

S4600

Business Processes in SAP S/4HANA Sales

COURSE OUTLINE

Course Version: 20

Course Duration:

SAP Copyrights, Trademarks and Disclaimers

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <https://www.sap.com/corporate/en/legal/copyright.html> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials may have been machine translated and may contain grammatical errors or inaccuracies.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	<i>Example text</i>
Window title	<i>Example text</i>

Contents

vii	Course Overview	
1	Unit 1: Navigation with SAP Fiori	
1	Lesson: Identifying Key Features of SAP Fiori	
3	Unit 2: Enterprise Structures	
3	Lesson: Identifying Enterprise Structures in SAP S/4HANA Sales	
5	Unit 3: Overview of Sales Processes	
5	Lesson: Executing SAP S/4HANA Sales Processes	
5	Lesson: Processing Sales Documents	
5	Lesson: Processing Outbound Deliveries	
5	Lesson: Shipping Goods	
5	Lesson: Processing Billing Documents	
7	Unit 4: Master Data	
7	Lesson: Maintaining Business Partner Master Data	
7	Lesson: Maintaining Material Master Data	
7	Lesson: Maintaining Customer-Material Info Records	
7	Lesson: Maintaining Condition Master Data for Pricing	
7	Lesson: Explaining Additional Master Data Topics	
9	Unit 5: Automatic Data Determination and Scheduling	
9	Lesson: Analyzing the Results of Automatic Data Determination	
9	Lesson: Analyzing the Results of Delivery and Transportation Scheduling	
11	Unit 6: Availability Check	
11	Lesson: Performing an Availability Check – Basics	
11	Lesson: Performing an Availability Check – Further Topics	
13	Unit 7: Collective Processing	
13	Lesson: Executing Collective Processing	
15	Unit 8: Additional Processes in Sales	
15	Lesson: Using Presales Documents	
15	Lesson: Executing Make-to-Order Production	
15	Lesson: Selling Service Products	

17 Unit 9: Complaints Processing

17 Lesson: Creating Credit Memo Requests

17 Lesson: Cancelling Billing Documents

17 Lesson: Creating Returns

19 Unit 10: Monitoring and Sales Analytics

19 Lesson: Utilizing the Sales Order Fulfillment App

19 Lesson: Managing Sales Plans

19 Lesson: Using Analytical Apps

Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Project Manager
- Application Consultant
- Business Process Owner/Team Lead/Power User
- User

Lesson 1: Identifying Key Features of SAP Fiori

Lesson Objectives

After completing this lesson, you will be able to:

- Identify key features of SAP Fiori

Lesson 1: Identifying Enterprise Structures in SAP S/4HANA Sales

Lesson Objectives

After completing this lesson, you will be able to:

- Identify the enterprise structures in SAP S/4HANA Sales

Lesson 1: Executing SAP S/4HANA Sales Processes

Lesson Objectives

After completing this lesson, you will be able to:

- Execute SAP S/4HANA sales processes

Lesson 2: Processing Sales Documents

Lesson Objectives

After completing this lesson, you will be able to:

- Process sales documents

Lesson 3: Processing Outbound Deliveries

Lesson Objectives

After completing this lesson, you will be able to:

- Process outbound deliveries

Lesson 4: Shipping Goods

Lesson Objectives

After completing this lesson, you will be able to:

- Ship goods

Lesson 5: Processing Billing Documents

Lesson Objectives

After completing this lesson, you will be able to:

- Process billing documents

Lesson 1: Maintaining Business Partner Master Data

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain Business Partner / Customer Master Data

Lesson 2: Maintaining Material Master Data

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain material master data

Lesson 3: Maintaining Customer-Material Info Records

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain customer-material info records

Lesson 4: Maintaining Condition Master Data for Pricing

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain condition master data for pricing

Lesson 5: Explaining Additional Master Data Topics

Lesson Objectives

After completing this lesson, you will be able to:

- Explain additional master data topics

Lesson 1: Analyzing the Results of Automatic Data Determination

Lesson Objectives

After completing this lesson, you will be able to:

- Analyze the results of automatic data determination

Lesson 2: Analyzing the Results of Delivery and Transportation Scheduling

Lesson Objectives

After completing this lesson, you will be able to:

- Analyze the results of delivery and transportation scheduling

Lesson 1: Performing an Availability Check – Basics

Lesson Objectives

After completing this lesson, you will be able to:

- Perform an availability check – basics

Lesson 2: Performing an Availability Check – Further Topics

Lesson Objectives

After completing this lesson, you will be able to:

- Perform an availability check – further topics

Lesson 1: Executing Collective Processing

Lesson Objectives

After completing this lesson, you will be able to:

- Execute collective processing

Lesson 1: Using Presales Documents

Lesson Objectives

After completing this lesson, you will be able to:

- Use presales documents

Lesson 2: Executing Make-to-Order Production

Lesson Objectives

After completing this lesson, you will be able to:

- Execute make-to-order production

Lesson 3: Selling Service Products

Lesson Objectives

After completing this lesson, you will be able to:

- Sell service products

Lesson 1: Creating Credit Memo Requests

Lesson Objectives

After completing this lesson, you will be able to:

- Create credit memo requests

Lesson 2: Cancelling Billing Documents

Lesson Objectives

After completing this lesson, you will be able to:

- Cancel billing documents

Lesson 3: Creating Returns

Lesson Objectives

After completing this lesson, you will be able to:

- Create returns

Lesson 1: Utilizing the Sales Order Fulfillment App

Lesson Objectives

After completing this lesson, you will be able to:

- Utilize the Sales Order Fulfillment app

Lesson 2: Managing Sales Plans

Lesson Objectives

After completing this lesson, you will be able to:

- Manage sales plans

Lesson 3: Using Analytical Apps

Lesson Objectives

After completing this lesson, you will be able to:

- Use analytical apps