

# Sales and Distribution Questionnaire

## Instructions

This questionnaire is a tool that you can use to collect information about your business that will be useful for tailoring the R/3 System to your business needs. You will need Microsoft Word for Windows to work with this document. Enter your answers in the fields after the questions, using the **TAB** key to move from field to field. You may save and later change your answers in this questionnaire just as you would with any other Word document.

## 1 Enterprise Structure

### 1.1 SD – Corporate Structure

What selling entities (Sales Organizations) are responsible for establishing terms of sale? →

To what markets (distribution channels) do you sell? (Retail, Wholesale, etc). →

What product divisions (product lines) do you have? →

What sales offices do you have? A Sales Office is a physical location responsible for sales within a given geographical location (optional). →

What sales groups do you have? These are groups of people responsible for processing sales of certain products or services (optional). →

Do you have more than one sales person responsible per customer? →

What warehouses, production sites (Plants) do you have? →

What are the storage locations at each Plant? →

Within each plant, what are the areas →

from which you ship? For example, different loading docks that ship different types of materials or a Federal Express drop-off. (Shipping Point)

## 2 Master Data

### 2.1 Logistics Business Partners

- What kinds of business partners do you have?
- |  |   |
|--|---|
| <input type="checkbox"/> Sold-To               | <input type="checkbox"/> Competitors        |
| <input type="checkbox"/> Ship-To               | <input type="checkbox"/> Sales Partners     |
| <input type="checkbox"/> Bill-To               | <input type="checkbox"/> Forwarding Agent   |
| <input type="checkbox"/> Payer                 | <input type="checkbox"/> One Time Customers |
| <input type="checkbox"/> Prospective Customers |   |
- Do customers have multiple ship-to's and payers?
- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|
- If yes, how do you choose?
- |   |  |
|---|--|
| <input type="checkbox"/> Invoice-To partner | <input type="checkbox"/> Payer partner |
|---|--|
- Do you have vendors that are also customers?
- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|
- Please define the structure of your current customer numbering:
- ➔

### 2.2 SD Business Partners

- SAP Customer Hierarchies define complex buying structures within a single company and allow different pricing for each hierarchy. Do your customers have multi-level complex buying structures within their own company?
- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Define the following optional Marketing information that can be attached to your customers.

- |                                 |   |
|---------------------------------|---|
| Industry Sectors for Customers? | ➔ |
| Customer Classifications?       | ➔ |
| Nielson IDs?                    | ➔ |

Legal Status? →

Define the following optional Sales information breakdowns that may be used for reporting.

Customer Groups: →

Sales Districts: →

Define the following optional Delivery information.

Delivery priority levels. Also, explain the allocation process: →

Customer Calendars: →

Customer Goods Receiving Hours: →

Define the following information that will pertain to your billing documents.

Define your Billing Schedule: →

Customer Terms of Payment and cash discounts you offer: →

Customer Incoterms? These are delivery terms you offer your customers (i.e., FOB): →

Do you record contact-person information for your customers? →

Do you record sales employee information in your customer table? →

Do you record customers who are placed on a “Table of Denial”, thereby denying deliveries to them?  Yes  No

## 2.3 Logistics Material

Do you record status information on your material records that would suggest a material should be blocked from sales stages?  Yes  No

For example, blocking a sales order because the material is

discontinued, or blocking a delivery because the material is still in development.

If yes, list the various status codes: →

Define the Length and Format of your material numbering scheme: →

Define your material groups: →

This key allows you to group together several materials and services that have the same attributes. This grouping can be used for reporting and pricing.

Define the product divisions that allow you to organize your sales structure around groups of similar products or product lines: →

List your Storage Conditions for Material: →

List your Temperature Conditions for Material: →

List your Container Requirements for Material: →

Do you wish to set up a product hierarchy structure for reporting and pricing?  Yes  No

If so, what are the hierarchy levels? Up to 9 levels can be used. →

## 2.4 SD Material

Today, what information does your material master feed to the sales order process? →

Do you use Bills of Materials?  Yes  No

If yes, do you price at the header or component level?  Header  Component

If yes, do you perform transfer of requirements and inventory movements on the header or component level?

Header

Component

Do you have Configure-to-Order materials?

Yes

No

Do you sell any of your material in batches?

Yes

No

## 3 Basic Functions

### 3.1 Pricing Condition Processing

What Master Data combinations do you base your pricing on?

