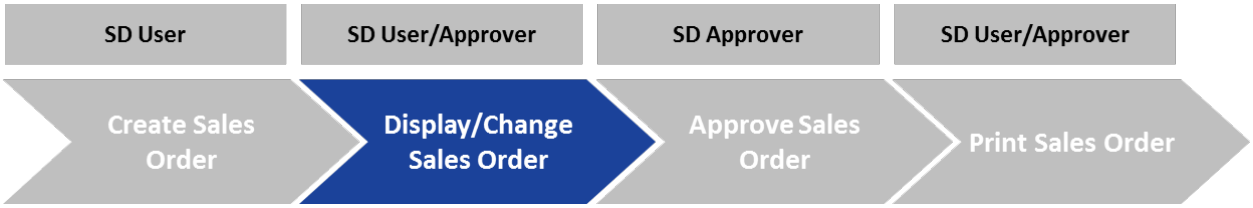


4. The selected Document will be displayed. This would be the same as using the transaction code **VA03** to display a Sales Order document
5. Note that the Document Flow display is relevant to all types of documents in Umoja (Quotations, Sales Orders, Service Orders, Billing, etc.)

Display or Change a Sales Order – VA03 & VA02

Business Process Context

The SD User creates a Standard Order with or without a Quotation.



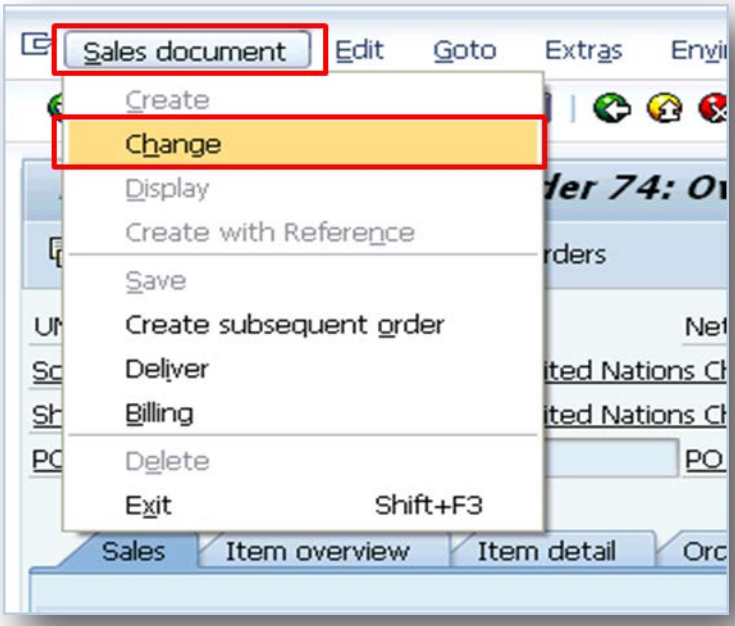
Step-by-Step Instructions

The steps to display or change a Standard Order are as follows:

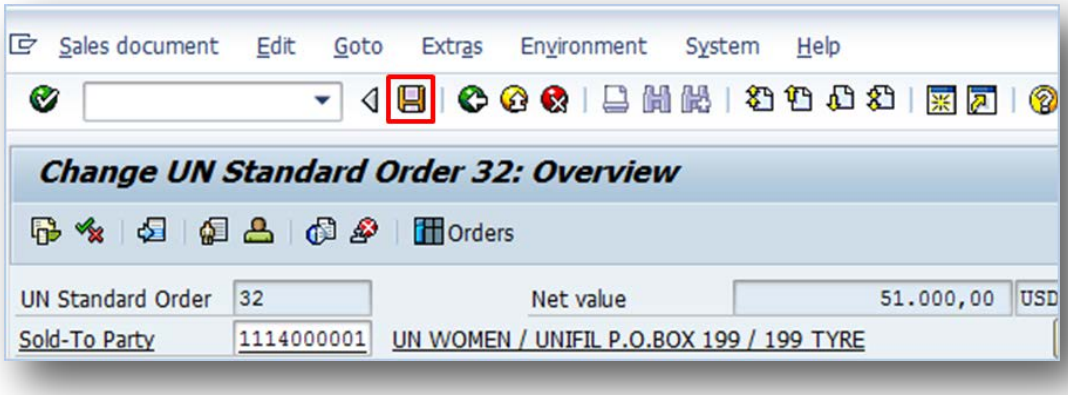
1. Click the **Sales Document** menu and select **Change**

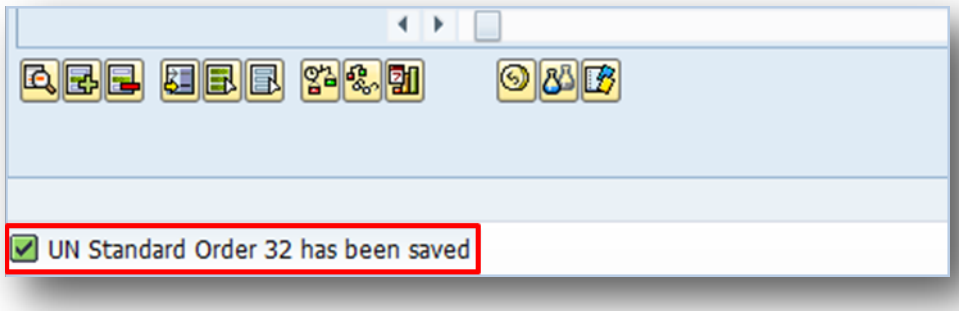
   Alternatively, you can use the T-code **VA02** (Change).

   Note: To display a document to view, enter T-Code **VA03** (Display). This mode will not allow any changes to be made to the document.



2. Change the information as required and click the **Save** icon
3. Note the system message indicating that the Sales Order has been saved



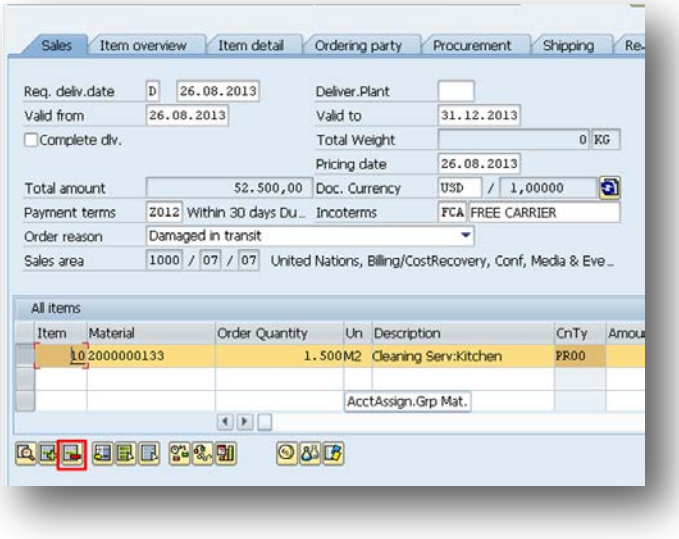


Delete a Specific Line Item – VA02

If a Sales Order has line items that are in any user status, but not yet been Delivered or Invoiced, the line item can be Deleted. If there is any subsequent document(s) (i.e. Delivery, Invoice, etc.) for a Sales-Order Line Item then it is not possible to Delete that Line Item.

In case there is a need to delete one or more Line Items for a Standard Order, the steps to delete a line item are as follows:

1. Enter the T-code **VA02** in the **Command** field
2. Navigate to the Sales Order you wish to update
3. Select the line item to be deleted and clicking the **Delete Item** icon



4. Click **Save** to save the changes to the Sales Order

Once the Line Item has been deleted, user will not be able to revere the deletion (unless it is not saved). Deleted Line Items will not be visible in Delivery, Billing and Reports. Deleted Items are captured in the change log of the Sales Order.

Delete the whole Sales Order – VA02

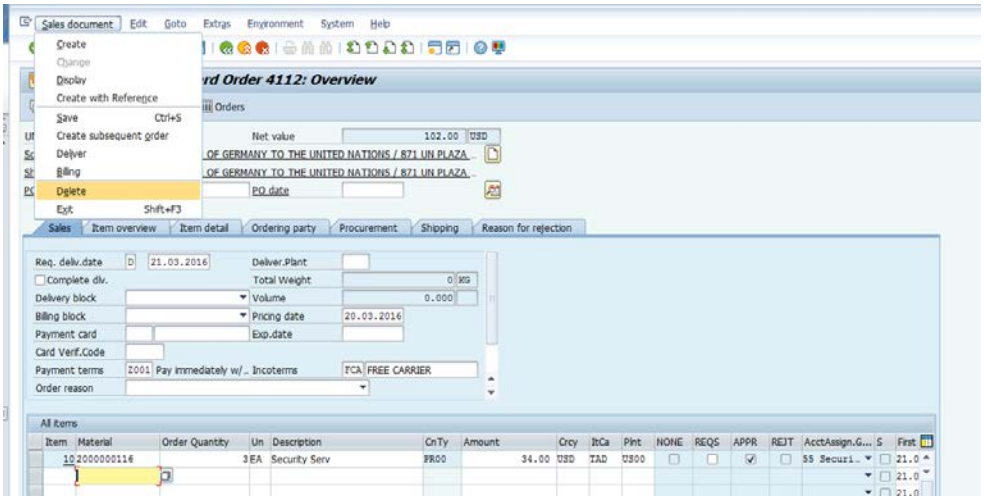
If a Sales Order has not yet been Delivered or Invoiced, the whole Order can be Deleted. If there is any open subsequent document(s) (i.e. Delivery, Invoice, etc.) for a Sales-Order then it is not possible to Delete the Order.

This action will remove the entire Stales Order from the system. Hence it will not be available for delivery, for invoicing or on reports..

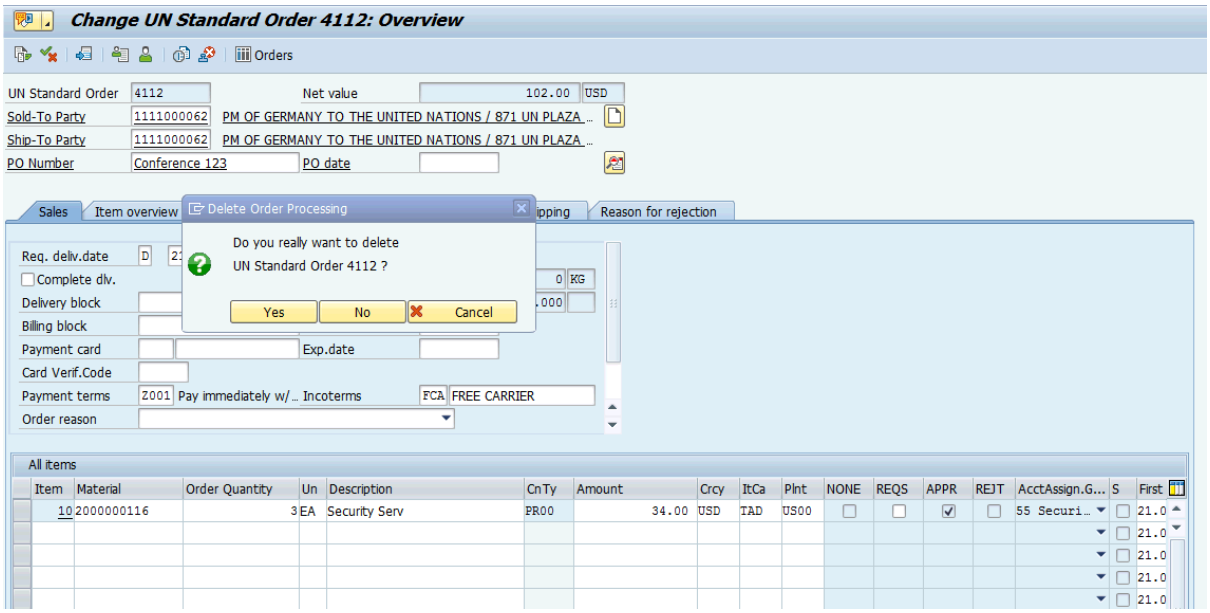
Step-by-Step Instructions

To Delete the whole Sales Order:

1. Enter the T-code **VA02** in the **Command** field
2. Navigate to the Sales Order you wish to update
3. Click the **Sales Document -> Delete** from the menu



4. A system message “Delete Order processing” will pop up. Click “Yes” if you are certain that the order is to be deleted. The Sales Order will be removed from the system. If you wish not to delete the Sales Order, click ‘No’ or ‘Cancel’.



Alternatively if subsequent documents have been generated from the Sales Order, i.e. invoices etc, the following process should be followed.

Cancel or Reject the whole Sales Order – VA02

Business Process Context

If a Standard Order has already been approved (or in any other user status) by the SD Approver but not yet been Delivered or Invoiced, the whole Standard Order or a line item can be Cancelled or Rejected.

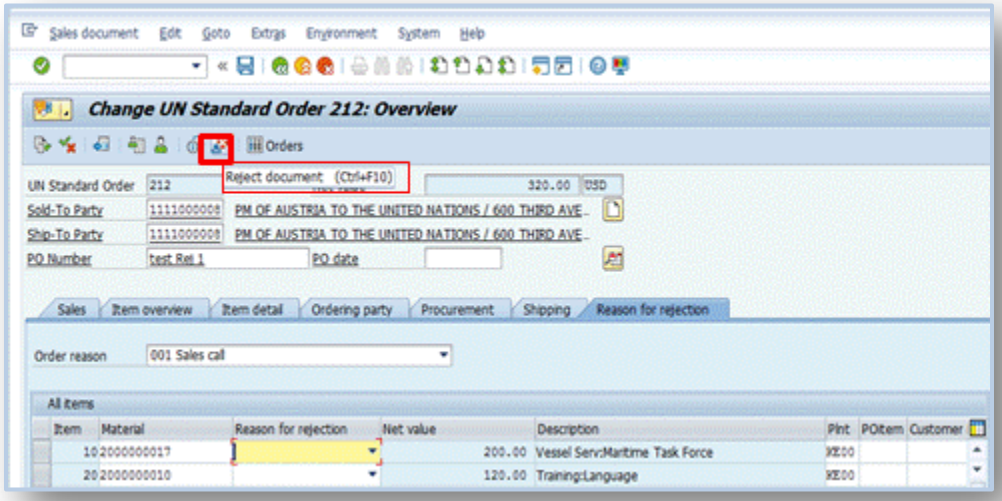
If there is any open subsequent document(s) (i.e. Delivery, Invoice, etc.) for a Sales-Order then it is not possible to Reject/Cancel the Sales Order/Line Item.

This action will automatically block the entire Standard Order or specific line item from being delivered / invoiced.

