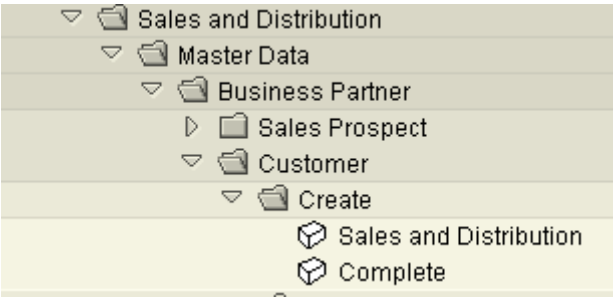
Customer Master

Customers need to be created with master data as required for sales order processing so that products can be delivered to the customer at the required location and billing is done so that all statutory requirements are met.

Menu path

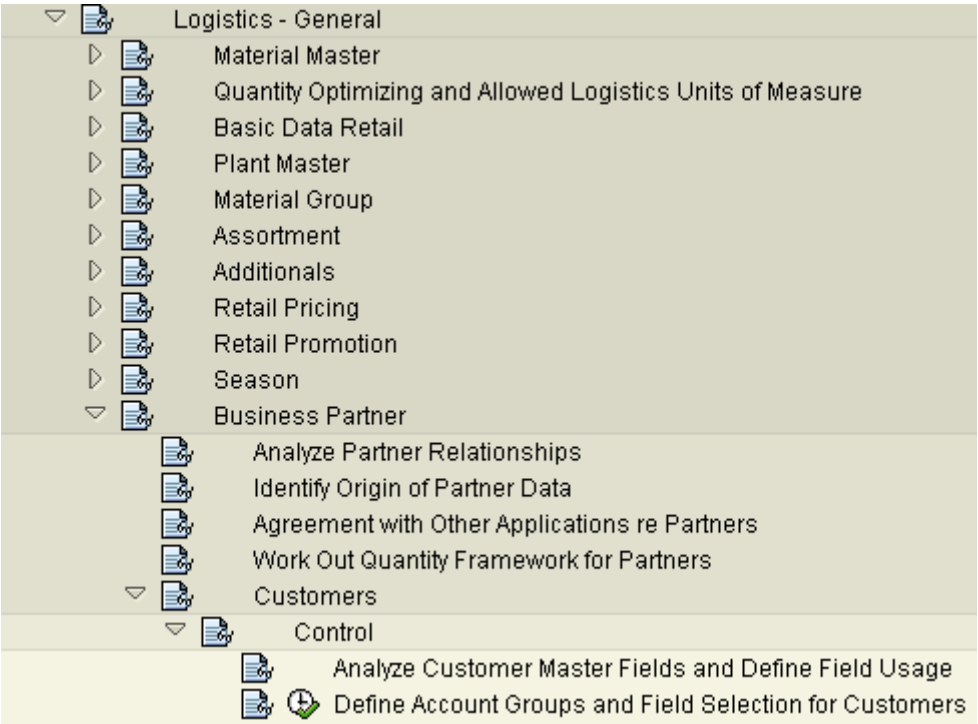
Transaction code – VD01

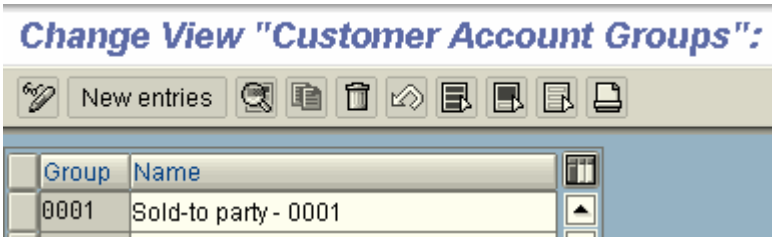


Pre-requisite –

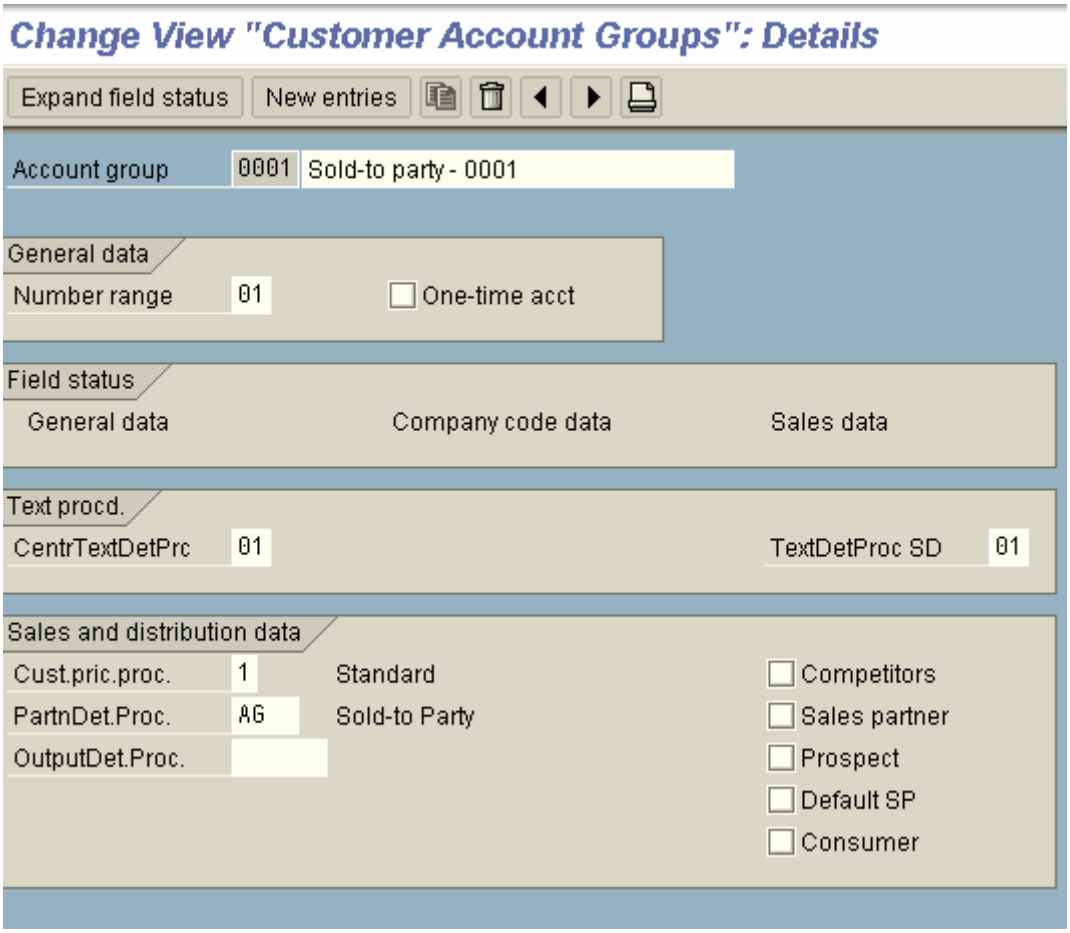
Customer should be created by Finance with company code data.