Sales Organization / Distribution Channel / Sold-To Party / Material

Sales Organization / Distribution Channel / Ship-To Party / Material

Sales Organization / Distribution Channel / Material

Sales Organization / Distribution Channel / Price List Type / Currency / Material

Sales Organization / Distribution Channel / Sold-To Party / Material Group

Describe all other combinations:

→

To calculate a price, will R/3 have to read any information stored on an external 3rd party or in-house system?

→

If yes, please describe:

→

What pricing information do you capture for statistical purposes? (I.e., it does not alter the price) For example, material costs, profit margins, or sub-totals to print on an invoice.

→

If you process Electronic Data Interchange orders, do you accept the

→

expected order price per item or the expected order value?

If you process Inter-Company orders, do you charge the inter-company based on a specified amount or on a percentage of the item price?



Do you allow manual adjustments to the Gross Price automatically generated by the SAP R/3 system?

Yes

No

Do you manually alter prices for an entire sales document at the header level?

Yes

No

Do you use "Interval Graduated Scales" pricing? Example: For the first number of items purchased, the customer is charged a certain price. Additional items above a certain quantity level are sold at a lower price.

Yes

No

Do you have multiple prices and discounts for a customer, and require the system to search the combination of all-eligible prices and discounts and give the customer the "best" or "lowest" price?

Yes

No

Do you require the system to accumulate the amounts for certain conditions (like discounts) and deactivate the discount once a specified maximum value has been reached? (Tracking Cumulative values)

Yes

No

Do you require the functionality to create user-defined indexes in the pricing tables? This will enable you to search for your prices using company-specific search criteria such as what operator input what prices on a certain day.

Yes

No

Do your prices include Sales Tax?

Yes

No

Do you ever base the price of an item on the cost to manufacture or purchase the materials?

 Yes

 No

Do you offer discounts to your customers? If so, what are they based on?

 Customer

 Ship-to Location

 Material

 Customer Hierarchy

 Customer / Material

 Pallets

 Customer Group / Material

 Mixed Pallets

 Customer Group / Material Group

Describe all other combinations:

 Customer / Material Group

→

Do you offer discounts to your customers that are based on a Sales Promotion? If yes, please describe your Sales Promotion and Sales Deal structure.

→

Are these deals customer-specific or are they related to the product?

→

Are these deals off-invoice or accrued (or a combination of both)?

→

What date is pricing based on?

 Sales Order date

 Valid-From date

 Requested Delivery date

 Depends on the document type

How do you calculate and charge Freight?

→

What subtotal information would you like to record on your pricing procedure?

→

Will you need to pass pricing information to the Sales Information

 Yes

 No

System?

Will you use the SAP Variant Configuration feature for “configure to order” materials? Example: When selling an automobile, any options for number of doors, color, engine size, and music package will help determine the price to be charged.

Yes  No

Do your customers have large, complex buying structures that you wish to price and discount according to? For example, a large retail company might send out purchase orders from different buying offices, so that you could set up a “customer-hierarchy” and offer discounts and prices based on the level to which the buying party belongs.

Yes  No

Do you calculate your prices by the use of formulas?

Yes  No

What is your method of taxation?

US Non Jurisdiction  Canadian  
 US Jurisdiction  Mexico  
 Output Taxes  Other  
 →

### 3.2 Account Assignment

How do you determine which General Ledger account should be posted for Revenue?

Sales Org, Cust. Grp, Mat. Grp, Acct.Key  Sales Org, Account Key  
 Sales Org, Customer Group, Account Key  Other →  
 Sales Org, Material Group, Account Key

Do you also post to Business Areas (product groups) for internal reporting?

Yes  No



- If yes, how?  by Plant / Division  by Sales Area
- Please list the revenue accounts: →
- What accounts do you use to post sales deductions (discounts)? →
- What account do you use to post freight? →
- What accounts do you use to post tax? →
- What account do you use to post rebates? →
- What accounts do you use to post rebate accruals? →
- Do you require the interface link from SD to COPA?  Yes  No

### 3.3 Availability Check

- Do you perform an availability check against on the basis of “Available to Promise” quantities?  Yes  No
- If yes, for what types of material? →
- Do you perform an availability check against on the basis of planned independent quantities?  Yes  No
- If yes, for what types of material? →
- Do you normally include replenishment lead time in your available check?  Yes  No
- Do you block a sales order if the availability check fails?  Yes  No
- For your different types of materials, decide what to include in your availability check:
- Stocks to include:  safety stock  stock in quality inspection
- stock in transfer  blocked stocked

What Inward and Outward Movements should be included?