Step-by-Step Instructions

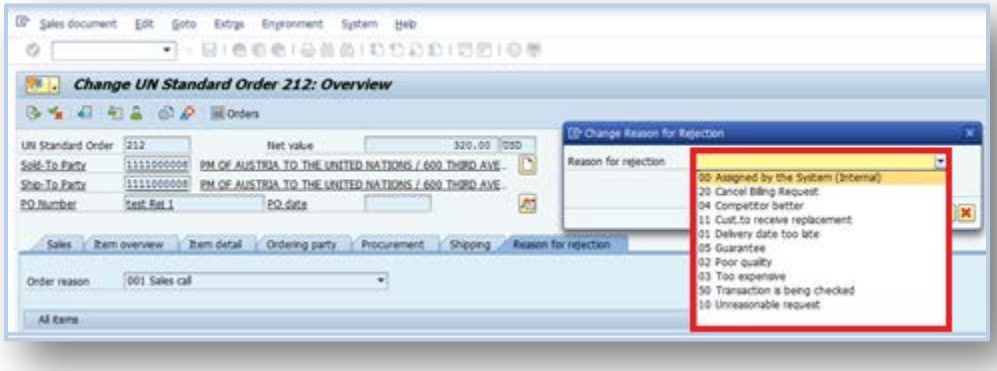
To cancel/reject the whole Standard Order:

1. Enter the T-code **VA02** in the **Command** field and navigate to the Standard Order you wish to reject
2. Click the **Reject Document** icon in the Sales Order Overview screen

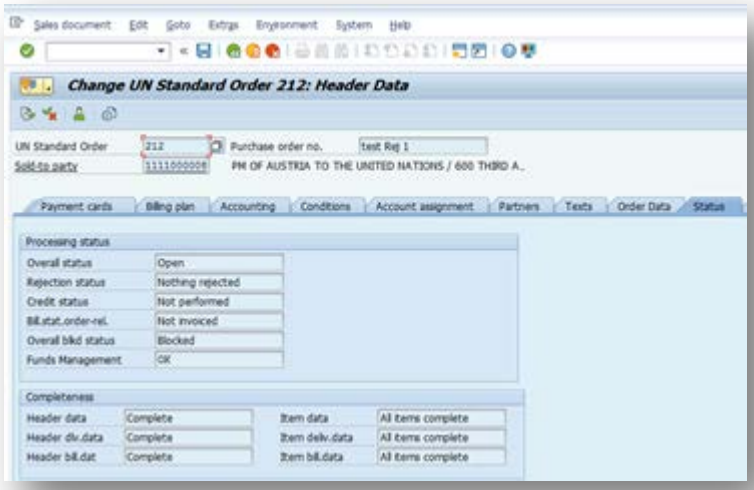


3. The **Change Reason for rejection** pop-up screen appears. Select **Reason for rejection** from the drop down list to reject the entire document

4. Click the **Continue** icon to continue and **Save** the Sales Order. Document saved message is displayed at the bottom of the screen



5. Click the **Display doc. Header Details** button to go to the Header Data screen. The **Status** tab will provide information on the Rejection Status of the Sales Order

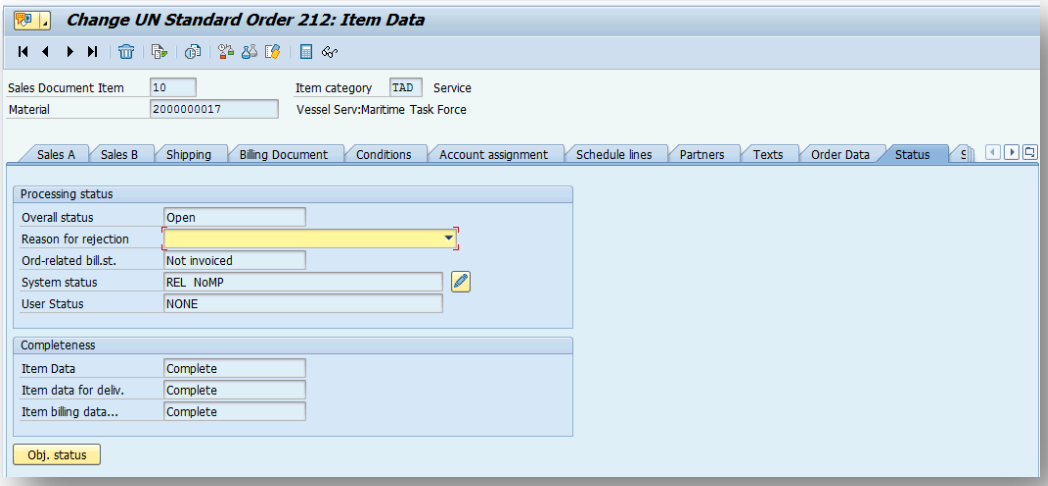


Cancel or Reject Specific Line Item – VA02

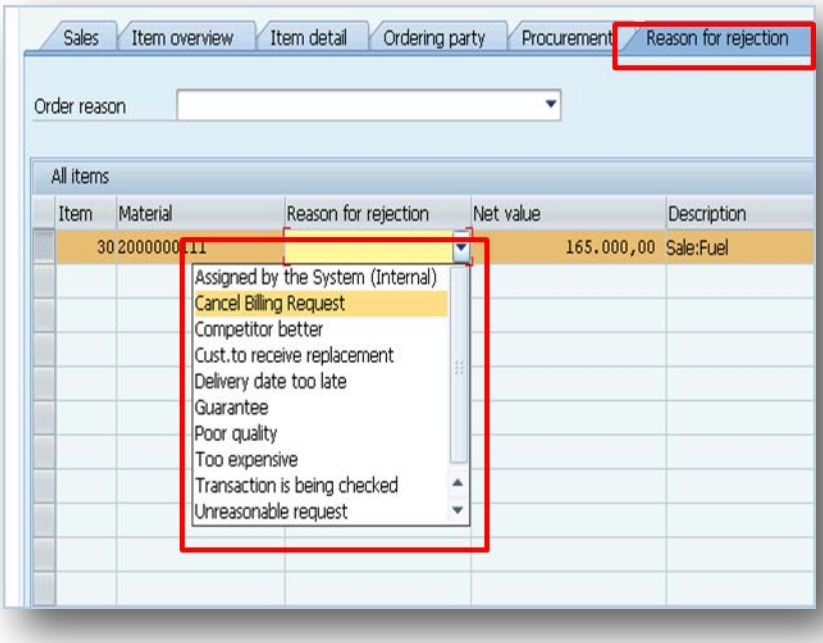
Step-by-Step Instructions

To cancel specific line item from a Standard Order:

1. Enter the T-code **VA02** in the **Command** field and navigate to a Standard Order you wish to reject a line item for. The **Status** tab reflects the status of any partially rejected line items for the Sales Order



2. Go into the **Reason for Rejection** tab
3. Go to the relevant line item and select the applicable reason from the **Reason for Rejection** drop-down menu

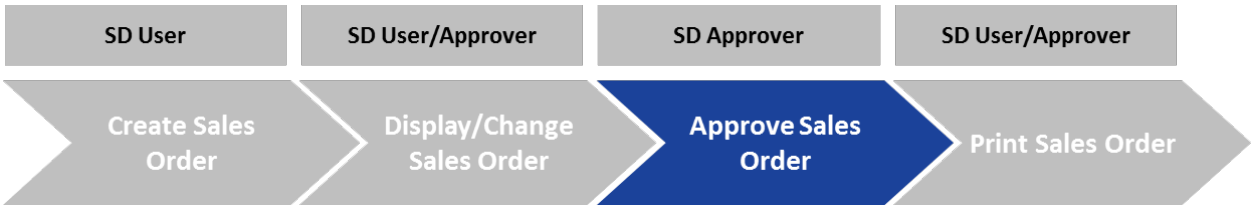


4. Click the **Save** icon

Approve Sales Order – VA02/VA05/V.26

Business Process Context

The **SD Approver** approves a Sales Order.



There are various ways in which a Sales Order can be approved/rejected. An Approver can choose to use the transaction codes **VA02**, **VA05** or **V.26** depending on the situation.

- If the user knows the Sales Order Number that needs approval he/she may use **VA02** to enter directly to the sales order
- If you want to view a list of Sales Orders waiting for approval you may use **V.26**
- If you want to view a list of Sales Orders by Sold-to party, Material, and/or by Purchase order use **VA05**

Note: A Line Item in the sales order could be rejected (User Status: REJT) by the approver for one of the follow reasons:

- Approver does not agree with the details related to that line (i.e the Material, Order Quantity, Plant, Item Category, Coding Block, etc.). In this case, once the SD Approver checks the 'REJT' check box, the SD User must correct the relevant information (following the instruction provided above) for that line item and resubmit the order for approval (User Status: REQS).
- Approver wishes to remove the Line Item from the order. In this case, SD Users must delete the Line Item.

The SD Approver would need to communicate to the SD User why the line item was set to REJT.

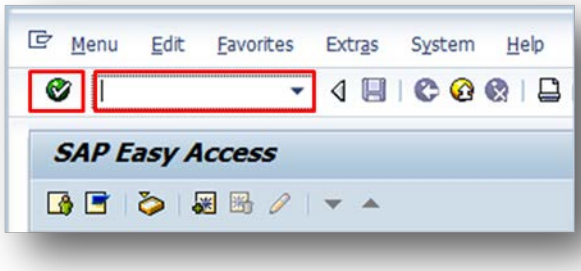
NOTE: The User Status 'REJT' and the field 'Reason for Rejection' are not connected in any way. Maintaining a Reason for Rejection against a line item would cancel the line item from being processed further.

Step-by-Step Instructions

The steps to approve a Sales Order are as follows:

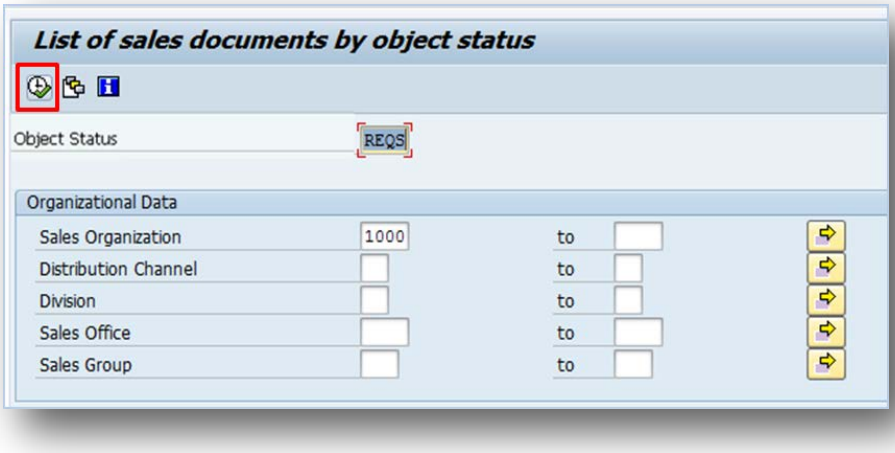
For approval steps by **VA02** skip to step 9. For approval steps by **VA05** skip to step 13.

1. Type **V.26** in the **Command** field and click the **Enter** icon



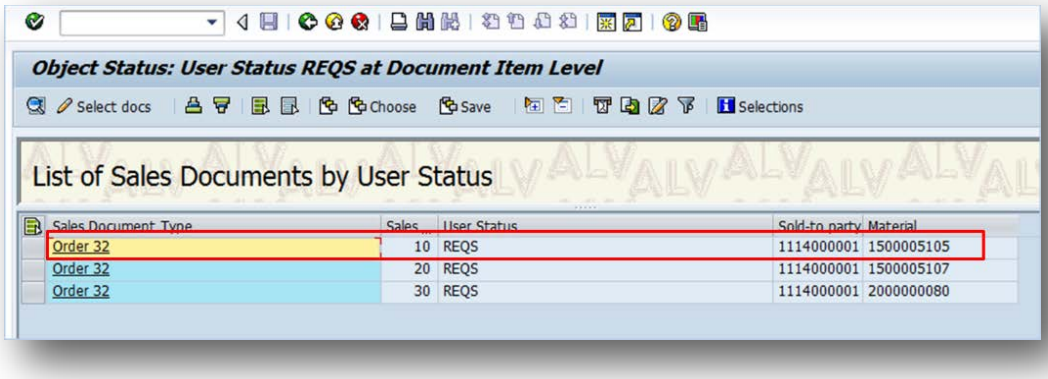
2. Click the **Variant** icon and choose the variant **UN Orders Waiting Approval**. Press the **Enter** key on your keyboard
3. Click the **Continue** icon

4. The required information is visible by default in the **Sales Document Data** section
5. Enter the relevant **Sales Area** information to view orders assigned to the Approver
6. Click the **Execute** icon (A list of orders pending approval will be displayed)



Standard Orders, including Credit/Debit Memo Requests and Return Orders, with User Status = **REQS-Approval Requested** will be displayed.

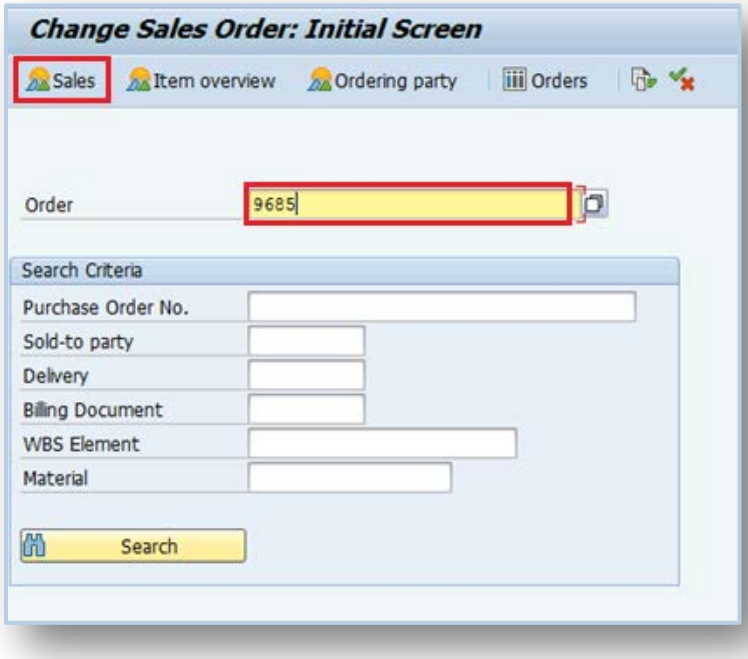
7. Select the Standard Order to aprove
8. Click the **Enter** icon or press the **Enter** key on the keyboard



9. Skip to Step 18 for the rest of the approval steps

Please follow steps 10-12 for approval by **VA02**. You should use these steps if you know the Sales order number that needs to be approved.

10. Type **V02** in the **Command** field and click the **Enter** icon
11. Enter the Sales Order number in the **Order** field. Click the **Sales** button to continue

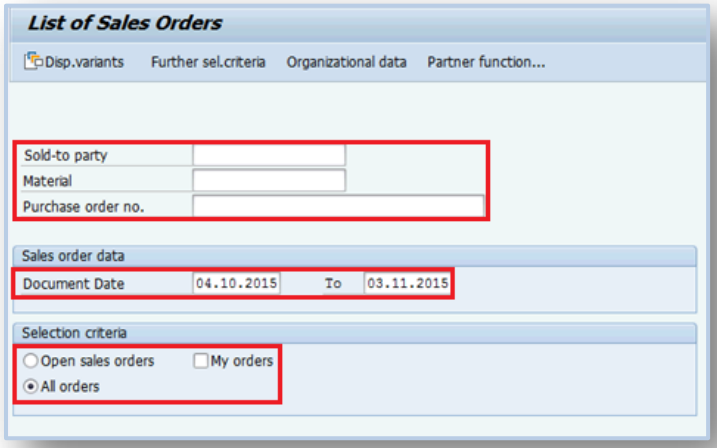


12. The Sales Order should now be displayed in change mode. Skip to step 18 to continue the approval process

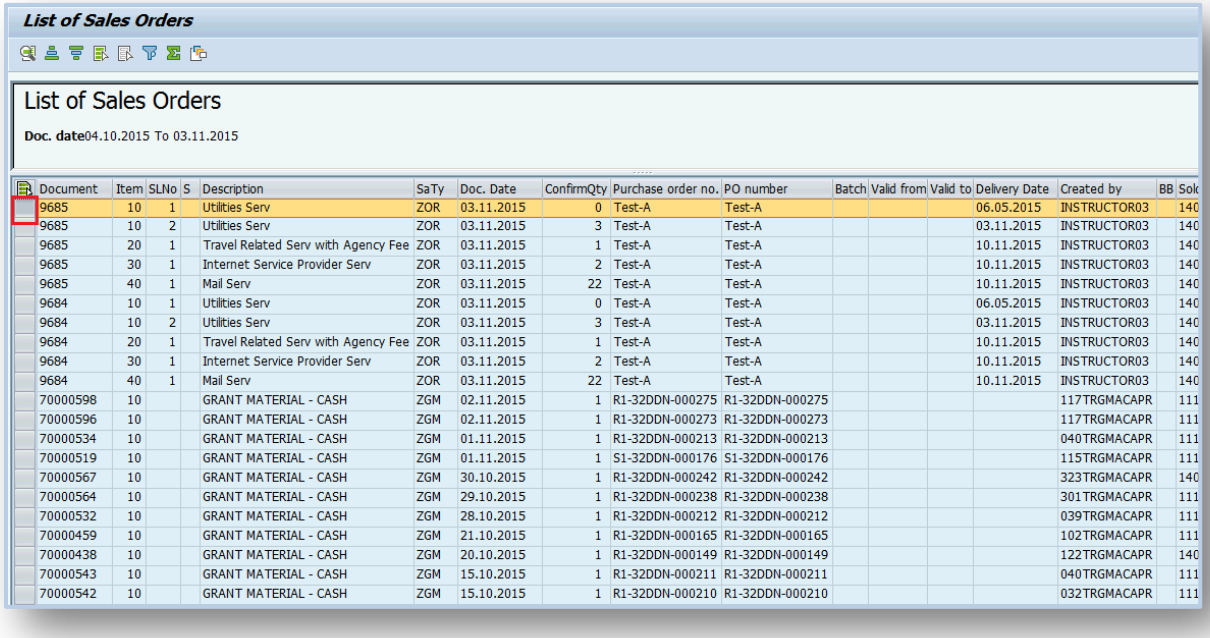
To view list of Sales Orders to be approved by Sold-to party, Material, and/or by Purchase order use **VA05**.