Define Account group in customizing.
Account group definition has following key controls.



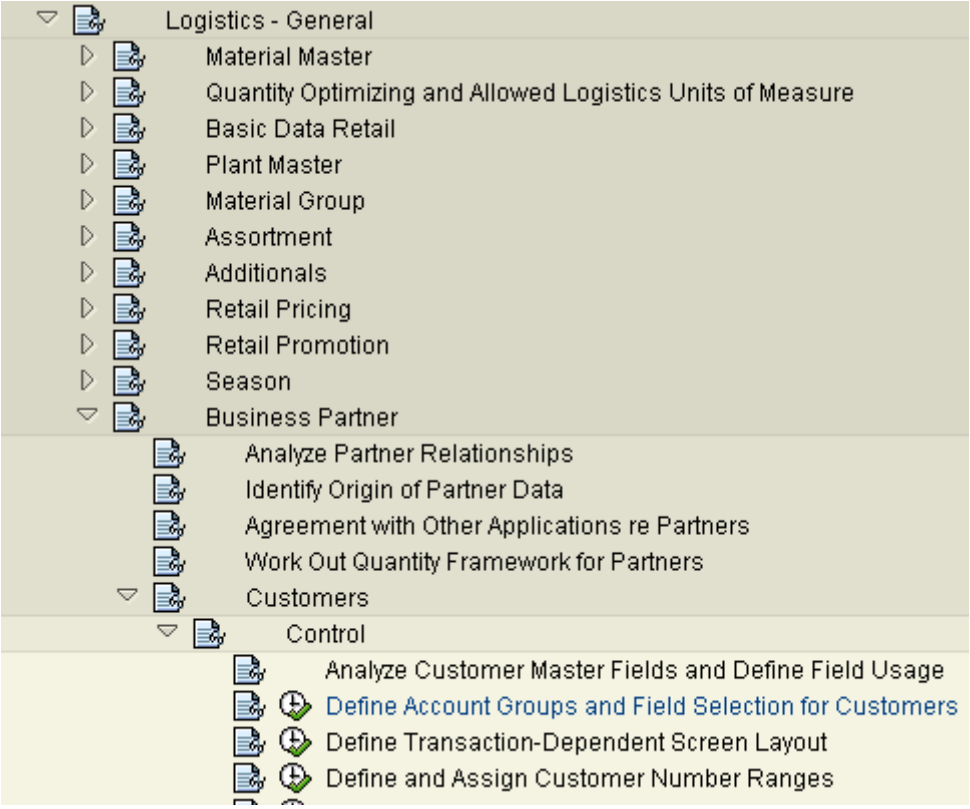


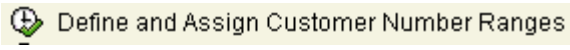
Double click on 0001

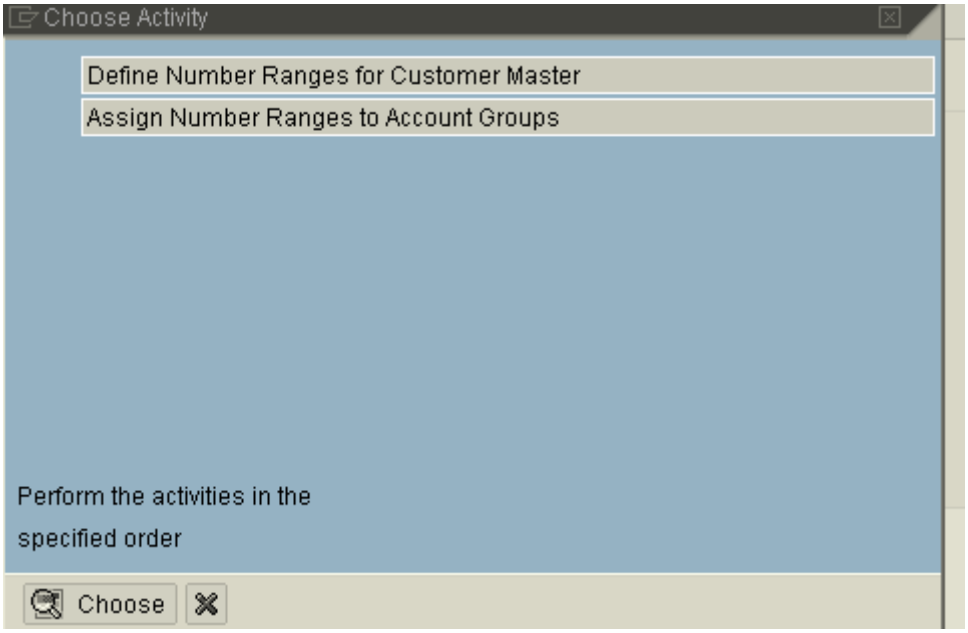


Key fields here are

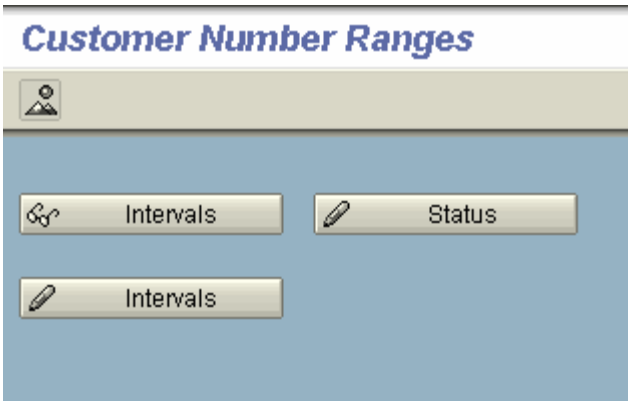
<u>Number range</u> – 01



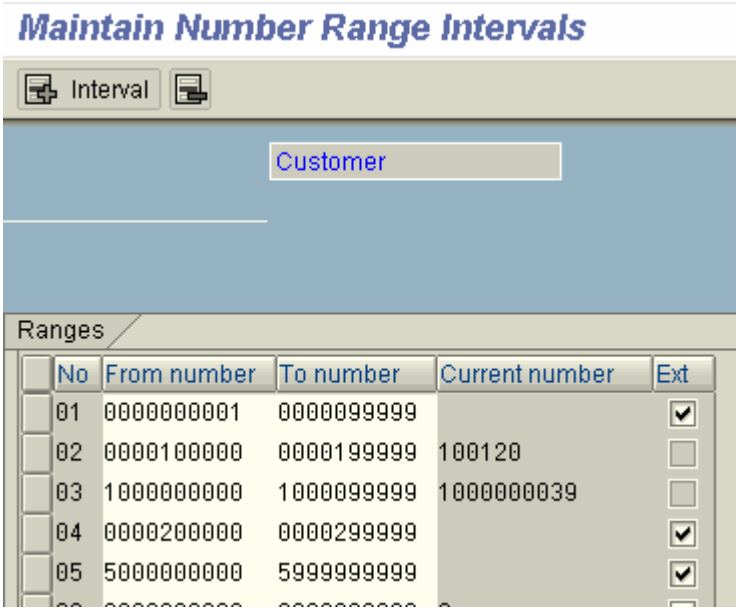
Click on 



Click on 1st line



Click on



No	From number	To number	Current number	Ext
01	0000000001	0000099999		☑
02	0000100000	0000199999	100120	☐
03	1000000000	1000099999	1000000039	☐
04	0000200000	0000299999		☑
05	5000000000	5999999999		☑