- |  |   |
|--|---|
| <input type="checkbox"/> purchase orders       | <input type="checkbox"/> dependent reservations |
| <input type="checkbox"/> purchase requisitions | <input type="checkbox"/> dependent requirements |
| <input type="checkbox"/> planned orders        | <input type="checkbox"/> sales requirements     |
| <input type="checkbox"/> production orders     | <input type="checkbox"/> delivery requirements  |
| <input type="checkbox"/> reservations          |   |

### 3.4 Output

What master data fields do you use to determine what output to send?

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> Sales Org / Distribution Channel / Customer Group | <input type="checkbox"/> Customer |
|  | <input type="checkbox"/> Other: → |

Sales Org

What type of output do you send?

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Printed | <input type="checkbox"/> EDI      |
| <input type="checkbox"/> Fax     | <input type="checkbox"/> Other: → |

Collect print out (samples) of the following documents:

- |  |  |
|--|--|
| <input type="checkbox"/> Sales order     | <input type="checkbox"/> Shipping documents  |
| <input type="checkbox"/> Customer master | <input type="checkbox"/> Invoice             |
| <input type="checkbox"/> Material master | <input type="checkbox"/> Top 5 sales reports |
| <input type="checkbox"/> Picking list    |  |

### 3.5 Material Determination

Skip this section if you do not utilize this functionality.

Not Used

If a product is packaged differently for a special event (e.g., Thanksgiving), do you want the system to automatically substitute the special packaging when the product is ordered?

Yes

No

If yes, how does the substitution occur?

Customer

Country Code

For example, what master records do you perform the substitution based on?

Material

Another grouping?

Customer & Material

→

What are the different reasons you would substitute one product for another or one packaging for another?



Do you want the originally ordered product or the substituted product information to be printed on the output?

Original       Substituted

Do you want the product substitution to occur automatically or should Data Entry personnel be offered a selection screen for substitutable products?

automatic       offered a selection

Do you want Data Entry personnel alerted when a product is automatically substituted?

Yes       No

Do you want the substituted product to be listed as a sub-item to the originally ordered product or should the substituted product completely replace the original product?

sub-item       replace

Do you want product substitution to occur when the original ordered product is not available?

Yes       No

### 3.6 Material Listings

Skip this section if you do not utilize this functionality.

Not Used

Do you require that certain products or customers must be pre-specified on a “Material List” before a customer can place an order for the material.

Yes       No

What Master Data fields will make up the key index for the “Material Listing” table?

Customer / Material

Ship To Location / Material

Customer Group / Material

Specify Others: ➔

### 3.7 Material Exclusions

Skip this section if you do not utilize this functionality.

Not Used

Do you require that certain products or customers must be pre-specified on a "Material Exclusion" table to block selling that material to the customer?

Yes

No

What Master Data fields will make up the key index for the "Material Exclusion" table?

Customer / Material

Other: →

Customer Group / Material

Ship To Location / Material

### 3.8 Credit Processing

Describe how your credit will be monitored:

One department (Credit Control Area) will monitor the credit for all Company Codes.

Each Company Code will be monitored by its own department. (Credit Control Area)

Other: →

What categories of risk will you monitor against your customer? Check all that apply.

Low Risk

Medium Risk

High Risk

List any others: →

During which stages of the sales cycle will you perform a credit check?

Sales Order

Post Goods Issue (shipment)

Delivery Creation

Yes

No

In the case of new customers, will orders be accepted if the credit data has not yet been maintained?

Do you want the credit check performed during entrance of each line item or only when the document is saved?

Each Line Item

Saving of Document only

Is there a maximum value per Credit Control Area that a sales document cannot exceed?

Yes

No

Should a credit check be performed when one of the following critical fields are changed on a Sales Document (Payment Terms, Additional Value Days, Fixed Value Date)?

 Yes

 No

What is your policy when a customer fails credit? Do you block the order? Delivery?

 Cannot save Sales Order

 Save Sales Order but block Delivery document creation

 Save Sales Order, but block Shipment (Post Goods Issue)

Describe others: →

### 3.9 Serial Numbers

Do you have serial numbers for your materials (e.g., model number)?

→

When do you want the system to assign serial numbers?