13. Type **VA05** in the **Command** field and click the **Enter** icon

14. The **List of Sales Order** screen displays. Enter the **Sold-to party**, **Material**, and/or the **Purchase order no.**
15. You may also specify a date range for the **Document Date**
16. Select **Open Sales Order** or **All Orders**. You may also select the **My order** check box to display only order you created. Press **Enter** to continue



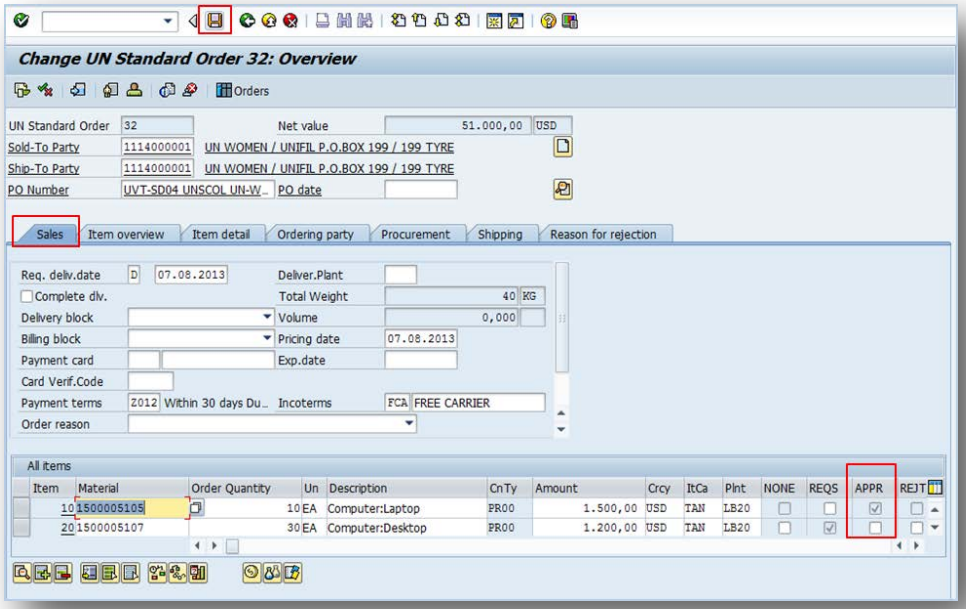
17. A list of Sales Orders will be displayed depending on the inputs you entered. Once you have found the Sales Order that needs to be approved select it and then press **Enter**. You will now be in change mode in the order you selected



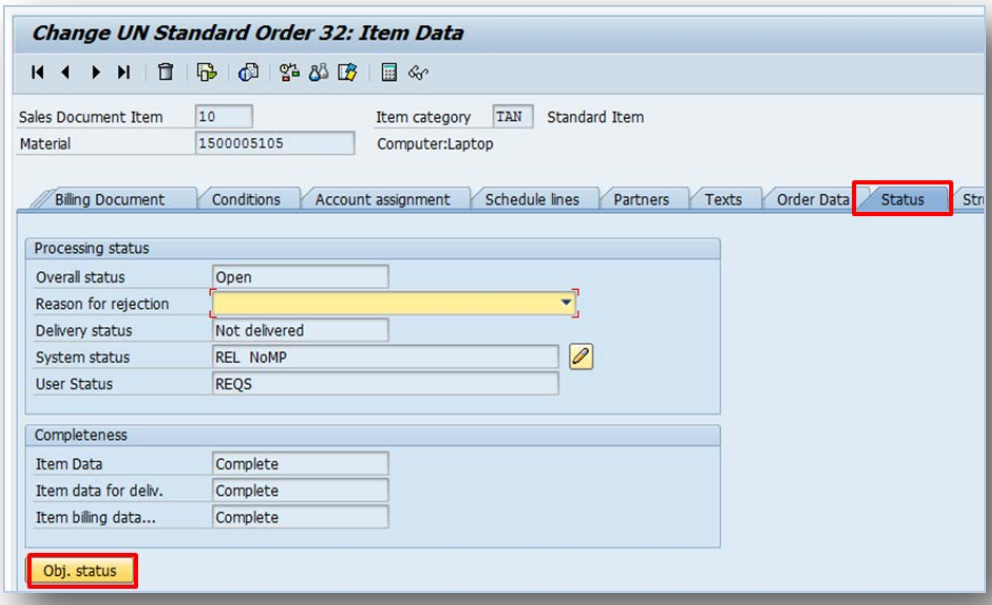
Document	Item	SLNo	S	Description	SaTy	Doc. Date	ConfirmQty	Purchase order no.	PO number	Batch	Valid from	Valid to	Delivery Date	Created by	BB	Sol
9685	10	1		Utilities Serv	ZOR	03.11.2015	0	Test-A	Test-A				06.05.2015	INSTRUCTOR03		140
9685	10	2		Utilities Serv	ZOR	03.11.2015	3	Test-A	Test-A				03.11.2015	INSTRUCTOR03		140
9685	20	1		Travel Related Serv with Agency Fee	ZOR	03.11.2015	1	Test-A	Test-A				10.11.2015	INSTRUCTOR03		140
9685	30	1		Internet Service Provider Serv	ZOR	03.11.2015	2	Test-A	Test-A				10.11.2015	INSTRUCTOR03		140
9685	40	1		Mail Serv	ZOR	03.11.2015	22	Test-A	Test-A				10.11.2015	INSTRUCTOR03		140
9684	10	1		Utilities Serv	ZOR	03.11.2015	0	Test-A	Test-A				06.05.2015	INSTRUCTOR03		140
9684	10	2		Utilities Serv	ZOR	03.11.2015	3	Test-A	Test-A				03.11.2015	INSTRUCTOR03		140
9684	20	1		Travel Related Serv with Agency Fee	ZOR	03.11.2015	1	Test-A	Test-A				10.11.2015	INSTRUCTOR03		140
9684	30	1		Internet Service Provider Serv	ZOR	03.11.2015	2	Test-A	Test-A				10.11.2015	INSTRUCTOR03		140
9684	40	1		Mail Serv	ZOR	03.11.2015	22	Test-A	Test-A				10.11.2015	INSTRUCTOR03		140
70000598	10			GRANT MATERIAL - CASH	ZGM	02.11.2015	1	R1-32DDN-000275	R1-32DDN-000275					117TRGMACAPR		111
70000596	10			GRANT MATERIAL - CASH	ZGM	02.11.2015	1	R1-32DDN-000273	R1-32DDN-000273					117TRGMACAPR		111
70000534	10			GRANT MATERIAL - CASH	ZGM	01.11.2015	1	R1-32DDN-000213	R1-32DDN-000213					040TRGMACAPR		111
70000519	10			GRANT MATERIAL - CASH	ZGM	01.11.2015	1	S1-32DDN-000176	S1-32DDN-000176					115TRGMACAPR		111
70000567	10			GRANT MATERIAL - CASH	ZGM	30.10.2015	1	R1-32DDN-000242	R1-32DDN-000242					323TRGMACAPR		140
70000564	10			GRANT MATERIAL - CASH	ZGM	29.10.2015	1	R1-32DDN-000238	R1-32DDN-000238					301TRGMACAPR		111
70000532	10			GRANT MATERIAL - CASH	ZGM	28.10.2015	1	R1-32DDN-000212	R1-32DDN-000212					039TRGMACAPR		111
70000459	10			GRANT MATERIAL - CASH	ZGM	21.10.2015	1	R1-32DDN-000165	R1-32DDN-000165					102TRGMACAPR		111
70000438	10			GRANT MATERIAL - CASH	ZGM	20.10.2015	1	R1-32DDN-000149	R1-32DDN-000149					122TRGMACAPR		140
70000543	10			GRANT MATERIAL - CASH	ZGM	15.10.2015	1	R1-32DDN-000211	R1-32DDN-000211					040TRGMACAPR		111
70000542	10			GRANT MATERIAL - CASH	ZGM	15.10.2015	1	R1-32DDN-000210	R1-32DDN-000210					032TRGMACAPR		111

18. Review the document. When you are ready to approve, return to the **Sales** tab

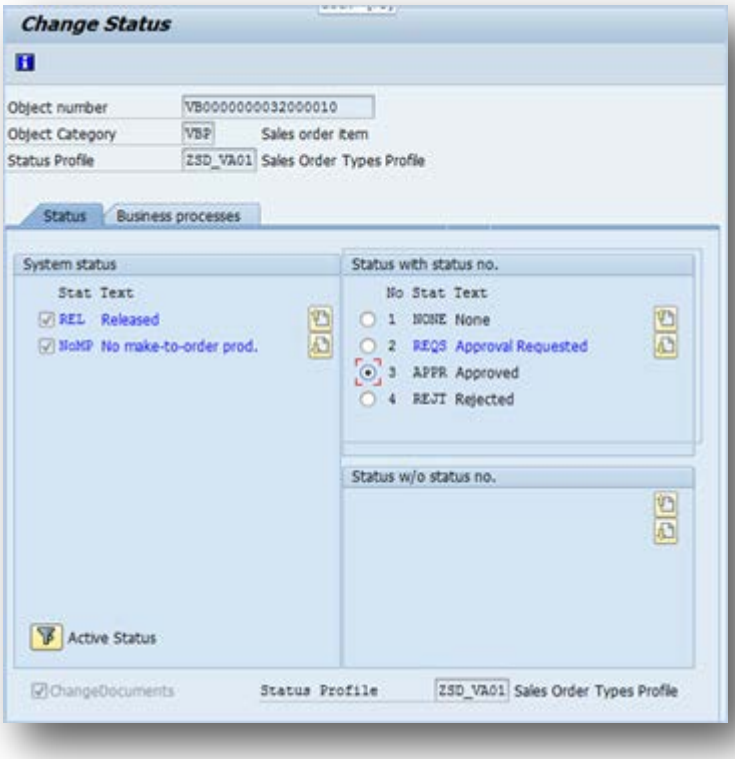
19. Change the line item status to **APPR-Approved** for the line item that needs to be approved. For line items that need to be rejected, change the line item status to **REJT-Rejected**
20. Click the **Save** icon



21. Alternatively at the item level, click the **Status** tab
22. Click the **Obj. status** button



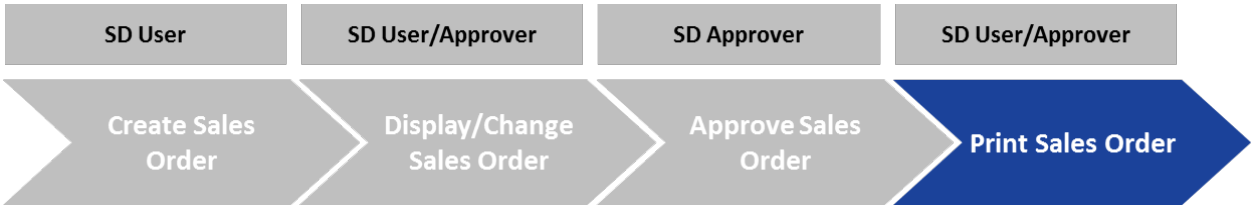
23. Change status from **REQS** Approval Requested to **APPR** Approve



Print Sales Order – VA02

Business Process Context

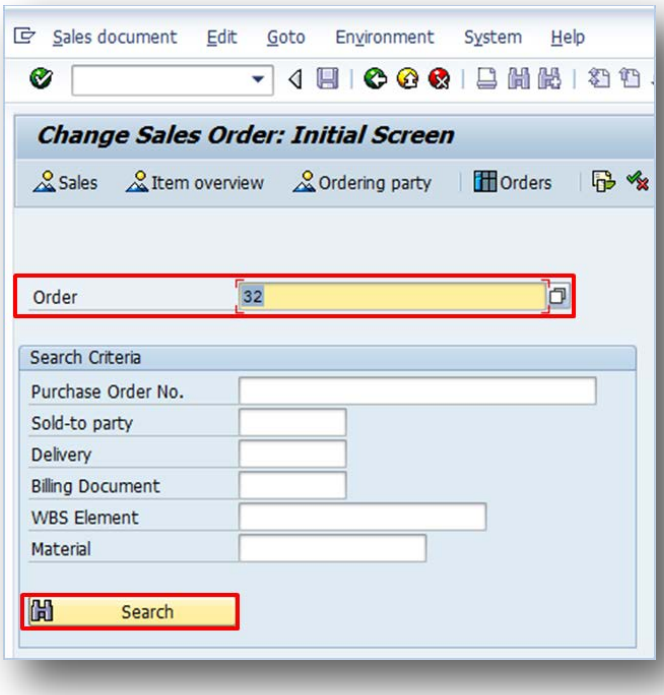
The SD User or SD Approver can print Sales Orders at any stage of the approval process but typically its done after the Sales Order has been approved.



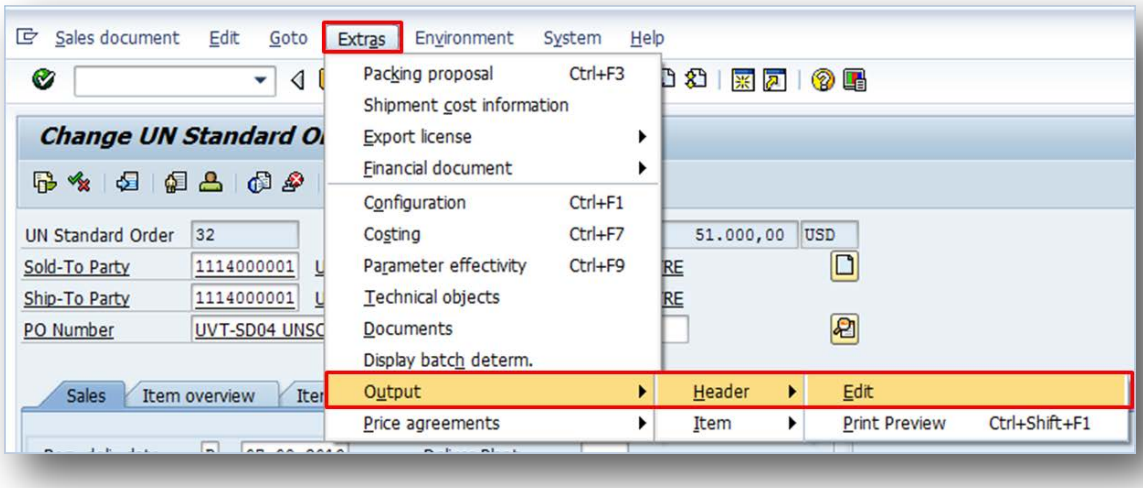
Step-by-Step Instructions

The steps to print a Sales Order are as follows:

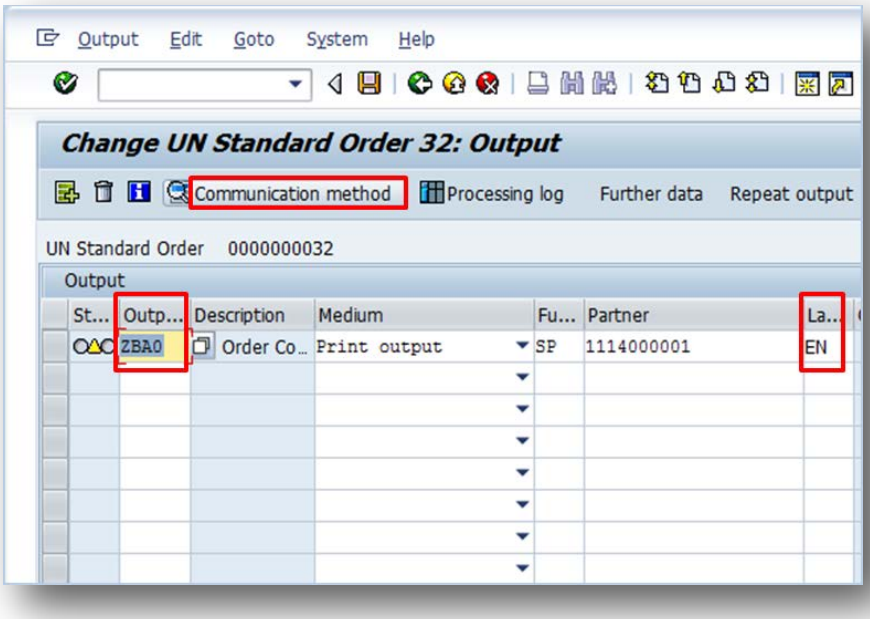
1. Type **VA02** in the **Command** field and click the **Enter** icon
2. Ensure that you are in the **Change** mode. Type the **Order Number** in the **Order** field
3. Click the **Search** button