On the 1st line, you see number range 01, which is assigned to account group; 0001.

Number range controls, which numbers could be assigned to the customer (From ...to). Sold-to party can have customer number starting from 01 to 99999.

Number can be entered while creating the customer if

is marked.

If you want to add new number range, click on

One-time account

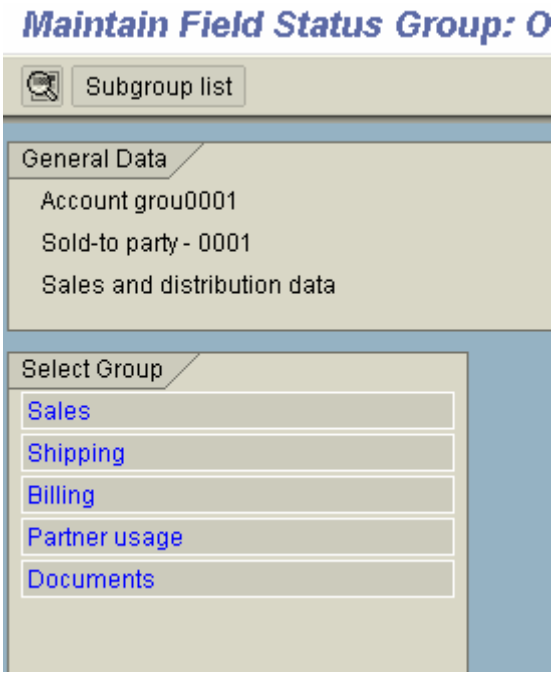
This is marked if you want to create sales document for the customer only once for the customer. Account group for the same is CDP. As it is one-time customer, it does not need data like credit control area, delivering plant.