 Sales Order

 Post Goods Issue

 Delivery Creation

Do you want the system to assign serial numbers automatically or manually?

 automatically

 manually

## 4 Sales

### 4.1 Inquiry/Quotation Processes

Skip this section if you do not utilize this functionality.

 Not Used

What kind of information is collected for Inquiries?

 existing products

 pricing

 potential new products

 validity dates

 qty

 delivery schedules

Do you currently support quotation processing?

 Yes

 No

What kind of information is collected for quotes:

 existing products

 pricing

 potential new products

 validity dates

 qty

 delivery schedules

Does a quotation apply to one or many

 one

 many

customers?

Other additional information on Quotation processing: →

## 4.2 Sales Order Processing

How do you receive orders?  EDI  Phone  
 FAX

Do you presently separate your standard orders by any variables (e.g., document type, sales organization, sales representative)? →

Do you convert sales orders from inquiries or quotations? →

What information do you capture on a sales order?  PO#  person taking order  
 Sales region  Additional information: →

How do you determine/select a customer at sales order entry?  manually  by name  
 by number

List the reasons for a Sales order to take place: →

What reasons would an order or line item be rejected? →

Does the line item detail of an order vary from line to line? For example, does one line have a different ship-to than the next? →

Do you send letters of order confirmation? If so, what forms of media do you use? →

For sales documents, what information do you consider required and would like to appear on an in-completion log if missing?  Document Date  Material  
 Purchase Order Number  Order Quantity  
 Document Currency  Net Price  
 Incoterms  Plant  
 Shipping Point

	<input type="checkbox"/> Pricing Date	List all others: →
	<input type="checkbox"/> Payment Terms	
	<input type="checkbox"/> Sold-To Party	
Would it be valid to “save” the document if this information is missing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Product Proposals: If a customer routinely orders the same product or group of products, do you have a process that helps you simplify your order entry?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If so, how does that process work? For example, do you record the product proposals by Customer, Customer group, or another grouping?	→	
Do you have company-defined status codes that are tracked on a sales document? If, so what do these status codes represent?	→	
Do you record “Minimum Delivery Quantity” on your materials?	→	
If so, what happens during a sales order if a violation occurs?	<input type="checkbox"/> Nothing <input type="checkbox"/> Warning <input type="checkbox"/> Error	<input type="checkbox"/> Depends on the Material →
Do you process backorders?	→	
What types of text do you require on your sales documents? Are they required on output?	→	
What information fields do you require on your sales order lists?	→	
Commitments and checks at order entry:	→	
Do you use replenishment lead times to determine availability date at order time?	→	

Do you include transit time to calculate the delivery date? →

When you schedule a delivery, how is it specified (Day, Week, Month, Posting Period)? →

List your sales order types: →

### 4.3 Scheduling Agreements

Skip this section if you do not utilize this functionality.  Not Used

Do you need to schedule requested deliveries per line item out into the future? →

Are all customers and sales areas eligible for scheduling agreements? →

For Scheduling Agreements, is the delivery schedule for serial parts or replacement parts? →

Do you schedule the requested deliveries by day, week, period, or month? →

Should an availability check take place for Scheduling Agreements? →

How often do you receive changes to your delivery schedules? (hourly, daily, weekly) →

How do you receive the changes (EDI, telephone)? →

Do you receive Schedule Agreements from External Service Agents or directly from the customer (or both)? →

### 4.4 Contracts

Skip this section if you do not utilize this functionality.  Not Used



- Do you negotiate contracts to use as a basis for sales orders? →
- Do these contracts contain dates and quantities that must be adhered to? →
- Is a distinct order type needed to indicate that the sales order references a contract? →
- Is an availability check needed? →
- If a contract already exists for a customer, do you want data entry personnel to be notified when a sales document is entered for this customer? →
- Do you offer special prices or discounts for contracts? →
- When a contract is created, do you want to have a follow-up activity automatically created? If so, which type of activity (Sales Call, Telephone Call, Sales Letter)? →
- Are contracts for a set time period or do you offer renewals? →
- Do you offer rental contracts? →
- Do you utilize resource-related billing for contracts?(Periodic or Milestone)  invoices are sent periodically  payment is expected when major milestones are reached

#### 4.5 Third Party Orders

- Skip this section if you do not utilize this functionality.  Not Used
- Do you sell goods that you purchase from a vendor? Are these materials always purchased or just on certain orders? →
- Do competing vendors make competitive bids on purchased products? Do you compare bids by →

price, quantity, quality, or what other criterion?