4. Click the **Extras** menu
5. Select **Output > Header > Edit**

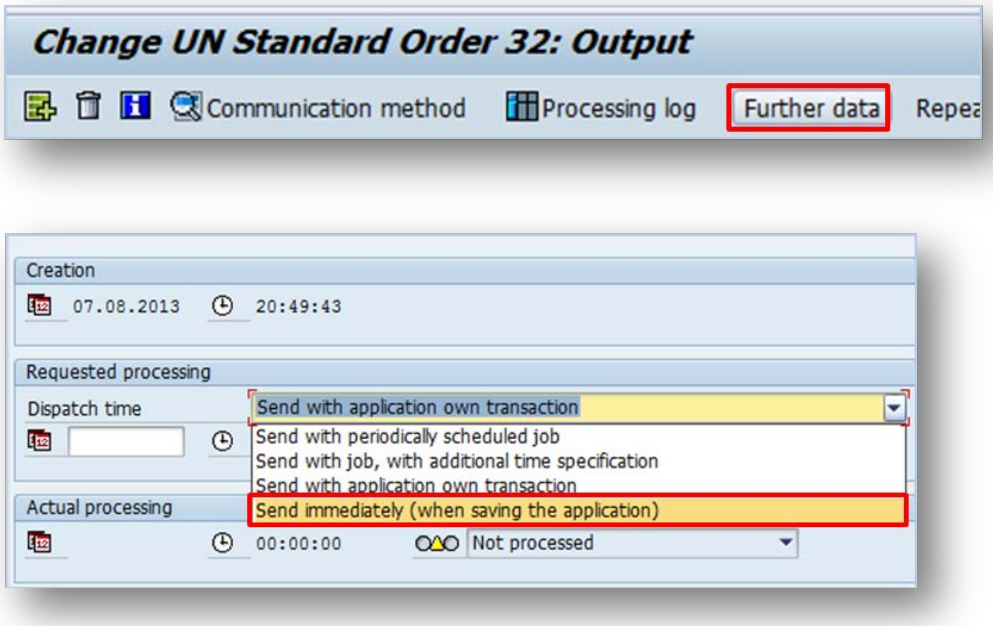


6. The Output Type **ZBA0-UN Order Confirm** will be defaulted in the **Output** column
7. If the form needs to be printed in a language other than the defaulted language, go to the 'Language' column and change to the required language code
8. Click the **Communication method** button



9. Note **LOCL** will be defaulted in the **Logical destination** field
10. The **Print immediately** check box and the **Release after output** checkbox will be checked
11. Click the **Back** icon

12. Click the **Further data** button
13. Select **Send immediately (when saving the application)** from the **Dispatch time** drop-down list



14. Click the **Save** icon. The standard print dialog box appears. Select the relevant printer or PDF option and click **OK** to print

Review and ensure that all the essential information appears in the printed document correctly.

Module 6: Sales and Distribution Scenarios

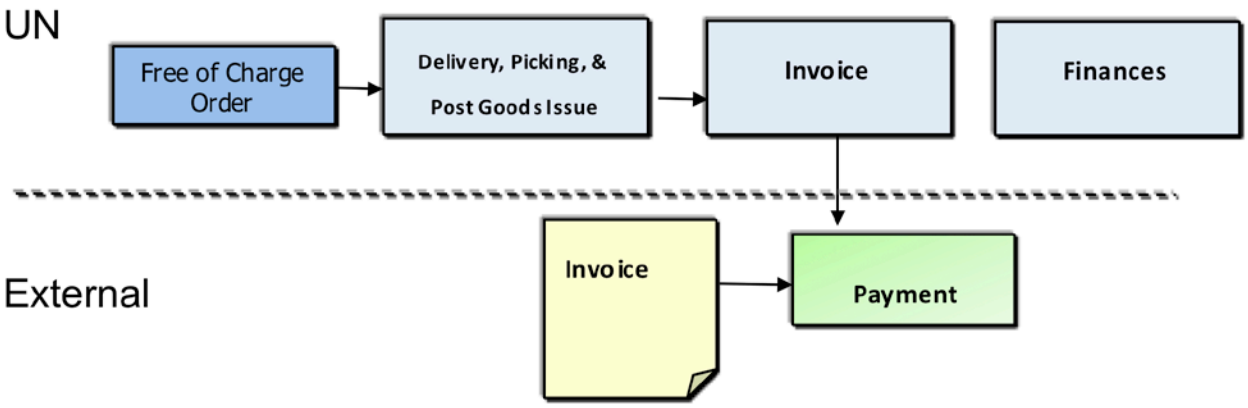
Module Introduction

In addition to the standard Sales Order, the following are the different Sales & Distribution Scenarios that may occur.

1. Sales Order for Free of Charge
2. Sales Consignment Orders
3. Standard Order with Advance / Down Payment
4. Third Party Procurement
5. Return Order with Credit / Debit Memo
6. Resource Related Billing
7. Sales Order through iDoc

Sales Order for Free of Charge

The SD user may create a free of charge Sales Order. An example of when the UN would create a free of charge Sales Order would be the following scenario: UN donates vaccines to an NGO. The UN will arrange for packing, handling, freight and insurance services, and bill the NGO for these costs through an invoice.

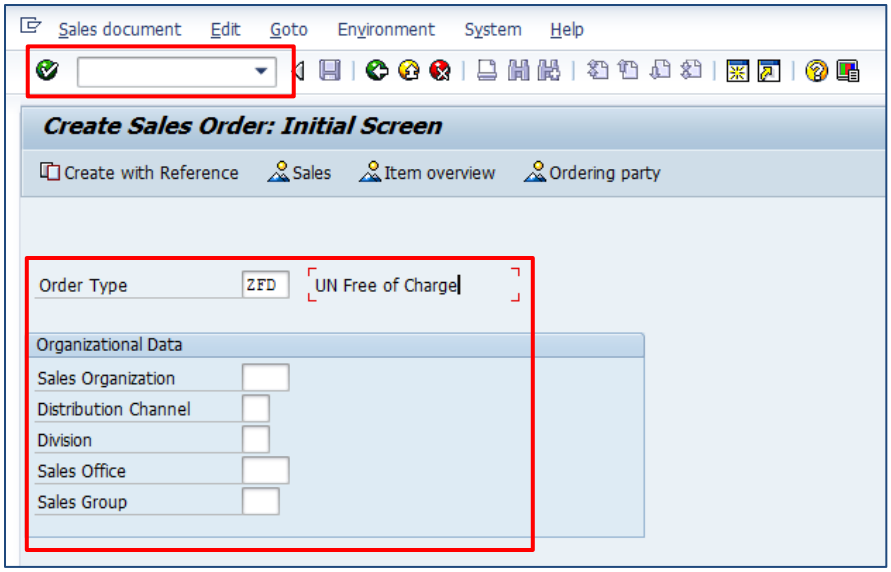


Free of Charge Sales Order Processing

A Free of Charge Sales Order is created just like a Standard Order. However, when the Free of Charge Order Type 'ZFD' is selected, the system will limit certain fields from being displayed or entered.

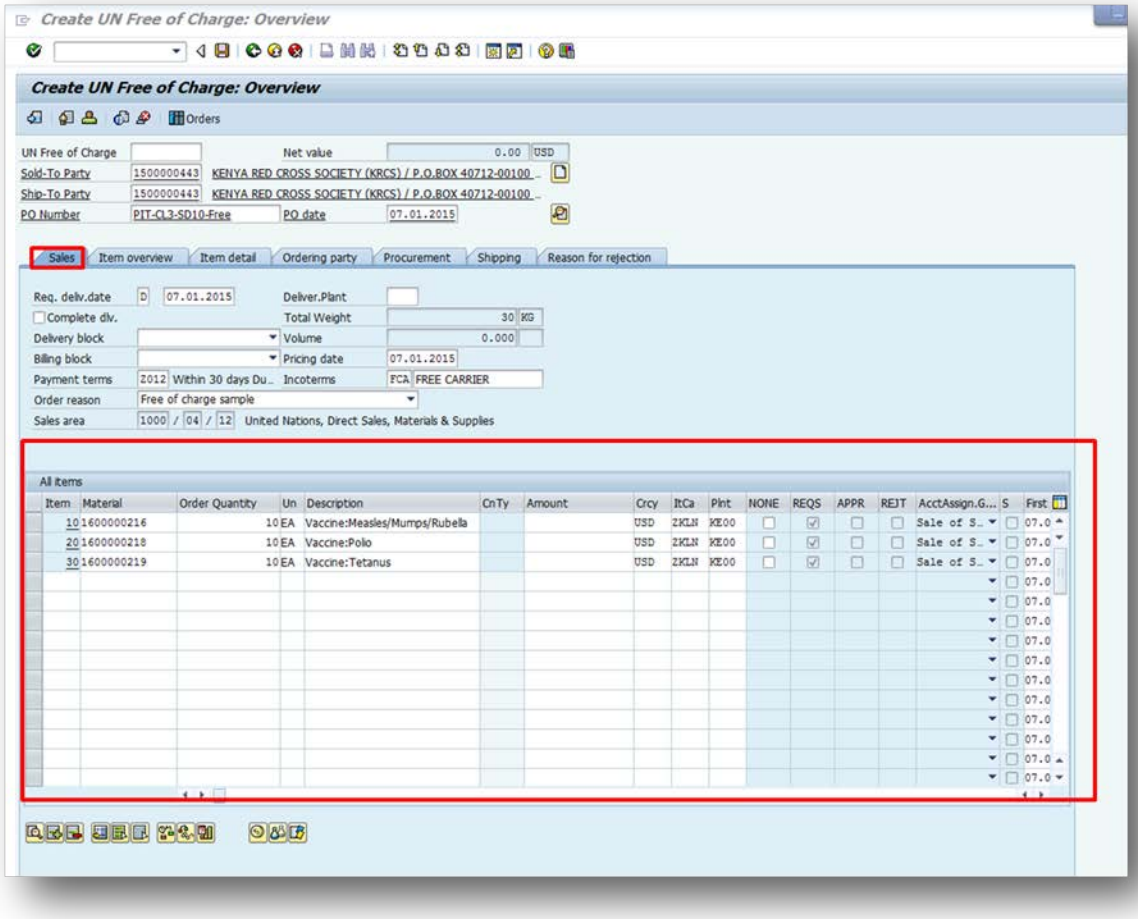
The following process deviations can be observed:

- The Sales Order should be created with **Order Type**: ZFD - UN Free of Charge



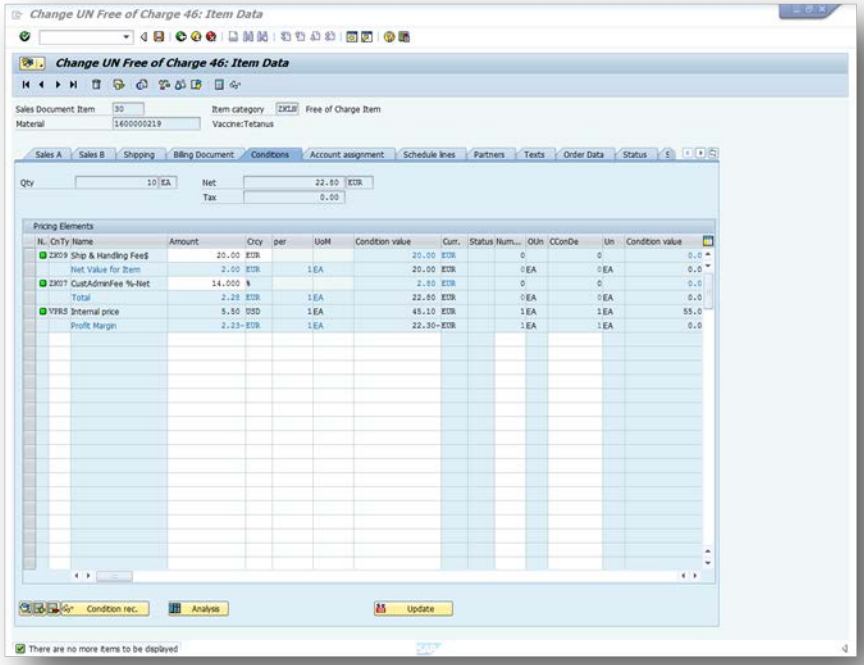
Populate the header section and enter the relevant data.

- On the **Sales** tab, select the Order Reason for Free of charge sample. This field is mandatory for Free of Charge Orders
- Populate the **Material**, **Order Quantity** and **Plant**
- Note that the **Condition Type field (CnTy)** is greyed out and blank
- The **Amount** field will not allow any data to be entered. If data is entered, the field is cleared automatically when the **Enter** key is pressed. An information message is displayed indicating that data should not be entered for that field
- Only **Item Categories** relevant for Free of Charge sales will be available for selection



Note: If required, enter additional Condition Types on the **Conditions** tab (navigate to this by double-clicking a **Line Item** or select line and click the **Display Item Detail** icon). The system limits the condition types for Free of Charge Sales Order to:

1. KF00 – Freight Surcharge
2. ZK07 – CustAdminFee %-Net
3. ZK08 – CustAdminFeeFix$-Net
4. ZK09 – Ship & Handling Fee$



NOTE: The example in the screenshot demonstrates a Sales Order where the document currency has been changed from USD to EUR in the document header.

Next, the Free of Charge Sales Order should be processed as a Standard Order by going through the Approvals, Delivery and Invoicing processes as discussed in the previous modules of this document. An Invoice should be created even if there is no value for this type of a Sales Order.

Sales Consignment Order

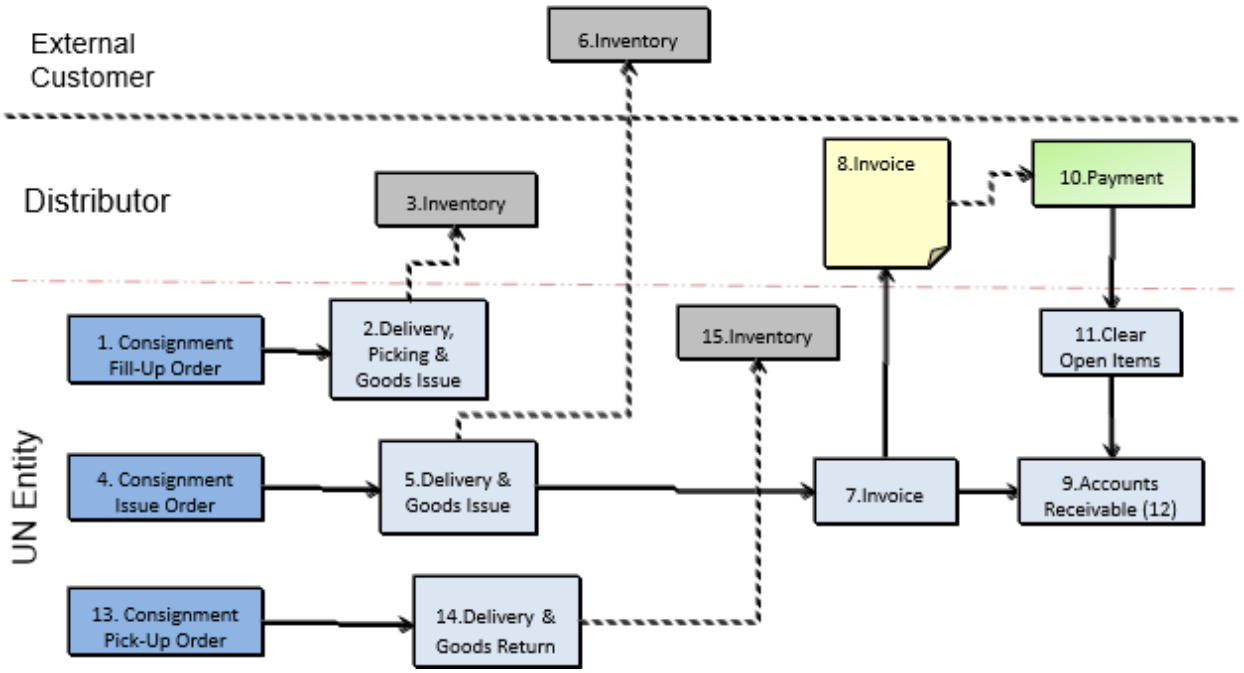
UN may engage a distributor to sell goods/services through Consignment. Consignment goods are goods that are stored at the distributer, but which are still the property of the UN.