Field status

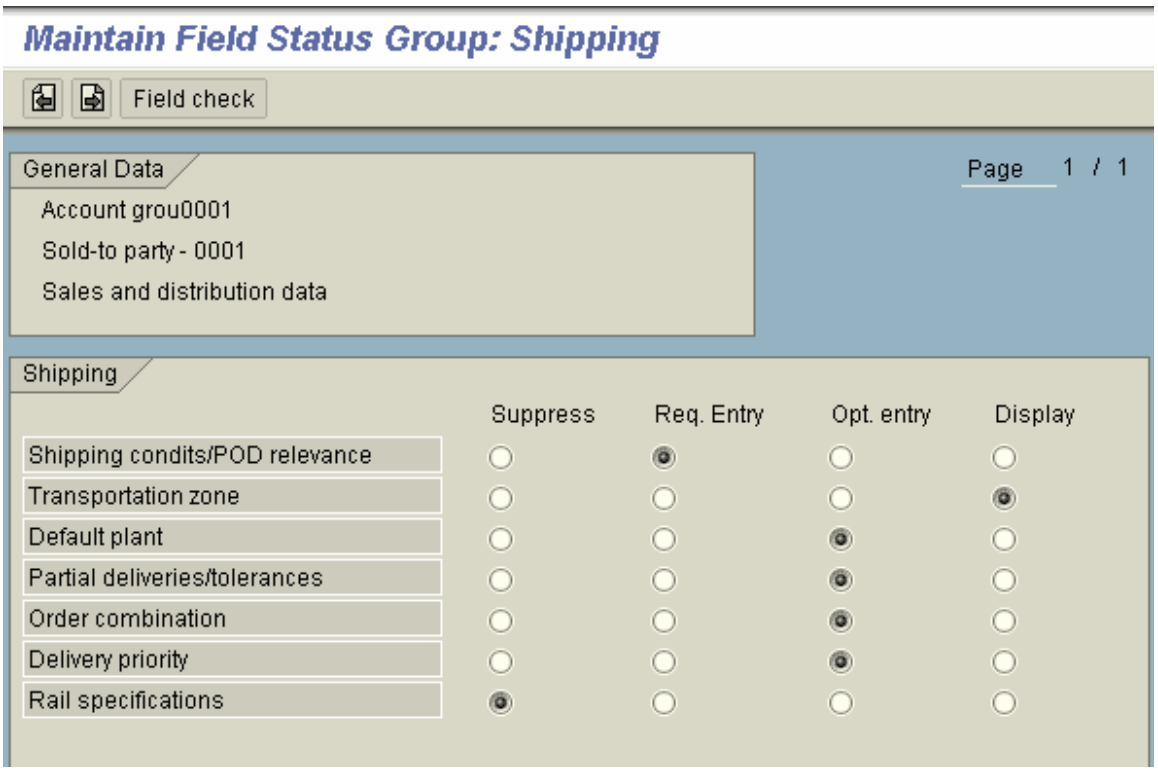
This controls for which fields, data is mandatory or field should not be available for entry at all or which are not allowed to be changed.

Various customer master data screens

Click on Sales data



click on shipping



Example

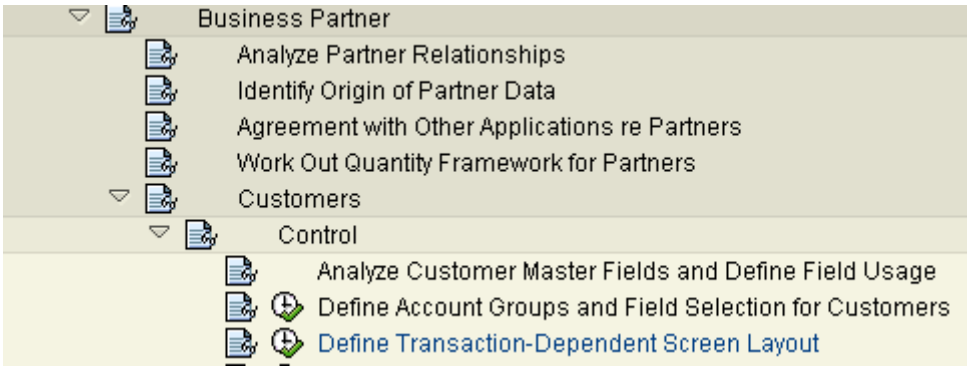
In shipping data, shipping condition is configured as required entry as it is required in the determination of shipping point.

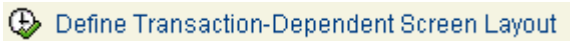
Customer master is one of the options used for plant determination (other options, customer-material info record or material master record). Therefore, the field can be kept optional.

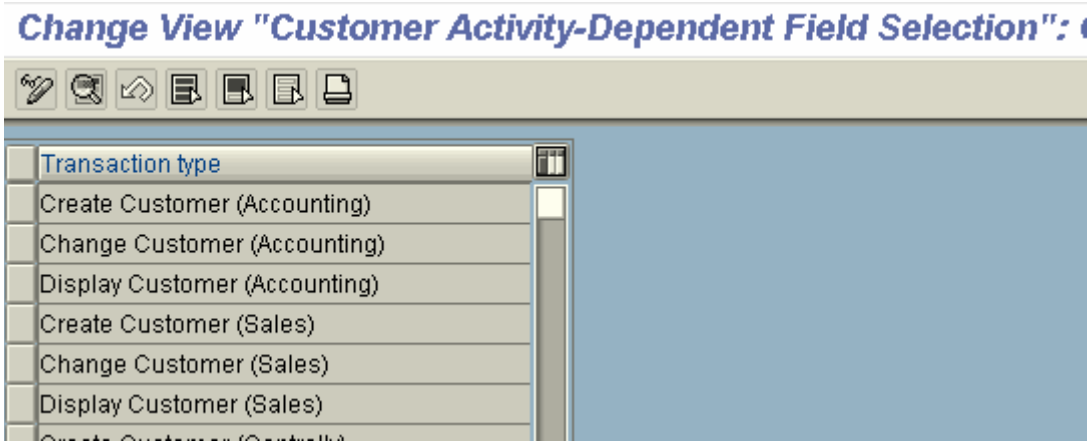
Transportation zone – This field gets value from the general data and therefore is kept as display.