Do you send rejection letters to vendors losing bids? Are quotes selected for purchase order creation? →

Will shipping notification create expediting documents?  Yes  No

Are dunning reminders sent? How long is the wait period? →

Do goods receipts have storage location determination? →

Is there blocked stock quality inspection, or other types of received stock? →

Do you charge third-party accounts right away or make separate postings? →

Is a 3-way match required to post the invoice?  Yes  No

Do you bill the customer for the amount shipped from the vendor? Do you bill the customer after your invoice is received from the vendor? →

#### 4.6 Consignment Orders

Skip this section if you do not utilize this functionality.  Not Used

Do you allow customers to keep your material in stock while you retain ownership? →

Does the customer place the orders for material or do you ship on a regular basis? →

What method will be used to determine when to bill the customer for consumed material? →

- How will you be notified when your customer has sold the product? →
- Are unused or unwanted materials returned to your location from a consignment location? →
- Are customers allowed to place material back into consignment stock after it has been issued? (Consignment Return Delivery Processing) →
- For Consignment orders, is freight charged to the customer or is it a cost that is absorbed by your company? →
- How and at what point in time do you reduce inventory when a customer delivery has been made? →

#### 4.7 Free of Charge Orders

- On certain types of orders, do you not charge for material? →
- Do these orders require separate order types (for example, samples and donations)? →
- Do they require different account postings? →

#### 4.8 Rush Orders

- Are there occasions when the delivery should be created as the order is created? →
- Should an availability check take place? →
- Will you price differently for rush orders? →

#### 4.9 Cash Orders

- Do customers place and pick up orders →

at your location and require immediate receipt of a printed invoice?

Will you price differently for cash orders? →

#### 4.10 Credit Card Orders

Do you accept credit cards as payment verification when a customer places an order or receives a delivery? →

#### 4.11 Subsequent Free-of-Charge

Do you send replacement or add-on materials free-of-charge? →

Must they reference an existing order? →

#### 4.12 Returnable Packaging & Returns

Skip this section if you do not utilize this functionality.  Not Used

Do you give credit if the goods have not been physically returned?  Yes  No

Do you accept returns without return goods authorization?  Yes  No

What return documents are provided to customers? →

Do you track packing material at the customer location? (e.g., Skids, containers, etc.) →

Do customers notify you when they intend to return the packing material? →

Do you require an authorization number to accept returned goods at the warehouse? →

Is a confirmation of receipt required by the customer?  Yes  No

When goods are received, do they require inspection?  Yes  No

#### 4.13 Warranties

Is warranty tracking a requirement?  Yes  No

What materials provide warranty agreements? →

How is it done today? Automatic or manual? →

#### 4.14 Royalties or License Fees?

Do you use royalties or license fees? →

How do you track them? →

How do you pay them (credit note, check....)? →

#### 4.15 Stock Transfer Processing

Skip this section if you do not utilize this functionality.  Not Used

What locations store materials for transfer? →

Are these multiple stock locations? →

What type of stock is inventoried? →

Are you using SAP R/3 Warehouse Management? →

Do you have special storage conditions for materials? →

Do you have contracts or open purchase order arrangements for stock transfers? →

Is stock reserved prior to movement?  Yes  No

How can you break the reservation?  Yes  No

Do you forecast the expected transfer?  Yes  No

- Should stock transfers be generated automatically? →
- Is planning done for all materials?  Yes  No
- Is planning done for an individual material? (MRP Individual MM)  Yes  No
- Are multiple transfer order types used? →  
What type of transfer is taking place?
- Will shipping notification create expediting documents? →
- Are dunning reminders sent?  Yes  No
- If yes, how long is the wait period? →
- Is this a transfer from one storage location to another or from plant to plant? →
- Are shipping papers required? →
- Who will process the delivery due list? →
- How will picking and goods issue be posted? →
- What movement type should be used? →
- How will the transfer appear in the stock balance? →

#### 4.16 Make to Order Production

- Skip this section if you do not utilize this functionality.  Not Used
- In the production planning process, what is the strategy for consuming inventory? →
- Are the bills of material simple in structure (having one level) or are they complex (having multiple levels)? →
- Do you plan at the top level or at the lower levels? (Processing of Rough-cut →