- Consignment Fill-up is used to supplement the distributer's consignment stock
- Consignment Issue Order is when the distributer sells consignment goods from its inventory
- Consignment Pick-up is when the distributer can return the unused consignment stock or if Customer returns consignment stock back to the UN's inventory

In Umoja a different type of Sales Order is created for each step of selling goods through the Consignment process (Order Types):

- Consignment Fill-Up (ZKB)
- Consignment Issue (ZKE)
- Consignment Pick-Up (ZKA)

Below illustrates the process for Sales Consignment:



Consignment Fill-up, Issue or Pick-up Sales Orders Processing

A Consignment Sales Order is created just like a Standard Order. However, depending on the process (Consignment Fill-up, Issue or Pick-Up), the Order Type would be different. The system will limit certain fields from being displayed or entered.

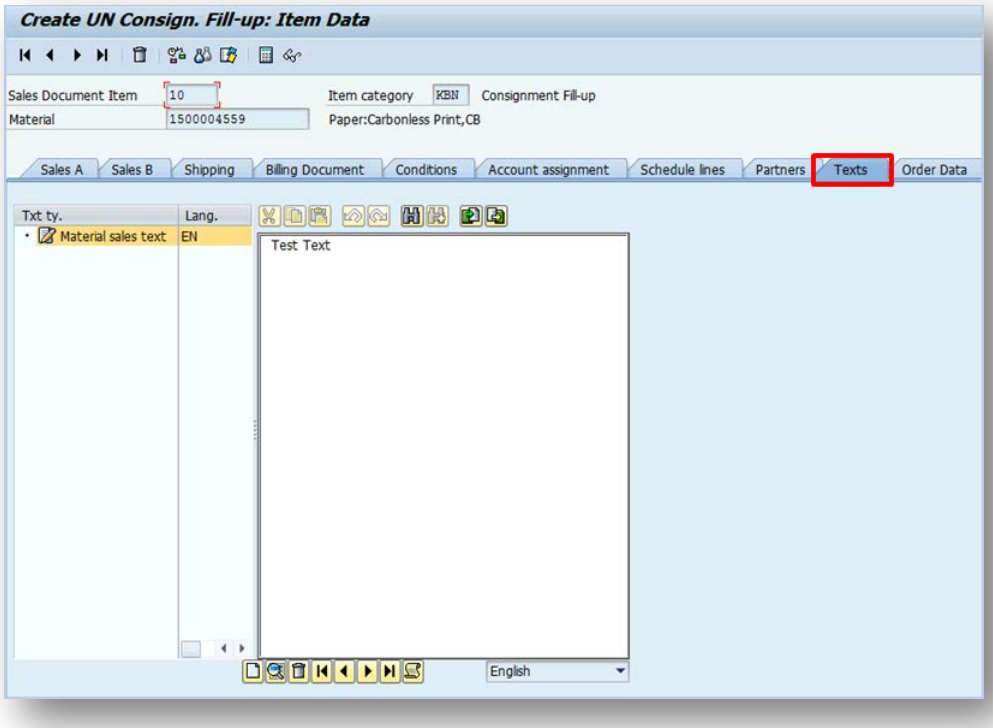
The following process deviations can be observed:

1. The Sales Order should be created with **Order Type** (ZKB, ZKE or ZKA)

2. As this is not relevant for billing, there is no pricing detail to be maintained. The **Amount** field will not allow any data to be entered. If data is entered, the field is cleared automatically when the **Enter** key is pressed. An information message is displayed indicating that data should not be entered for that field
3. Only specific **Item Categories** will be available:
   - KBN – Consignment Fill-Up
   - KEN – Consignment Issue
   - KAN – Consignmenet Pick-Up: Complete the Sales Order information and save it. Note the Sales Order number
4. Approve the Sales Order
5. The next steps in the process will be continued in accordance with the the steps reflected in the Sales Consignment Process diagram above. These steps are part of Umoja Logistics Execution and Finance (Accounts Receivable) processes
   - For Consignment Fill-Up, create the Delivery, Picking and Goods Issue. This is not relevant for Billing, since the Inventory is still owned by the UN although the Inventory lies with the Consignee
   - For Consignment Issue process, create the Delivery and Goods Issue. There will be no Picking process as the Inventory is already with the Consignee. The Billing document and subsequent follow-up for receiving payment is processed after the Goods Issue by Finance
     – Note that the Consignment Issue Order will be initiated with the receipt of Sales information from the Consignee
   - For Consignment Pick-Up process, create the Delivery and Goods Return. This would bring the Inventory back from the Consignee to the UN Storage Locations. This is not Billing relevant

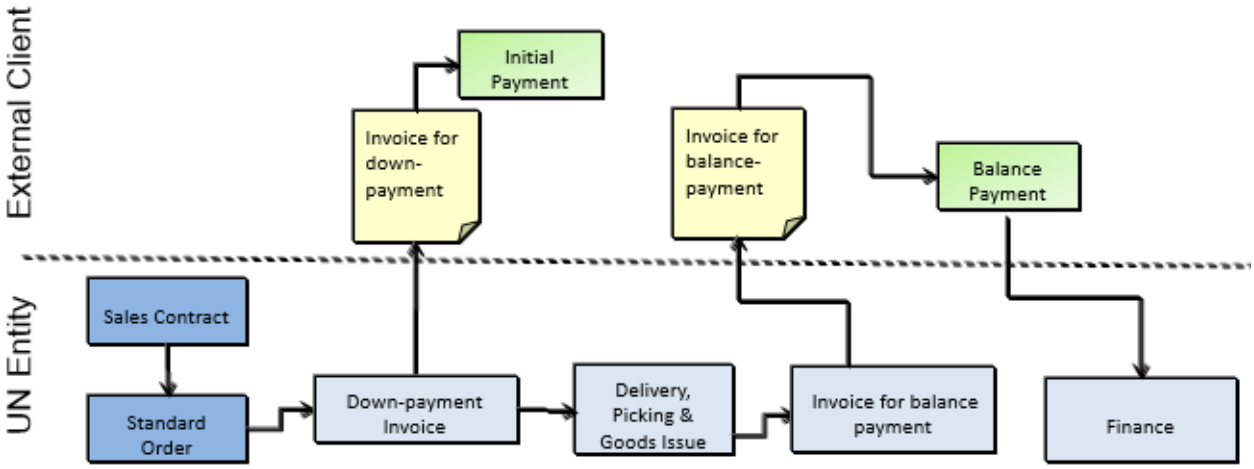
Note for all Types of Sales Orders:

- For any Sales Order with Inventory Material, the system performs the availability check. If there is no inventory available in the system to satisfy the demand of the materials for this order, the system navigates to the **Availability Control** screen instead of the expected result. Check if the correct **Material** or the **Plant** have been entered
- Since only the materials maintained in the Material Master can be used, any additional information or detail description of the items needs to be added in the **Text** field at the item level including **Fixed Asset Number**. To do so, double click the line item number



Create Standard Order with Advance / Down Payment

It explains the steps to create Standard Order with advance (down) payment. The down payment option may be relevant to other Order Types as well.

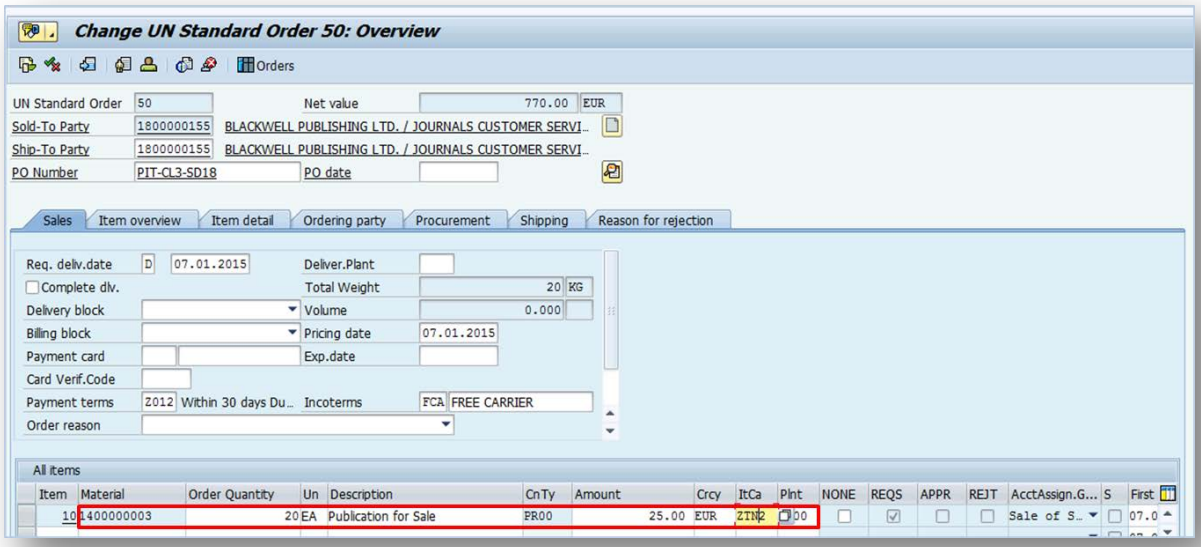


Standard Order with Down Payment Processing

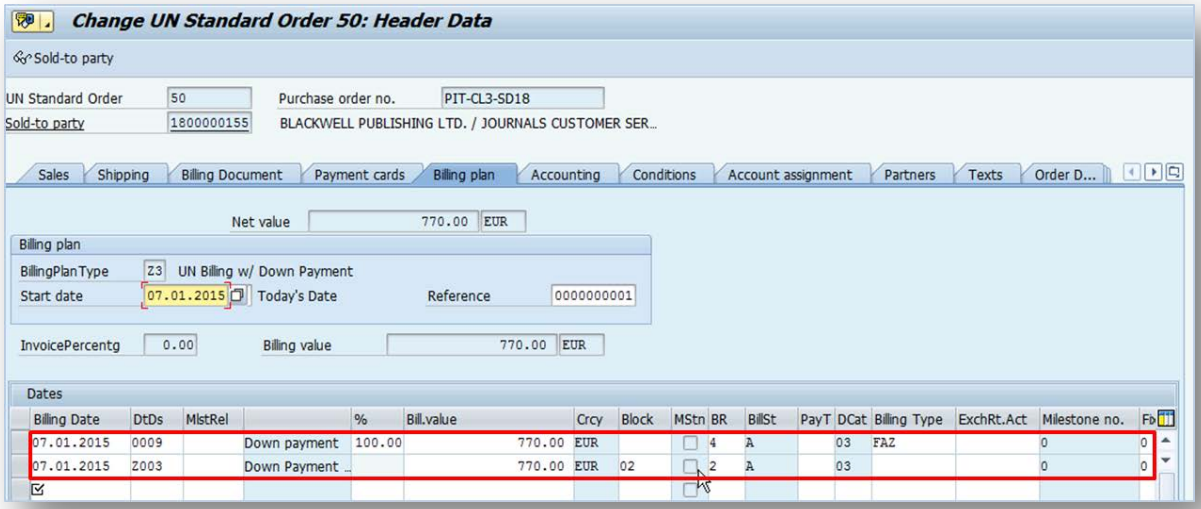
The Customer agrees to pay down payment prior to Good or Service being provided by UN. The SD User creates a Standard Order in the Umoja system.

The following process deviations can be observed:

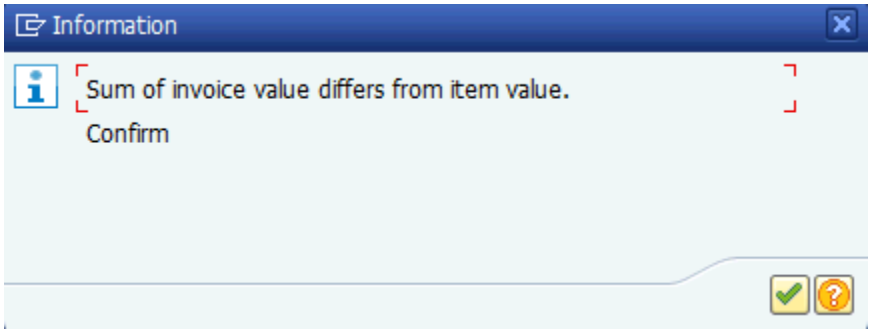
1. A Standard Order is created as described in Module 5.
2. On the Line Item rows, change the Item Category to any of the following to trigger the down payment functionality allowed by the system
   - Service with Down Payment (ZTAD)
   - Standard Item with Down Payment (ZTN2)
   - Third Party with Down Payment
     – With Purchase Requisition (ZTAS)
     – Without Purchase Requisition (Z3PD)
   - Inventory Item as Service with Down Payment (ZTN4)



3. The **Billing plan** tab will be available in the Header Details screen only if the Item Category for a Standard Order is one of the five types listed above
4. Click the **Display Doc. Header Detail** icon. The **Header Data** screen is displayed
5. Go to the **Billing plan** tab to take the subsequent actions:
   - In the grid visible under the **Dates** section, 2 rows (Down Payment row and Down Payment Conclusion row) partially populated should be completed by adding the following information:
     – **Billing Date** - defaulted to today's date but can be modified
     – **(Down Payment) %** OR the **Bill Value** - Either the percentage of the down payment or the amount (Bill Value) required for down payment can be entered. If the % is entered, then the System will calculate the Bill Value and vice versa
     – This row generates the **down payment request** during the billing process for the advance payment



- The second row for Down Payment Conclusion needs to be populated with data in the following field:
  - **Bill value** - Total Order value or net value. This value will be copied to the billing value field. If the Billing Value and the Net Value are different then an information screen will pop up as displayed below. This is an indication that the Bill Value should be corrected in the second row.