<u>Determination procedures</u> – Define default procedures for central text, sales area text, output, partner and pricing.

Field selection in the customer master can also be different for create / change / display transactions.



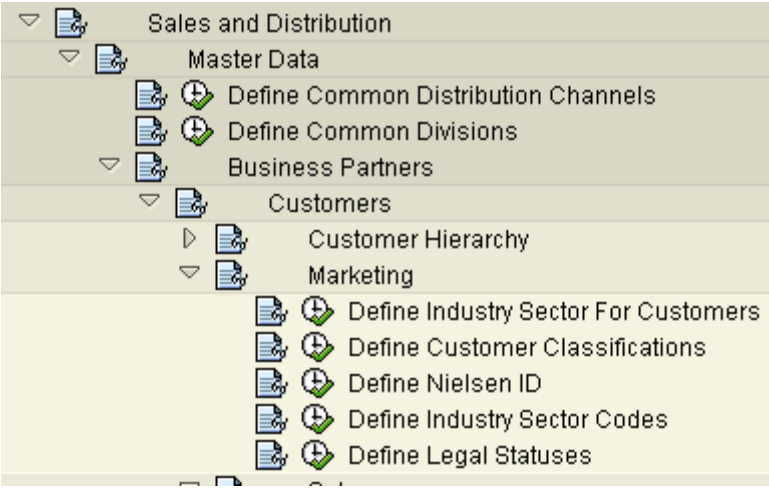
Click on 



Click on one of these and then you have similar options for suppressed, required, optional and display fields.

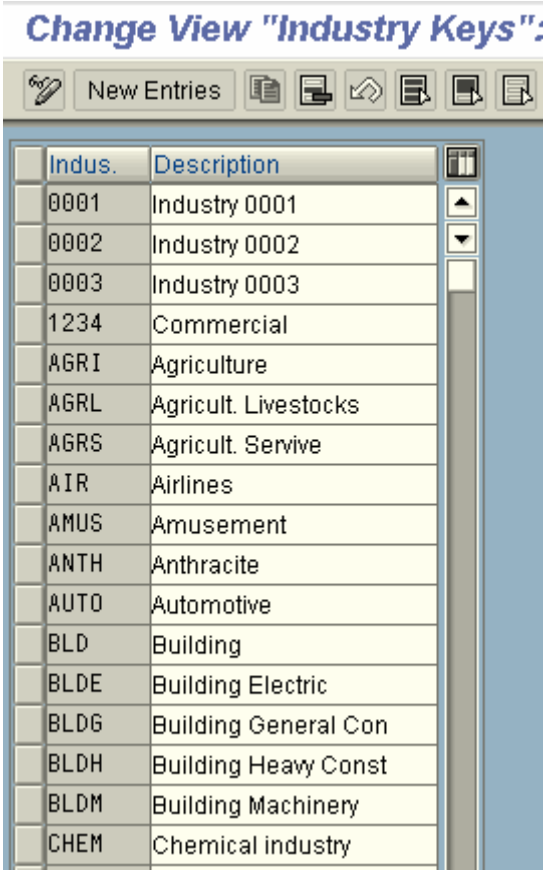
Other important customizing settings are as below.

Marketing data



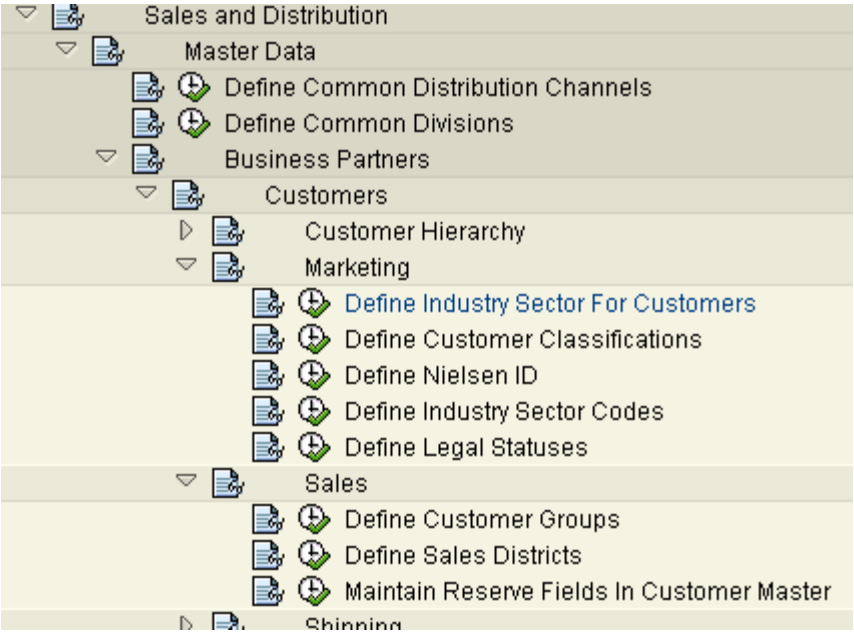
Above are different fields used to capture marketing data of the customer.