## Planning Profile)

- What are the assembly steps taken in manufacturing? (Routing Processing) →
- Do you have sub-levels in your routings? (Reference Operation Set Processing) →
- With your routings, do you note what may be needed in the assembly process? (Production Resource) →
- Within your routings, are there trigger points within one routing that may set-off other operations? (Standard Trigger Point Processing) →
- How does the product look and act in the sales order process? →
- Do you state how components can be used within the configuration of a product? (Maintenance of Object Dependencies) →
- Does an engineering change affect the configured production that has been ordered but not yet delivered? →
- If so, is this a manual process or automatic and how does that process work? →
- What are the options and features that your products have? (Characteristic Processing) →
- For the features and options of your products, do you group them in any manner? (Class Processing) →
- Do you pass your sales plan to demand management? →
- Do you forecast? For example, history, forecast or formula? (Sales and

Operations Planning).

Where does the sales forecast come from? →

## 5 Delivery Processing

If you have multiple plants, how do you determine what plant a product is delivered from?

Customer Location

Combination

Other: →

Product Location

Do your customers accept partial deliveries?

Yes

No

Do your customers allow the combination of multiple orders into single deliveries?

Yes

No

Do you check the availability of product during delivery time? →

Are deliveries created individually or collective? →

What documents do you use to complete the delivery process, e.g., picking list, packing list or bill of lading? →

Do you track Over Delivery or Under Delivery tolerance percentages for your customers? →

What picking process activities do you perform?

Print pick list

Bar code labels requirements

Picking confirmation

How is packing done? →

Are you currently using any 3<sup>rd</sup> party software for packing? →

Do you have material that:

Must be Picked

Cannot be Picked

Can Be Picked

Depends on the Material Type



- Do you confirm your picking process?  Yes  No  Depends on the Material Type
- Do you have material that:  Must be Packed  Cannot be Packed  
 Can Be Packed  Depends on the Material Type
- Are you using bar code labeling? How? →
- Do you have routing (truck stops)? →
- How are freight charges handled? →
- What shipping documents are generated? →
- Is backorder processing supported? How? →
- Do you assign priorities to back orders or is it first-come-first-serve based allotments? →
- Do you have a standard lead time in days for the customers requested delivery date? →
- When you schedule a delivery, is it specified per:  Day  Month  
 Week  Posting Period
- Do you allow items to be added to a delivery without inclusion on the Sales Order?  Yes  No
- If so, what kinds of items? →
- What are the reasons you would ever block a sales document from delivery? →
- For the delivery document, what information do you consider required and would like to appear on an in-completion log if missing?
- Document Date  Sold-To Party  
 Purchase Order Number  Material  
 Document Currency  Order Quantity  
 Incoterms  Net Price  
 Pricing Date  Plant  
 Payment Terms  Shipping Point  
List others: →

- What should happen when the Delivery Quantity exceeds the Order Quantity?  Nothing  Error  
 Warning  Depends on the Material
- How do you determine your Pick/Pack time?  Not Determined  Ship Point, Weight  
 Ship Point, Route, Weight  Other
- How do you determine your Loading time?  Not Determined  Ship Point  
 Ship Point, Route, Loading Group  Other: →
- How do you determine your Transit time?  Not Determined  Other: →  
 Route
- How do you determine your Transportation Lead time?  Not Determined  Other: →  
 Route
- What types of text do you require on your Delivery Documents? →
- Are they required on output? →
- What informational fields do you require on your Delivery Lists? →
- What informational fields do you require on your lists of orders ready for delivery (Delivery Due List)? →
- How and at what point in time do you reduce inventory when a customer delivery has been made? →
- What are your methods for tracking the cost of these materials? →
- Do you ever group deliveries together?  Yes  No
- Do you require to print Freight Lists by combining deliveries that meet defined criteria?  Yes  No

## 6 Transportation

Skip this section if you do not utilize this functionality.

Not Used

Do you interface to any third party transportation systems?

Yes

No

If so, which ones?

→

What carriers do you use for the transportation of goods?

→

Is freight charged to the customers or is it a cost that is absorbed by the company?

→

How do you determine the itinerary for your shipments?

→

Do you have Individual and/or Collective Shipments?

→

Do they use one mode of transport or multiple?

→

What are your methods of shipping? (i.e. Truck, Mail, Train, Sea, etc.)

→

How are your transportation legs determined?