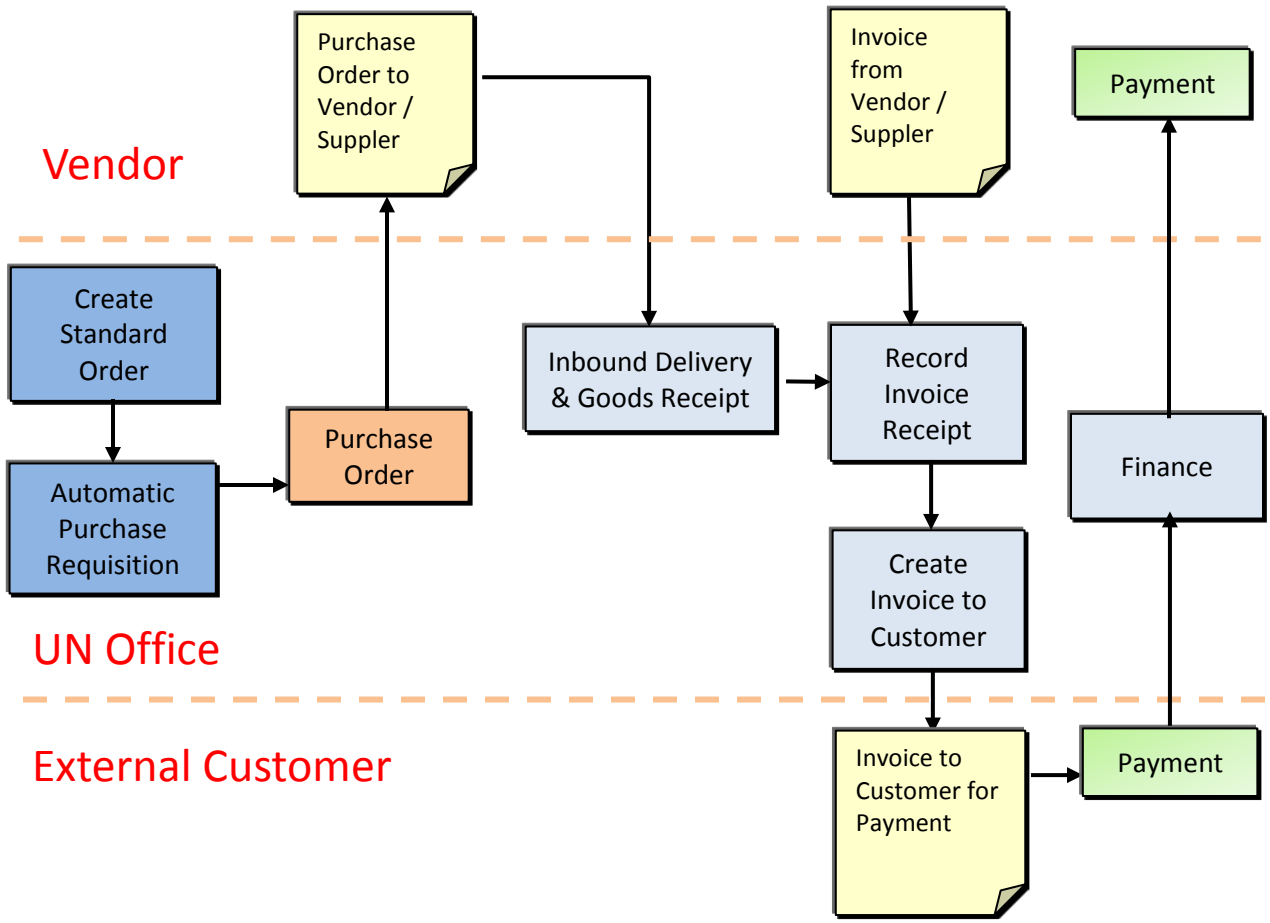
  - The billing **Block** would be defaulted to 02 indicating that the final billing is initially blocked. This will need to be removed when the final billing needs to be processed after completion of preceding activities. These activities would be receipt of the amount for down payment and upon completion of the service indicated on the Sales Order
  - This row generates the final billing (invoice). The payment for the **down payment request** amount would need to be made before the final invoice is generated

6. The down payment request (down payment invoice) is generated through the invoicing process (executed by Finance)
7. After the down payment request has been created and paid, the Delivery, Picking and Goods Issue processes are carried out. The Delivery Process is only relevant for Inventory Material

8. The SD User will remove the billing Block. As the final step, Finance will process the Invoice for the final payment

Third-Party Procurement

Third-party procurement occurs when a UN agency or any other entity external to Umoja requests the UN to procure services or materials on its behalf. UN may agree to purchase and pay for the goods or services on the condition that reimbursement is received before or after the goods/services are delivered. There is no revenue generation expected as part of this process.



Third Party Procurement processing

The Customer requests for goods or services that the UN does not sell / provide. The Coordinating UN Office creates a Standard Order in Umoja.

The following process deviations can be observed:

1. During the Standard Order creation process, after the **Material**, **Quantity** and **Plant** have been added, change the **ItCa** (Item Category) to one of the following reflecting third party procurement:
   - **TAS** ThirdPartyIt w/PReq – This Item Category is selected if the entered material requires a Purchase Requisition without Down Payment to be created

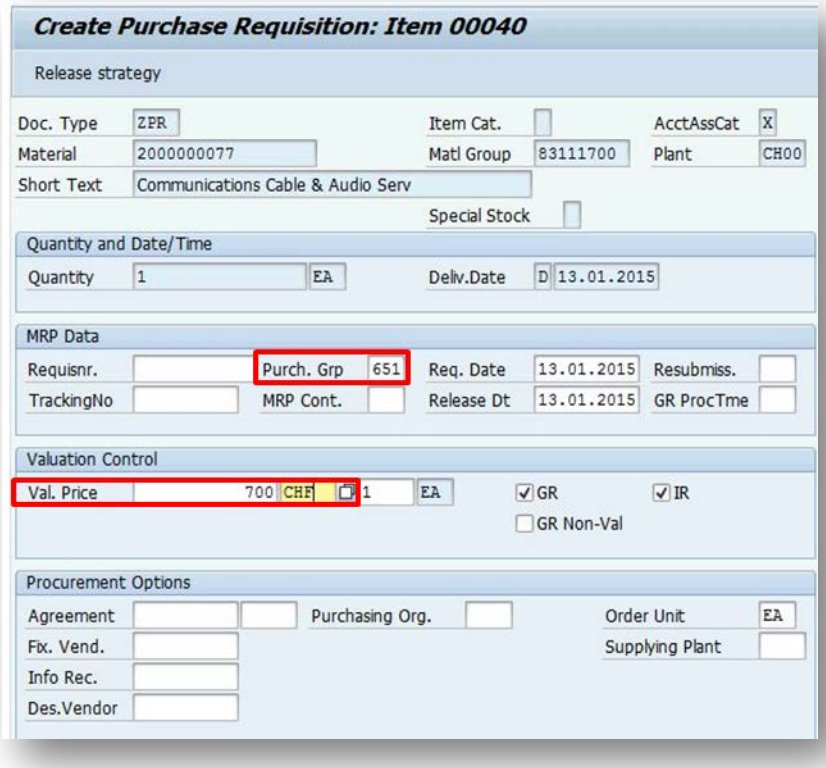
- **ZTAS** ThirdParty w/DP-PReq – This Item Category is selected if the entered material requires a Purchase Requisition to be created along with a Down Payment.
- **Z3P** Bill 3Party w/o PReq - This Item Category is selected if the entered material does not require a Purchase Requisition and there is no Down Payment.
- **Z3PD** Bill 3PtywDP no PReq - This Item Category is selected if the entered material does not require a Purchase Requisition but has a Down Payment

2. In case the Item Categories selected are TAS (and after **Enter** is pressed), the **Create Purchase Requisition** screen is displayed. For Item Category ZTAS, the **Create Purchase Requisition** screen is displayed after the **REQS** (user status) check box is selected and **Enter** is pressed)

3. Enter data in the **Purch. Grp** (Purchasing Group for the Purchase Order) and **Val. Price** (Value Price for the material) fields. This is repeated for each Line Item with the specified Item Categories.

   Note: Purchasing Group chosen shall be the Procurement Unit/Section responsible for the procurement action to be taken.

   Value Price is the purchasing price that the UN will pay to the vendor. This may be different from the amount of the Line Item that is the price charged to the Third-Party (i.e. customer).

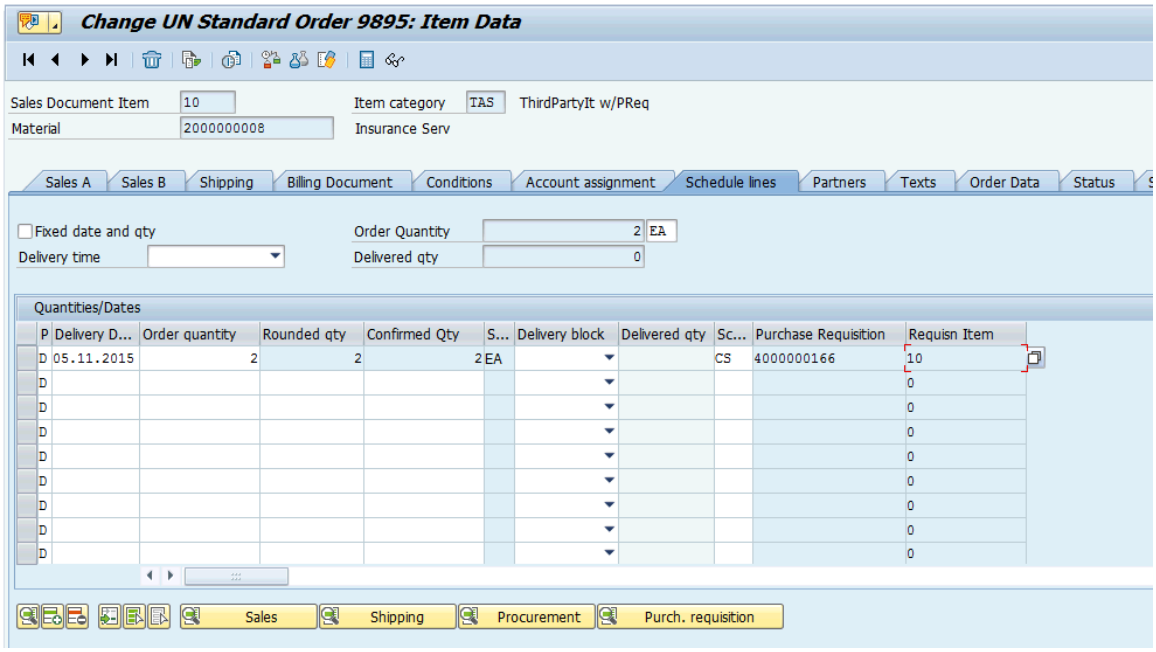


4. For the scenario where Item Category is **TAS**: The SD Approver is not required to approve Standard Order for Third-Party Procurement as the Standard Order

automatically generates a Shopping Cart that is directly routed to the appropriate SRM Approver

- The SRM Approver approves the requisition (Shopping Cart) generated by Standard Order for Third-Party Procurement. Usually the relevant SD Approver is also the SRM Approver.

5. Once the Sales Order is saved, it can be reopened in Change mode using the T-Code VA02. Navigate to the Item Detail → Schedule Lines tab.
   - Under the Quantities / Dates section, the **Purchase Requisition** number and **Requisition Item** information is displayed. A Purchase Requisition will be created for each Line Item in the Sales Order where the relevant Item Category is selected.



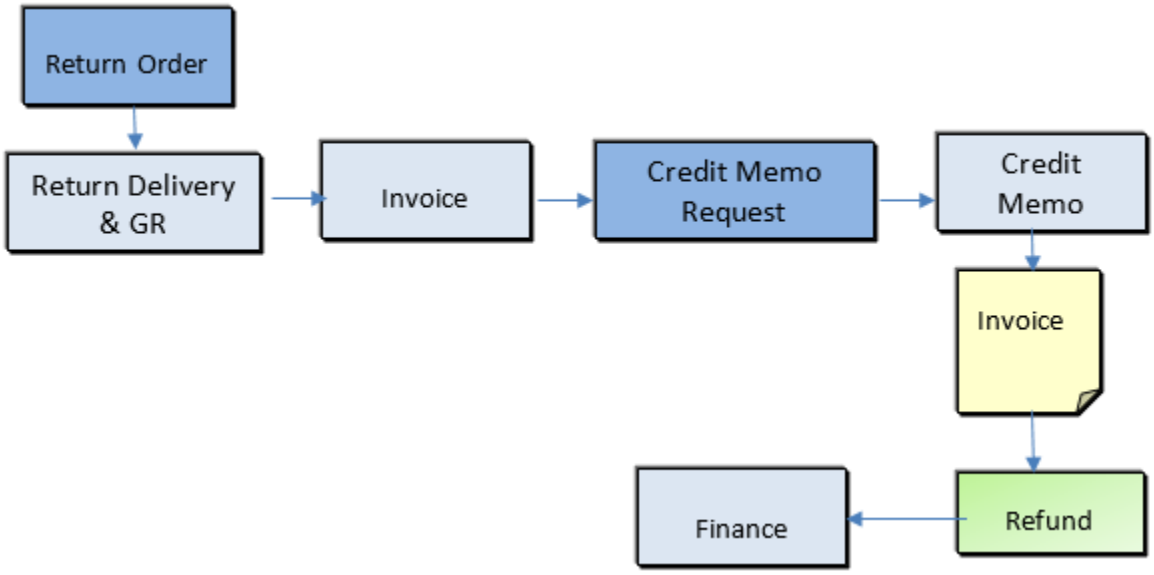
- To change any details on the Purchasing Group and Value Price, click the Purch. Requisition button.

6. To create the Invoice for this Sales Order, the Goods Receipt and the Invoice Receipt for the Purchase Order created, must be completed. Once the required purchased material is received, the Sales process can be completed.

7. The accounting documents generated through the Invoice process will not impact the Revenue GL account but will impact the Third Party Procurement Liability Account.

Return Order and Credit / Debit Memo processing

A Return Order is created when a Customer returns goods (Inventory Material only) that were sold and should receive a credit. A Return Delivery Document would follow and a Goods Receipt is performed. During Invoice processing, a credit memo request is generated.



Return Order Processing steps

1. A Return Order is created when the customer returns Inventory that was sold and is created with reference to the Sales Order which the item was sold from.
2. To Accept the returned goods, a return delivery is created and a 'Goods Receipt' is posted.
3. The Inventory is received to 'Returned Stock'
4. After inspecting, the goods are transferred to 'Unrestricted Stock' if they can be sold again.
5. Finally, the billing is created to generate a Credit Memo.

   Note: A Credit Memo Order Type can be processed directly where there is no return of inventory material.

The following process deviations from a Standard Order can be observed:

1. A Return Order is a Sales Order created with the Order Type **ZRE** (UN Returns)
2. Although the system will not prevent a Return Order from being created without reference, the recommended procedure would be to use the original Sales Order [where the Inventory Material was sold] as Reference for returning any goods. Refer Module 5 for how to create a Sales Order with Reference to another Order.
3. When the original Sales Order is referred, the Inventory Material to be returned is copied to the Return Order where the quantity can be updated as required.
4. Once created, the Return Order is processed as a Standard Order.

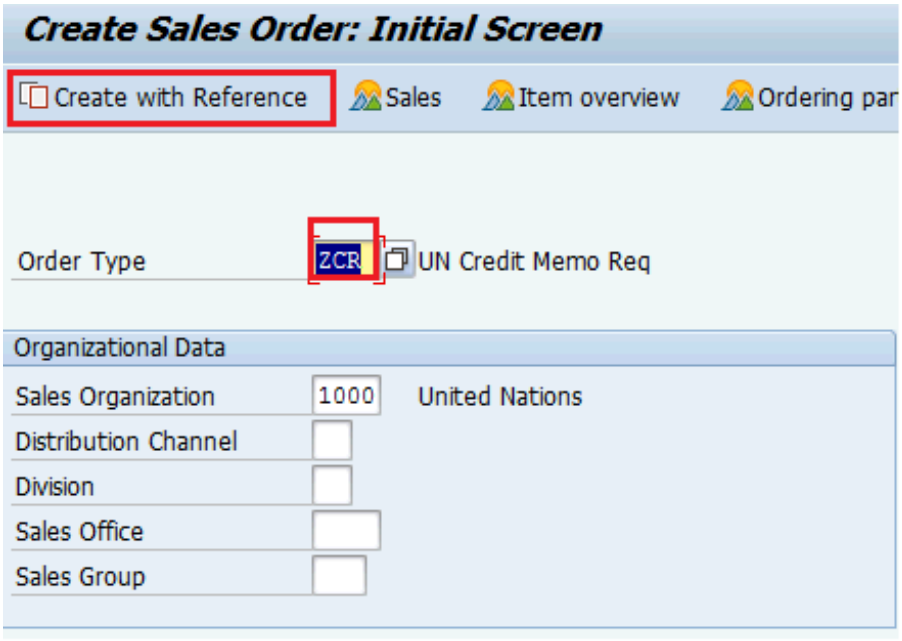
Credit / Debit Memo Request

Credit Memo Requests / Debit Memo Requests are Order Types which are created when there is an Over-charge or an Under-charge that needs to be corrected. In these cases, the invoice issued to a Customer needs to be adjusted with a financial adjustment document.