Example – Industry sector for customer

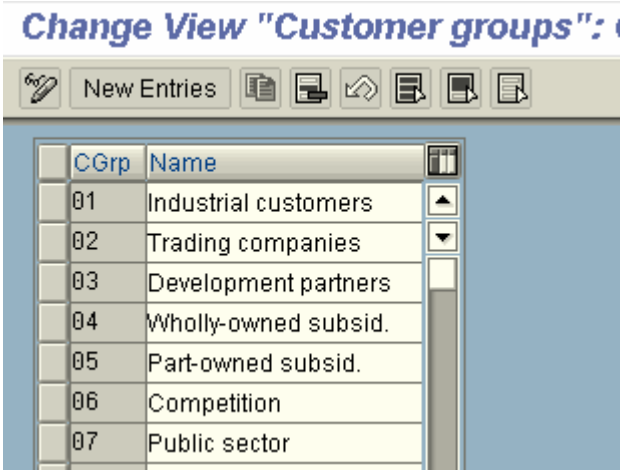


Indus.	Description
0001	Industry 0001
0002	Industry 0002
0003	Industry 0003
1234	Commercial
AGRI	Agriculture
AGRL	Agricult. Livestocks
AGRS	Agricult. Servive
AIR	Airlines
AMUS	Amusement
ANTH	Anthracite
AUTO	Automotive
BLD	Building
BLDE	Building Electric
BLDG	Building General Con
BLDH	Building Heavy Const
BLDM	Building Machinery
CHEM	Chemical industry

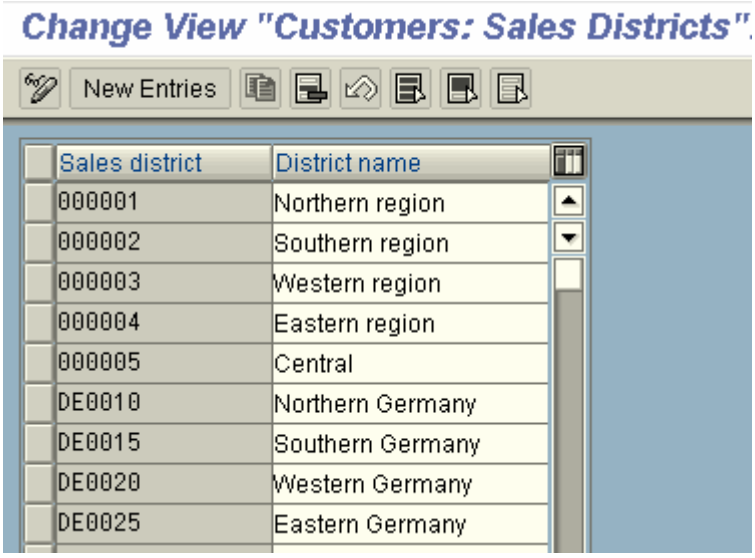
Sales data



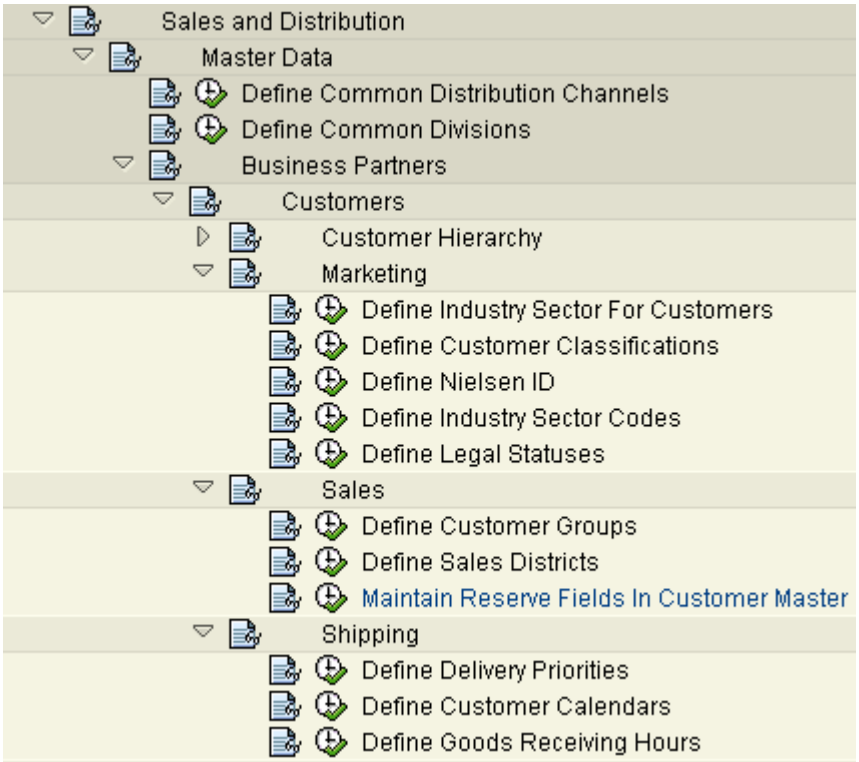
Customer group – It is used to classify customers.