No legs are determined

Prelim. legs according to loading point, final legs according to Ship-to point

According to departure point and itinerary

Determine preliminary and final stages by delivery

Do you use Freight Forwarding Agents?

→

## 7 Foreign Trade

### 7.1 License

Skip this section if you do not utilize

Not Used

this functionality.

Define your legal regulations for each applicable country? →

For each legal regulation, define the applicable license types? →

Is the Export License specific to a certain customer?  Yes  No

Is the Export License specific to a certain sales transaction type?  Yes  No

Is the Export License specific to a certain type of products?  Yes  No

Is the Export License specific to a certain destination country?  Yes  No

Is the Export License limited by a dollar amount?  Yes  No

Is the Export License limited by a quantity amount?  Yes  No

When do you wish to check for the export license?  Delivery  Sales Order & Delivery

## 7.2 Foreign Trade Reporting

What declarations to the authorities must you make?

EU:  Intrastat  Extrastat  Kobra

NAFTA:  AERP  HMF

Japan:  Export  Import

Switzerland:  Yes

## 8 Billing/Invoicing

Do you centralize or decentralize invoice processing? Please explain: →

Frequency of invoice creation:  per shipment  weekly

- Do customers have a predefined time when they receive invoices, billing schedule?
- daily       monthly
- 
- Do you consolidate invoices:
- by order       by customer ship to
- by date       Other: →
- Do you split invoices?
- For example, if a single invoice is for multiple product divisions, will multiple invoices be generated by separating on the divisions?
- 
- How are the billing documents generated, by delivery document, sold-to, or some other variable?
- 
- What invoice documents are created?
- Printed       EDI
- Are pro forma invoices required?
- EDI       Other: →
- Fax
- Do you utilize periodic billing by for rental contract type documents? Periodic allows a specified amount to be billed over a certain time period.
- 
- Do you utilize milestone billing for make to order type documents? Milestone billing allows you to bill once a certain work level has been reached.
-

How do you recognize price changes that occur between the Sales Order and Billing time frame?

Copy manual changes, re-determine other

Re-calculate all prices including tax and freight

Copy prices unchanged, re-determine freight charges

Other: →

Re-determine taxes only

What are the reasons you would ever block a delivery from creating an invoice?

→

For the billing document, what information do you consider required and would like to appear on an in-completion log if missing?

→

What types of text are required on your billing documents? Are they required on output?

→

What informational fields are required on your billing document lists?

→

What information fields are required on your lists of deliveries due for billing (Billing Due List)?

→

## 8.1 Rebates

Skip this section if you do not utilize this functionality.

Not Used

What % of customers are given rebates?

→

How are rebates calculated?

by Material

product group

Customer

Other: →

Customer/Material

Is there a time commitment or not?

→

Do you accrue the payment liability?

→

How is payment done?

via credit/debit

check cut via AP

Do you allow partial settlements on the rebates? →

If so, how often do you reimburse the customer (weekly, monthly, quarterly, yearly)? →

Do you offer Lump Sum rebates (not dependent on sales volume)? →

## 8.2 Credit/Debit Memo

What types of adjustments are made:  unit price  list other reasons for adjustment  
 quantity →  
 freight charge adjustment

What adjustment methods are used?  free standing  tied to order/invoice

Are you able to trace it currently? →

How are output documents generated?  printed  faxed

Do your debit and credit memos need to go through an approval process? →

## 9 Reporting

Skip this section if you do not utilize this functionality.

What are the critical reports generated in each of the following areas:

Sales order processing: →

Pricing: →

Shipping: →

Billing: →

What on-line (screen) reports are used for daily work (daily reporting)? →

What general statistical reports are being used by managers and executives? →

How often do you update your data for statistical reporting? →

Do you plan to utilize the Executive Information System? →

## 10 Sales Information System

Skip this section if you do not utilize this functionality.  Not Used

Please mark the Standard Information Structures you will use:

- Customer (S001)  
(Sold-To, Sales Org., Dist. Channel, Division, Material)
- Sales Office (S002)  
(Sales Org., Group, Office, District, Dist. Channel, Division)
- Sales Organization (S003)  
(Sales Org., Dist. Channel, Division, Sales District, Material)
- Material (S004)  
(Material, Sales Org., Dist. Channel)
- Shipping Point (S005)  
(Ship Pt., Route, Fwd. Agent, Dest. Country)
- Sales Employee (S006)  
(Employee, Sales Org., Dist. Channel, Division, Sold-To, Material)
- Variant Configuration (S128)  
(Class Type, Material, Int. Characteristic, Characteristic Value, Sales Org., Dist. Channel, Division, Sold-To, Plant)

