

# Sales Order Processing with Customer Down Payment

SAP Best Practices



# Purpose, Benefits, and Key Process Steps

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## **Purpose**

- Often in business, especially in a make-to-order environment, customers may be required to pay some amount in advance before delivery of goods.

## **Benefits**

- System integrated sales order processing with Customer down payment

## **Key process flows covered**

- Sales Order Entry
- Remove Billing Block
- Billing
- Post Down Payment
- Delivery Processing
- Post Goods Issue
- Billing and down payment clearing

# Required SAP Applications and Company Roles

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## Required

- Enhancement package 5 for SAP ERP 6.0

## Company roles involved in process flows

- Sales Administrator
- Warehouse Clerk
- Billing Administrator
- Accounts Receivable Accountant

# Detailed Process Description

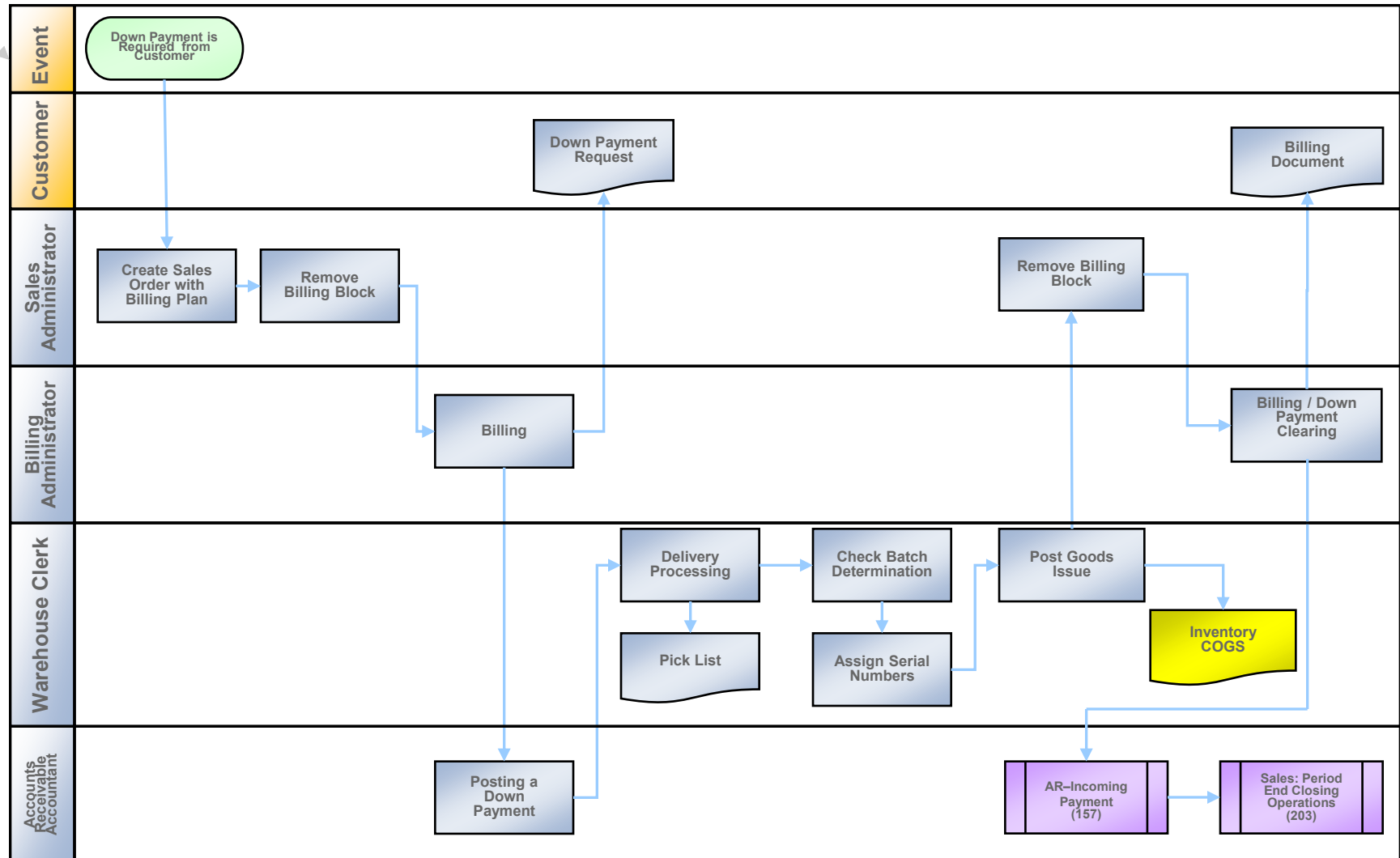
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## **Sales Order Processing with Customer Down Payment**