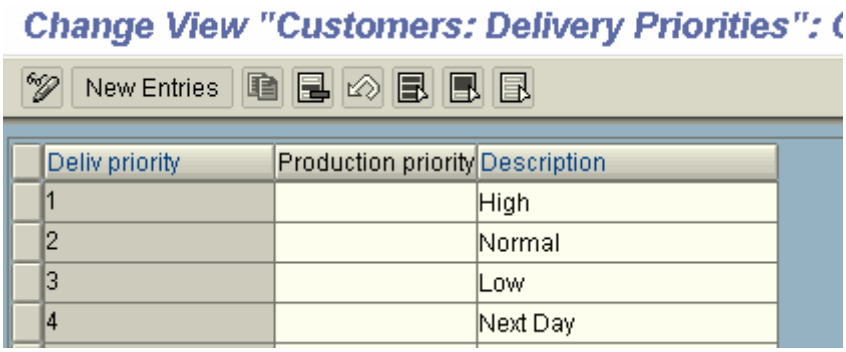
Sales district – It can represent a sales region. Sales statistics can be generated using sales district as selection criterion.



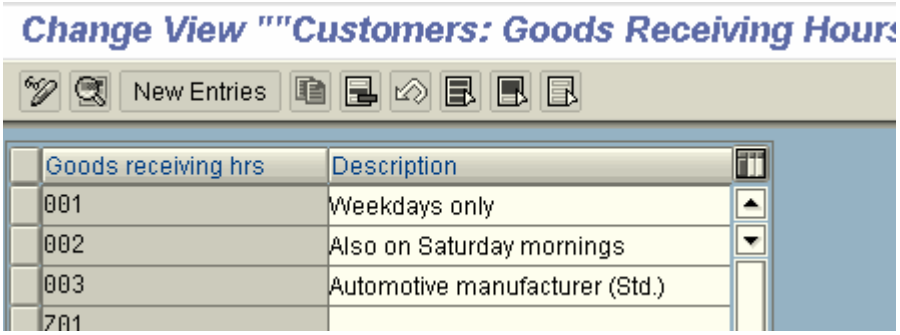
Shipping data



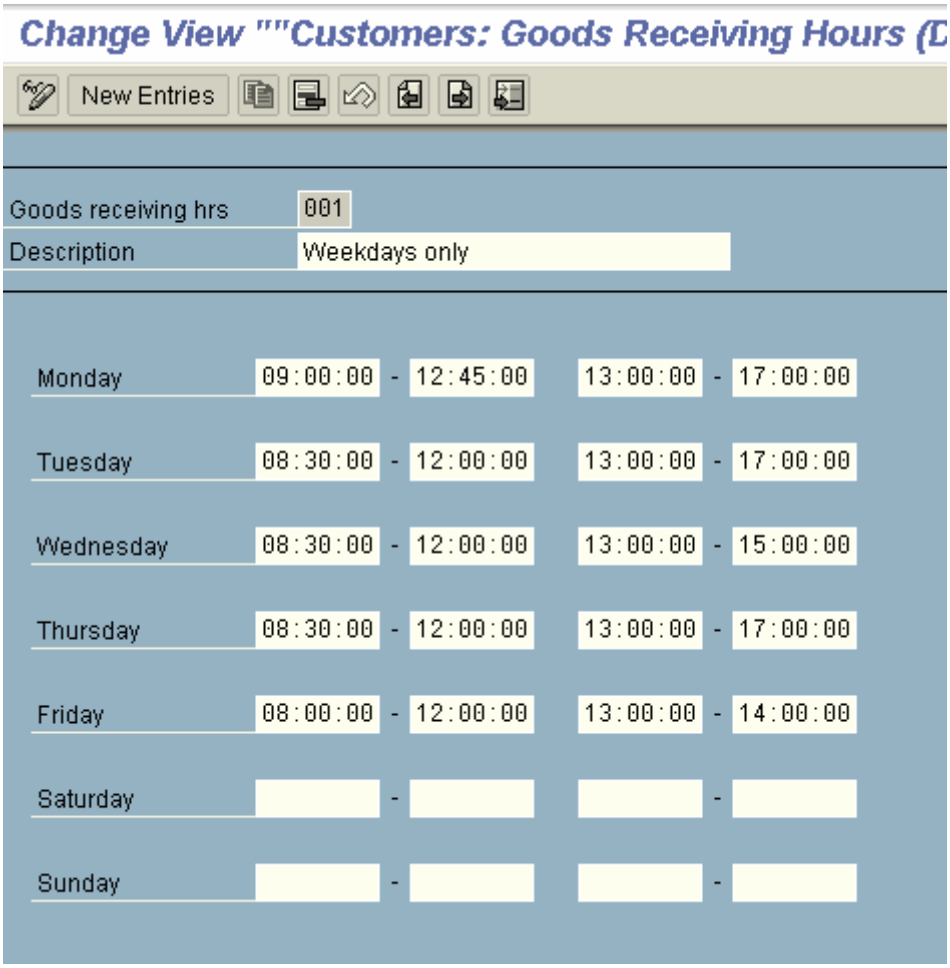
<u>Delivery priority –</u>When you process deliveries collectively, then delivery priority can be used to prioritize delivery.