Will you need to create your own User-Defined Information Structures? If so, what fields will be used as the index key? →

For your information structures, what time frame should the data be accumulated?  Daily  Monthly  
 Weekly  Period

For reporting purposes, do you need to combine SAP data with information from a legacy or 3<sup>rd</sup> party software package? →



- What exceptional conditions do you have that you would like to receive warning about (Early Warning System)? →
- Should these exceptional conditions be reported on a periodic basis or run on demand? →
- Should these exceptional conditions be printed out or mailed to an employee's in-box? →
- Do you need to generate a Sales Plan (Budget)? →
- On what organizational levels do you budget? →
- On what sales figures do you budget (example: quantity, dollar volume, returns)? →
- Do you need to transfer your Sales Plan to Demand Management? →
- Would you like to aggregate statistical information on any sub-totals from your pricing procedure? →
- If you have created any custom business partners, do you need to aggregate statistical information on the new partners? →
- Do you need to perform statistical analysis on Inquiries or Quotes? →
- Do you wish to track service level statistics by comparing requested delivery date with the actual delivery date? →
- Do you need to combine information from multiple applications (i.e., SD and MM) on a single report? →

## 11 Sales Support System

Skip this section if you do not utilize this functionality.

Not Used

Do you record information on competitors or competitor products?

→

Do you track information on prospective customers?

→

Do you perform the following for a sales promotion?

Direct Mailing

Other: →

Address List

Do you perform the following sales activities?

Sales Call

Sales Letter

Telephone Call

Other: →

## 12 Sales Commissions

If you are calculating sales person commissions, how will you calculate them?

Not Using

Rebate Partial Settlement functionality

Sales Information System

Other: →

How are commissions determined in your company?

Customer specific

Order specific

Customer / Material specific

Other: →

Is a customer assigned to a specific sales commission object (representative, district, etc), or are commissions determined at an order level?

→

## 13 Electronic Data Interchange

Skip this section if you do not utilize this functionality.

Not Used

What 3<sup>rd</sup> party translator do you plan to

→

use?

Which data format will you use?

ANSI

ODETTE

EDIFACT

VDA

What inbound messages would you like to use?

Request for quote

Planning schedule  
w/ release  
capability

Purchase Order

Purchase order  
change request

Shipping Schedule  
(call-off)

What output messages would you like to use?

Quote

Dispatch Advice

Purchase Order  
acknowledgment

Delivery note

PO change  
acknowledgment

Invoice

## 14 Data Transfer

Do you require to transfer your open orders from your legacy system?

Yes

No

Identify the file structure of open orders on your legacy system.

➔

Do you require transfer of your current prices from your legacy system?

Yes

No

Identify the file structure of prices on your legacy system.

➔

## 15 Service Management

Skip this section if you do not utilize this functionality.

Not Used

Do you serialize products that need to be tracked after the delivery?

➔

Do you plan to record individual data for each piece of equipment (for these serialized products)?

➔

For example, tracking maintenance and service activities and scheduling maintenance visits.

- Do you schedule the installation and dismantling of equipment at a customer site? →
- Do you need to track any permits related to the service of the product? →
- Will you use external or internal numbering for serial numbers? →
- At what point do you want to assign serial numbers (e.g., picking time)? →
- Do you need to track any special tools, such as calibration equipment, and plan for their use? →
- Do you grant a warranty for certain products? →
- Do you check the warranty to see what services the customer is entitled to? →
- Do you place serialized products on a service contract?  Yes  No
- Is there periodic billing associated with these contracts? →
- Are there follow-up activities that need to be done on a service contract? →
- Do you have standard task lists (steps that need to be performed) when a product is serviced? →
- Do you need to track the reason for service calls in both code and text format? →
- Do you need to track the resources used to service a product? (Resources →

include labor and material.)

Do you need to perform planning for these services? →

Do you need to settle the cost of a service order to a work center, general ledger account or other cost object such as a service contract? →

Do you need to bill the customer for the resources used during service of the product? →

Should this invoice consider warranties? →

Are there contractual price agreements? →

## 16 Recap

Identify any major areas of your business which have not been addressed in this questionnaire. →