- This process is used to create requests for down payment, record the receipt of the down payment, create a final invoice after the deduction of the down payment received and a receipt of the final amount due on the invoice.
- The process makes use of the billing plan functionality in the Sales and Distribution module of SAP. The integrated process allows for a proper document flow to be maintained between the sales and financial transactions.

# Process Flow Diagram

## Sales Order Processing with Customer Down Payment



AR= Accounts Receivable

# Legend

| Symbol | Description  | Usage Comments  |
|--------|--|---|
|        | <p><b>Band:</b> Identifies a user role, such as Accounts Payable Clerk or Sales Representative. This band can also identify an organization unit or group, rather than a specific role.</p> <p>The other process flow symbols in this table go into these rows. You have as many rows as required to cover all of the roles in the scenario.</p> | Role band contains tasks common to that role.   |
|        | <b>External Events:</b> Contains events that start or end the scenario, or influence the course of events in the scenario.   |   |
|        | <p><b>Flow line (solid):</b> Line indicates the normal sequence of steps and direction of flow in the scenario.</p> <p><b>Flow line (dashed):</b> Line indicates flow to infrequently-used or conditional tasks in a scenario. Line can also lead to documents involved in the process flow.</p>   | Connects two tasks in a scenario process or a non-step event  |
|        | <b>Business Activity / Event:</b> Identifies an action that either leads into or out of the scenario, or an outside Process that happens during the scenario   | Does not correspond to a task step in the document  |
|        | <b>Unit Process:</b> Identifies a task that is covered in a step-by-step manner in the scenario  | Corresponds to a task step in the document  |
|        | <b>Process Reference:</b> If the scenario references another scenario in total, put the scenario number and name here.   | Corresponds to a task step in the document  |
|        | <b>Sub-Process Reference:</b> If the scenario references another scenario in part, put the scenario number, name, and the step numbers from that scenario here   | Corresponds to a task step in the document  |
|        | <b>Process Decision:</b> Identifies a decision / branching point, signifying a choice to be made by the end user. Lines represent different choices emerging from different parts of the diamond.  | Does not usually correspond to a task step in the document; Reflects a choice to be made after step execution |

| Symbol | Description  | Usage Comments  |
|--------|--|---|
|        | <b>To next / From last Diagram:</b> Leads to the next / previous page of the Diagram             | Flow chart continues on the next / previous page  |
|        | <b>Hardcopy / Document:</b> Identifies a printed document, report, or form                       | Does not correspond to a task step in a document; instead, it is used to reflect a document generated by a task step; this shape does not have any outgoing flow lines                                    |
|        | <b>Financial Actuals:</b> Indicates a financial posting document                                 | Does not correspond to a task step in a document; instead, it is used to reflect a document generated by a task step; this shape does not have any outgoing flow lines                                    |
|        | <b>Budget Planning:</b> Indicates a budget planning document                                     | Does not correspond to a task step in a document; instead, it is used to reflect a document generated by a task step; this shape does not have any outgoing flow lines                                    |
|        | <b>Manual Process:</b> Covers a task that is manually done                                       | Does not generally correspond to a task step in a document; instead, it is used to reflect a task that is manually performed, such as unloading a truck in the warehouse, which affects the process flow. |
|        | <b>Existing Version / Data:</b> This block covers data that feeds in from an external process    | Does not generally correspond to a task step in a document; instead, this shape reflects data coming from an external source; this step does not have any incoming flow lines                             |
|        | <b>System Pass / Fail Decision:</b> This block covers an automatic decision made by the software | Does not generally correspond to a task step in the document; instead it is used to reflect an automatic decision by the system that is made after a step has been executed.                              |

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