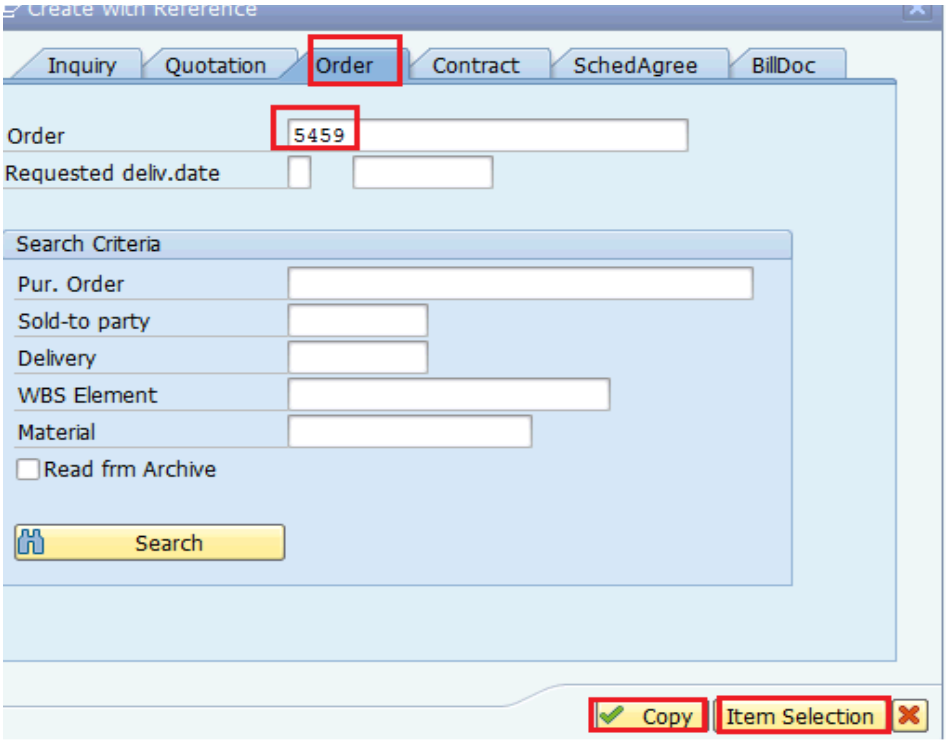
- A Credit memo is used to refund a Customer. This credits (or reduces) account receivables and debits the revenue
- A Debit memo is used to add charges. This debits (or increases) account receivables and credits the revenue

A credit/debit memo is created with reference to either a Billing Document or a Sales Order which has the over/under charge. The steps are as follows.

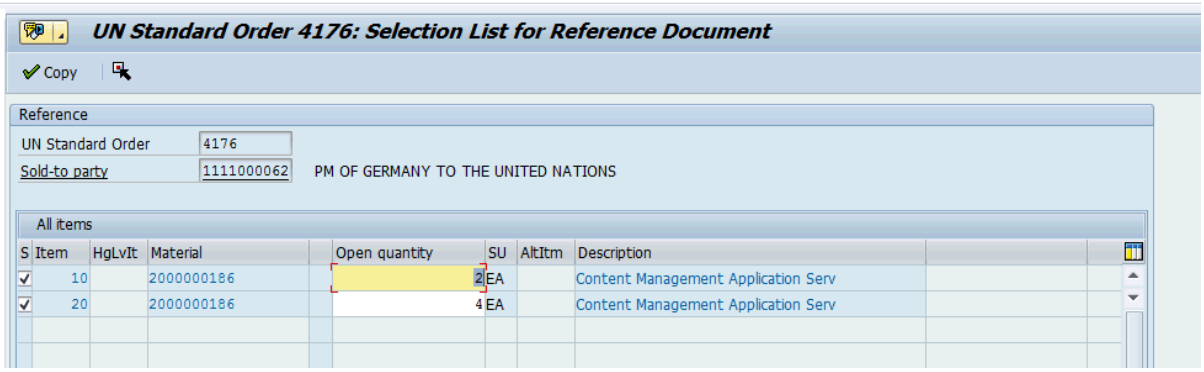
The transaction code VA01, the same as for a standard order, is used. The order type will be ZCR, for a Credit Memo, or ZDR, for a Debit Memo. Select Create with reference. All fields on the following screen shot need to populated, if necessary, following the instructions for a standard slaes order in Module 5.



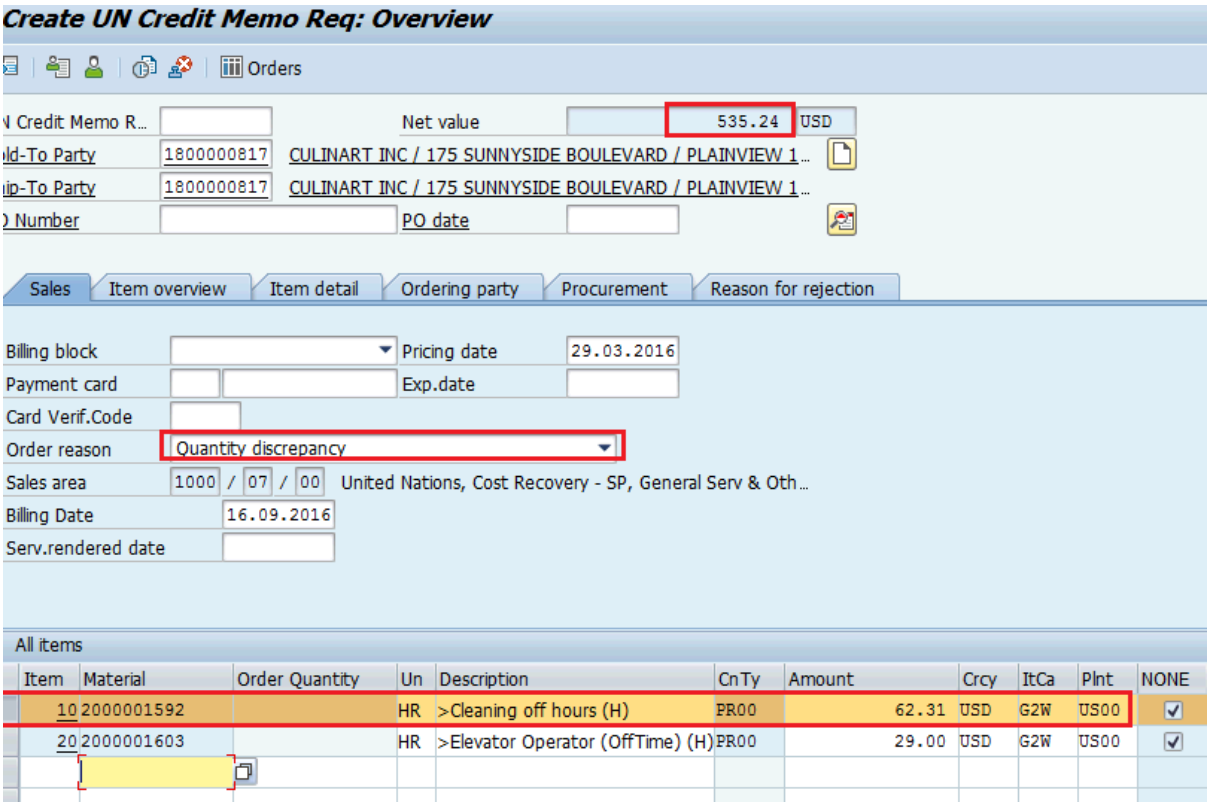
On the next screen, the order number to which the memo refers needs to be entered, if you are referencing the sales order, (alternatively you can reference the billing document) and click Item Selection.



Ticking the boxes on the line items allows them to be copied through to the Credit/Debit Memo request. Then enter the quantities that relate to the adjustment required. Once completed click on the copy button on the top left of the screen.



In the Sales Tab in the Order reason field the relevant reason from the drop-down is to be selected, i.e. Quantity discrepancy.



When all the data is entered the docment is to be saved and processed in the same way as other sales documents.

Once the Credit/Debit Memo Requests initiates the process, the next step is to create the Credit Memo/Debit Memo through the billing process. No Delivery process is involved. If there was inventory returned, then follow the Return Order process.

The following is a summary of the process deviations from a Standard Order:

1. A Sales Order of Order Type **ZCR (Credit Memo Req)** OR **ZDR (Debit Memo Req**) is created.
2. The Credit or Debit Memo Request is created with Reference against an Invoice or Order that has already been issued.
3. The process to approve and create a billing document remains the same as a Standard Order.

Resource Related Billing (RRB) Order

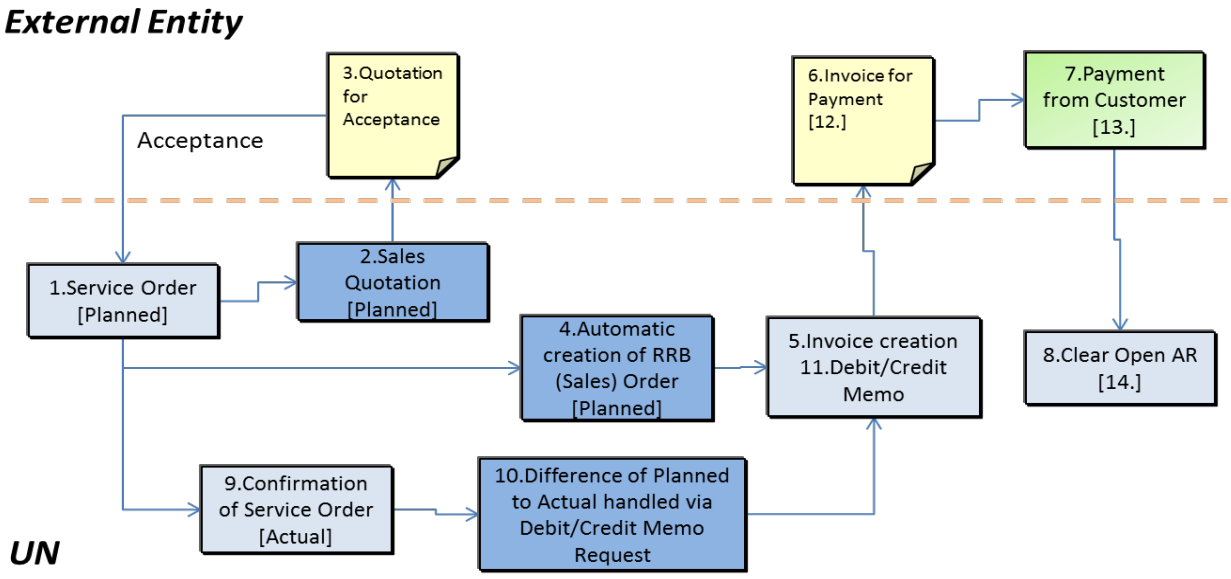
A Resource Related Billing (RRB) Order will be used in scenarios where a Service Provider or Planner wants to plan ahead for a Request for Service or Event by an External Entity (Customer). The Service Order can be used to plan specific events or tasks including identifying the service providers, costs, activities or components used. The Service Order is then used to generate a Quotation to the Customer giving details of planned costs. This

process is recommended for Planners who provide services to both Internal and External Entities as they can consistently plan their events using Service Orders.

However, a Standard Order can be created directly as well instead of generating an RRB Order. In this case, the Service Provider / Planner will need to know the Account Assignment information (Fund, Fund Centre and Functional Area) for each Service Provider for the various tasks or planned activities at the Line Item level.

In this scenario, the UN bills an External Customer for services.

- UN creates a Service Order (Type ZM04) with all the services that will be provided with the planned values
- The service order is converted to a Sales Quotation and submits the Quotation for approval to the Customer
- When the Customer confirms that the Quotation is OK, the Quotation is 'Accepted' through the Service Order, a Resource Related Billing Request (a type of Sales Order) is automatically created
- This Sales Order is then Billed (for the planned amount) to charge the Customer and the revenue is received by the 'organiser'
- Once the work is completed, the service order is confirmed with the actual amounts. This would transfer the revenue from the 'organiser' to the 'Service Provider'
- If there is a difference between the planned and the Actual charges, this difference is handled through the 'Debt Memo Request' / 'Credit Memo Request' process



RRB Sales Order Process

The process involves creation of a Quotation from a Service Order followed by creating an RRB Sales Order. The process deviations from the standard Quotation and Sales Order creation are provided below:

1. Creating a Resource Related Billing Sales Order, is initiated from a Service Order. Refer the Service Order User Guide (course SD390) for how to create a Service Order of Order Type ZM04. Create the Service Order of Type ZM04 and ensure that the correct Profile is selected (on the Control tab)

   Note: The Profile will derive the Item Category on the Sales Order Line Items and this cannot be modified on the Sales Order.

   a. ZUN00001 UN CS Profile without DownPayment
   b. ZUN00002 UN CS Profile with DownPayment

2. Create a Quotation from a Service Order using the T-Code **DP80** as discussed in Module 3 of this document

3. Accept the quotation from the Service Order used to create the Quotation in the earlier steps. Use T-Code **IW32** and click **Enter**. The steps to accept a quotation from a service order are as follows:
   - Enter Service order created in the previous step in the order field and press the **Enter** key
   - From the menu bar select: **Order > Functions > Accept Quotation.** This automatically saves the service order and creates a new UN Standard Order – RRB

4. If the Service Order was created with the Profile for Down Payment (ZUN00002), then go to the Billing Plan at the Header Detail of the UN Standard Order RRB that gets generated and update the Billing Plan. Refer to Module 8 (Standard Order with Advance Payment) on specific details regarding the Billing Plan updates

5. In some cases, UN Standard Order (RRB) created from the Service Order would have materials with Unit of Measure (UoM) ZAU. This occurs only if an Activity Type with UoM ZAU is selected on the reference Service Order (ZM04). The material description would include two Units of Measure that are possible for that material. The user will need to remove the UoM that is not relevant from the Material Description depending on the specific scenario. For example, Carpeting(Cntcr - Reg Time) (yd2/m2) or Spec. waste removal(Cntrct) (yd3/m3)

6. Finance will process the Billing document and receive payment from Customer which ensures that the payment is available to the Service Organiser / Planner's Fund Center. The Service Order Confirmation is then processed to denote completion of service. The process of Service Order Confirmation transfers the funds from the Service Organiser / Planner to the individual Service Providers (Work Centres). However, if the Service Organiser / Planner has enough funding to provide the service then the Service Order Confirmation can be processed prior to the Invoice generation

7. With reference to the Process Diagram in this Module, Steps 10–13 indicate the process of Credit / Debit Memo that may be needed in case there is a difference of cost between Planned vs. Actuals for the RRB Order

Sales Order through iDoc

The Sales Order from iDoc process is used when an Entity has a Point of Sale system where the individual sales are being recorded. The customers to whom the sales are being made and

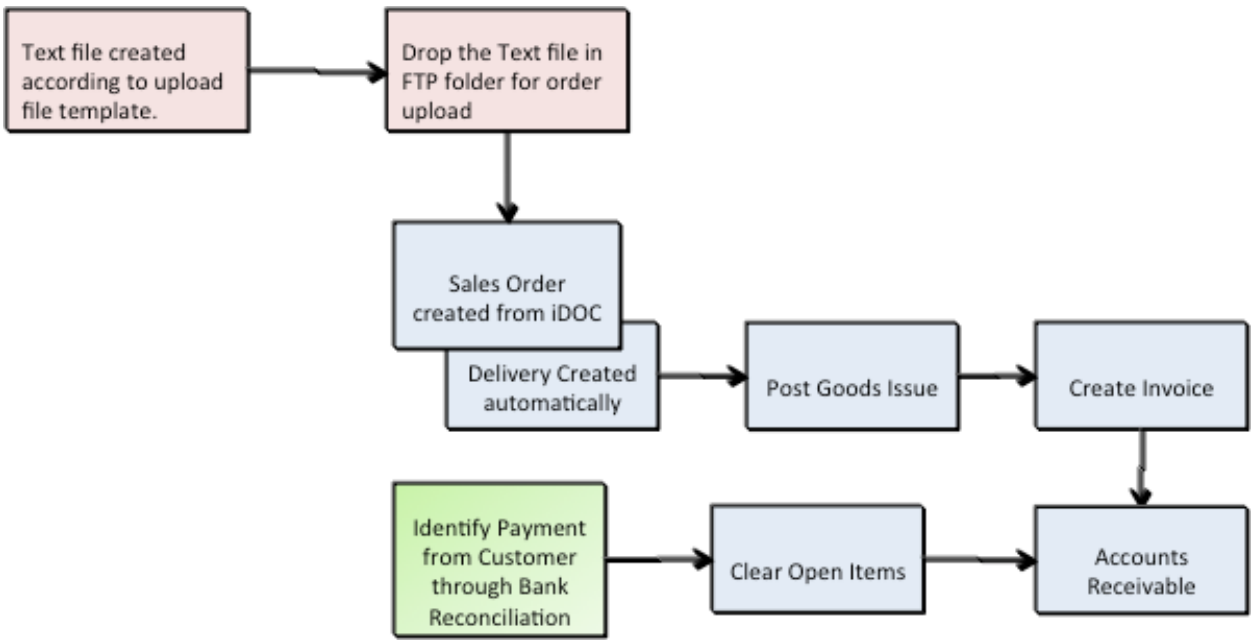
recorded may not eixst as Individual Customer BPs in Umoja. As a result, the iDoc process is used to upload the multiple Sales being made through a file to create multiple Sales Orders. Typically each Sales Order is recorded in the Point of Sale system is periodically uploaded to Umoja as a consolidated sale to enable accurate financial and inventory recording in Umoja. Specific Customer BPs (who are in Umoja) along with Generic BPs (customers not in Umoja like visitors or walk-in customers buying books or stamps at the sales couter) for the consolidated sales are set up to facilitate using the iDoc process.

The Sales Orders created from iDoc process will generate a Delivery document automatically in the cases where there is Inventory. The next step would be to process or post a goods issue. Picking is not relevant since the Sales Orders are created post facto.

No approval is required for the [iDoc generated] Sales Orders.

The process of creating Sales Orders through iDoc includes the following high level steps:

1. Sale is recorded through the legacy system (post of sale system)
2. Extract the details to be uploaded from legacy system and create the flat file
3. Drop flat file in a pre-defined FTP folder. FileZilla may be used for this process.
4. Umoja system picks the file and processes it
5. Sales Orders & Outbound Delivery Documents would be generated automatically
6. Goods issue to be performed (no picking required)
7. Billing carried out by Financial Accounting Senior User



Flat File (comma separated) structure for iDoc upload

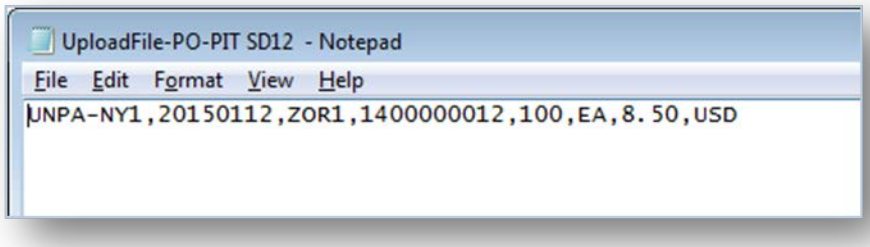
1. CHAR – 8 - Organization ID
   - Distribution Channel
   - Plant
   - Storage Location

- o Customer BP (specific or generic)

  Org ID is pre-defined for each Business Unit that has opted to used the iDoc process for Sales Orders.

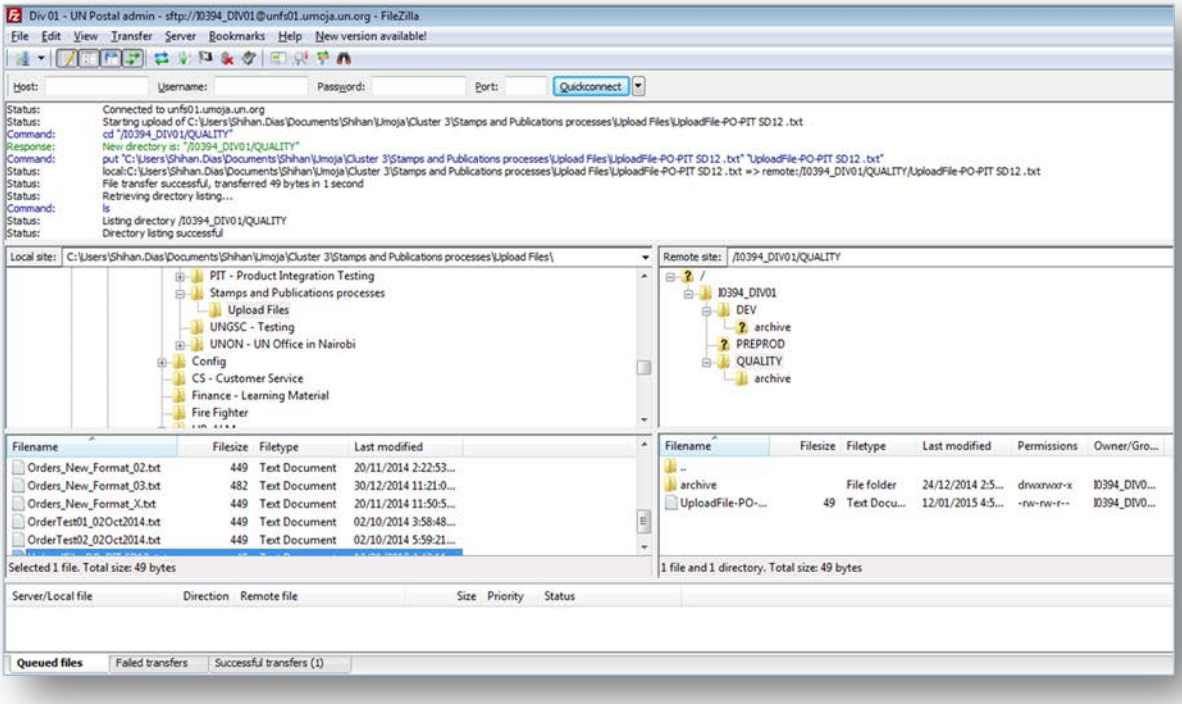
2. CHAR – 10 - File Upload Date (YYYYMMDD)
3. CHAR – 4 - Sales Order Type **ZOR1**
4. CHAR – 8 - Product Code ID

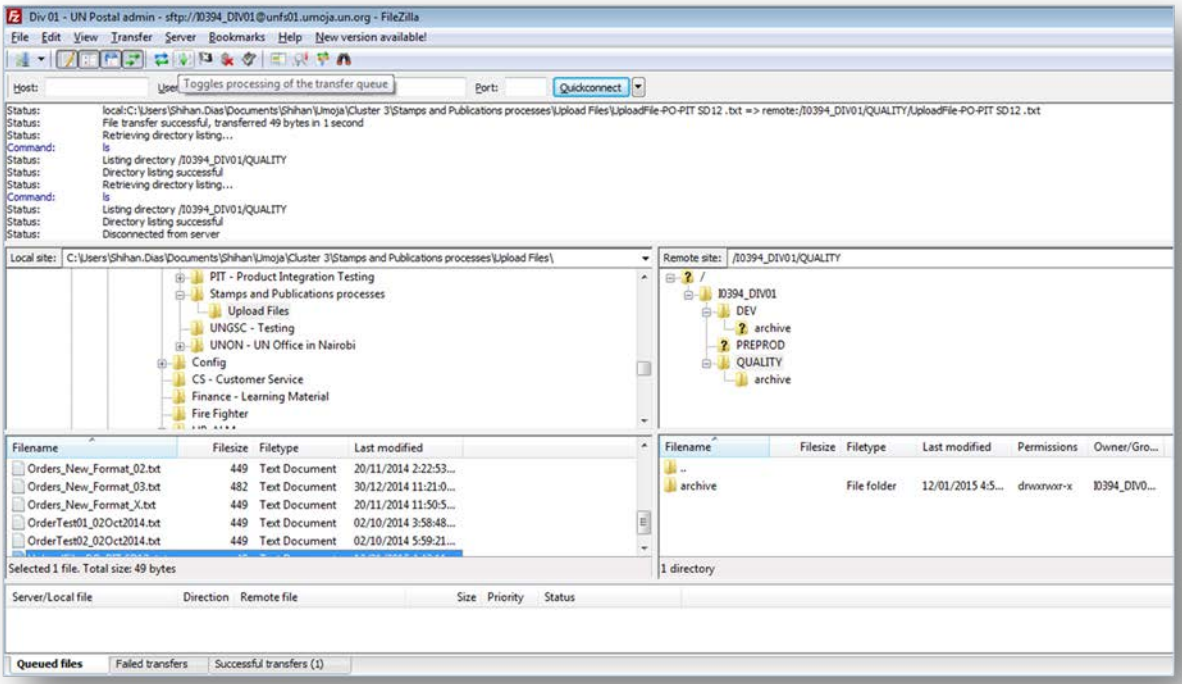
   This is the material number for the service or inventory material that is being sold
5. CHAR – 19 - Quantity sold
6. CHAR – 3 - Unit of Measure
7. CHAR – 16 - Unit Price
8. CHAR – 3 - Currency
9. CHAR – 10 - Specific Customer BP (optional)



Create Sales Order from FTP File_iDoc Interface process

1. The file is saved into the FTP folder, where Process Integrator picks up the file, converts it into the proper iDoc format required by ECC (ORDERS05) where it will be used to create Sales Order(s). The two screenshots below indicate the folders where a) the file is dropped and b) where the file moves to Archive after it has been picked up for processing.


Div 01 - UN Postal admin - sftp://I0394_DIV01@unfs01.umoja.un.org - FileZilla
File Edit View Transfer Server Bookmarks Help New version available!
Host: Username: Password: Port: Quickconnect
Status: Connected to unfs01.umoja.un.org
Status: Starting upload of C:\Users\Shihan.Dias\Documents\Shihan\Umoja\Cluster 3\Stamps and Publications processes\Upload Files\UploadFile-PO-PIT SD12 .txt
Command: cd "/I0394_DIV01/QUALITY"
Response: New directory is: "/I0394_DIV01/QUALITY"
Command: put "C:\Users\Shihan.Dias\Documents\Shihan\Umoja\Cluster 3\Stamps and Publications processes\Upload Files\UploadFile-PO-PIT SD12 .txt" "UploadFile-PO-PIT SD12 .txt"
Status: local:C:\Users\Shihan.Dias\Documents\Shihan\Umoja\Cluster 3\Stamps and Publications processes\Upload Files\UploadFile-PO-PIT SD12 .txt => remote:/I0394_DIV01/QUALITY/UploadFile-PO-PIT SD12 .txt
Status: File transfer successful, transferred 49 bytes in 1 second
Status: Retrieving directory listing...
Command: ls
Status: Listing directory /I0394_DIV01/QUALITY
Status: Directory listing successful
Local site: C:\Users\Shihan.Dias\Documents\Shihan\Umoja\Cluster 3\Stamps and Publications processes\Upload Files\
PIT - Product Integration Testing
Stamps and Publications processes
Upload Files
UNGSC - Testing
UNON - UN Office in Nairobi
Config
CS - Customer Service
Finance - Learning Material
Fire Fighter
Remote site: /I0394_DIV01/QUALITY
I0394_DIV01
DEV
archive
PREPROD
QUALITY
archive
Filename Filesize Filetype Last modified
Orders_New_Format_02.txt 449 Text Document 20/11/2014 2:22:53...
Orders_New_Format_03.txt 482 Text Document 30/12/2014 11:21:0...
Orders_New_Format_X.txt 449 Text Document 20/11/2014 11:50:5...
OrderTest01_02Oct2014.txt 449 Text Document 02/10/2014 3:58:48...
OrderTest02_02Oct2014.txt 449 Text Document 02/10/2014 5:59:21...
Selected 1 file. Total size: 49 bytes
Filename Filesize Filetype Last modified Permissions Owner/Gro...
archive File folder 24/12/2014 2:5... drwxrwxr-x I0394_DIV0...
UploadFile-PO-... 49 Text Docu... 12/01/2015 4:5... -rw-rw-r-- I0394_DIV0...
1 file and 1 directory. Total size: 49 bytes
Server/Local file Direction Remote file Size Priority Status
Queued files Failed transfers Successful transfers (1)


Div 01 - UN Postal admin - sftp://I0394_DIV01@unfs01.umoja.un.org - FileZilla
File Edit View Transfer Server Bookmarks Help New version available!
Host: Toggles processing of the transfer queue Port: Quickconnect
Status: local:C:\Users\Shihan.Dias\Documents\Shihan\Umoja\Cluster 3\Stamps and Publications processes\Upload Files\UploadFile-PO-PIT SD12 .txt => remote:/I0394_DIV01/QUALITY/UploadFile-PO-PIT SD12 .txt
Status: File transfer successful, transferred 49 bytes in 1 second
Status: Retrieving directory listing...
Command: ls
Status: Listing directory /I0394_DIV01/QUALITY
Status: Directory listing successful
Status: Retrieving directory listing...
Command: ls
Status: Listing directory /I0394_DIV01/QUALITY
Status: Directory listing successful
Status: Disconnected from server
Local site: C:\Users\Shihan.Dias\Documents\Shihan\Umoja\Cluster 3\Stamps and Publications processes\Upload Files\
PIT - Product Integration Testing
Stamps and Publications processes
Upload Files
UNGSC - Testing
UNON - UN Office in Nairobi
Config
CS - Customer Service
Finance - Learning Material
Fire Fighter
Remote site: /I0394_DIV01/QUALITY
I0394_DIV01
DEV
archive
PREPROD
QUALITY
archive
Filename Filesize Filetype Last modified
Orders_New_Format_02.txt 449 Text Document 20/11/2014 2:22:53...
Orders_New_Format_03.txt 482 Text Document 30/12/2014 11:21:0...
Orders_New_Format_X.txt 449 Text Document 20/11/2014 11:50:5...
OrderTest01_02Oct2014.txt 449 Text Document 02/10/2014 3:58:48...
OrderTest02_02Oct2014.txt 449 Text Document 02/10/2014 5:59:21...
Selected 1 file. Total size: 49 bytes
Filename Filesize Filetype Last modified Permissions Owner/Gro...
archive File folder 12/01/2015 4:5... drwxrwxr-x I0394_DIV0...
1 directory
Server/Local file Direction Remote file Size Priority Status
Queued files Failed transfers Successful transfers (1)

2. The Division is derived from the file folders (I0394_DIV01 as visible in the screenshot above) and the PO Number field is populated with the upload File Name (UploadFile-PO-… as visible in the screenshot).
3. Go to VA05 and check the list Sales Order created. In case the expected number of Sales Orders are not created, then the Umoja Production Support process has to be followed to report an issue.
4. Go to VA03 to verify each Sales Order or navigate to each one from the list visible in the previous step.

1.

Module 7: Reports

2. VA05 – List of Sales Orders
3. VA25 – List of Quotations
4. VA45 – List of Contracts

VF05N – List of Billing Documents

Appendix and Reference Information

Attachments

For more information about uploading attachments (e.g. scanned documents) into Umoja, please see this Job Aid: Uploading Attachments in Umoja.

Key Transactions

Transactions	T-Code
Verify Business Partner	BP
Display Material	MM03
Display Pricing Conditions	VK13
Create Pricing Conditions	VK11
Create a Quotation	VA21
Display a Quotation	VA23
Change a Quotation	VA22
Change Sales Order	VA02
Display Sales Order	VA03
Create Sales Order	VA01
Approve a Sales Order or Quotation	V.26
Create a Contract	VA41
Change a Conract	VA42
Display a Contract	VA43
Create Quotation with Reference to Service Order	DP80
Accept Quotation from Service Order	IW32

Key Terminology

Key Terms	Description
Business Area	It is a classification of UN entities operating in Umoja. Examples of business areas include Peacekeeping Missions, Special Political Missions and Offices Away from Headquarters.
Business Partner (BP)	It refers to a person or an organization that has a business interest with UN. A BP can be a commercial Customer that purchases goods or services from UN.
Company Code	It is the smallest organizational unit of external accounting for which a complete, self-contained set of accounts can be created. It includes the entry of all transactions that must be posted and the creation of all items for legal individual financial statements, such as the balance sheet and the profit and loss statement.
Condition Types	It is a set of variables that applies when price is calculated.
Distribution Channel	It determines how materials or services are sold and how they are distributed to customers, for example, retail, wholesale or self-collection.
Division	It is an organizational unit that establishes responsibility for profits from materials and services. It can be used to organize materials or services, for example to form product groups or lines.
Funds Center	It is an organizational unit within the Financial Management (FM) module that controls a budget. It is time dependent and has the valid from and to dates. Every Funds Center corresponds to a Cost Center.
Fund	It represents the foundation for tracking, controlling and reporting on available financial resources in Umoja.
Functional Area	It is a Master Data element that is maintained within the FM module. It is also used in Financial Accounting (FI) and Cost Management (CO) to classify revenues and expenditures of an organization by function.
Plant	It is a location where materials are produced, purchased, stored, inventoried, shipped, received and valuated or from which services are provided (Mission/Support Center in Peacekeeping, Country for HQ and OAHs).
Item Category	It is an essential part of a SD standard order that generally controls the behavior of an item, such as pricing.
Sales Organization	It is the overarching sales body, in this case the UN.