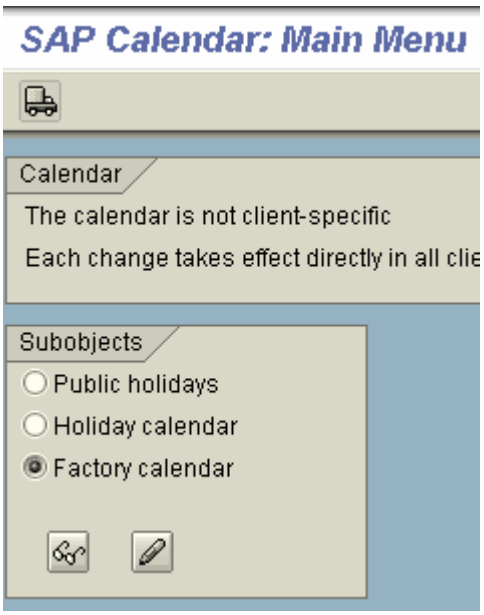
You can define customer calendar and goods receiving hours

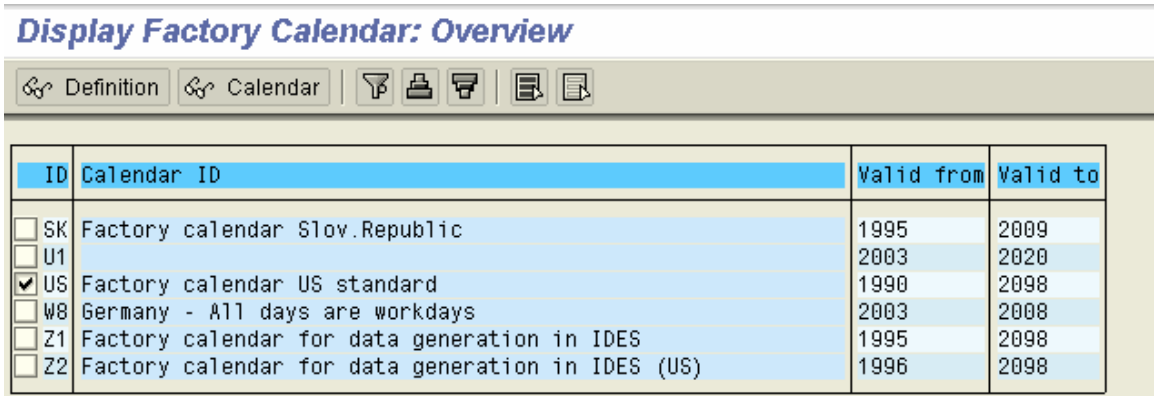


Double click on the 1st entry.


Change View ""Customers: Goods Receiving Hours (D
New Entries
Goods receiving hrs
001
Description
Weekdays only
Monday
09:00:00 - 12:45:00
13:00:00 - 17:00:00
Tuesday
08:30:00 - 12:00:00
13:00:00 - 17:00:00
Wednesday
08:30:00 - 12:00:00
13:00:00 - 15:00:00
Thursday
08:30:00 - 12:00:00
13:00:00 - 17:00:00
Friday
08:00:00 - 12:00:00
13:00:00 - 14:00:00
Saturday
Sunday

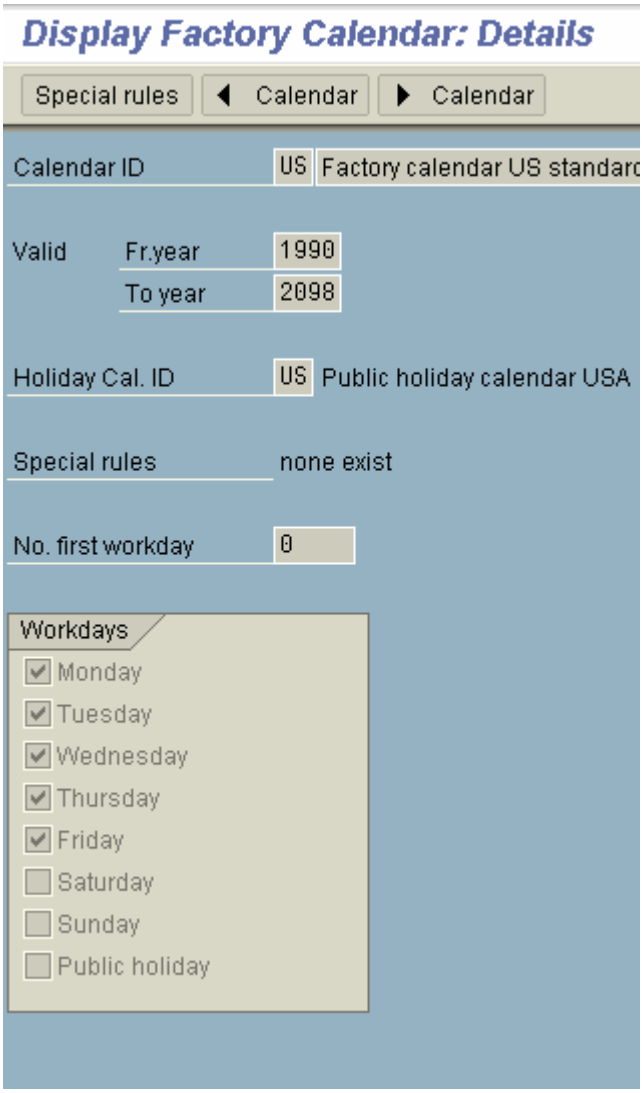
Calendar


SAP Calendar: Main Menu
Calendar
The calendar is not client-specific
Each change takes effect directly in all clie
Subobjects
Public holidays
Holiday calendar
Factory calendar

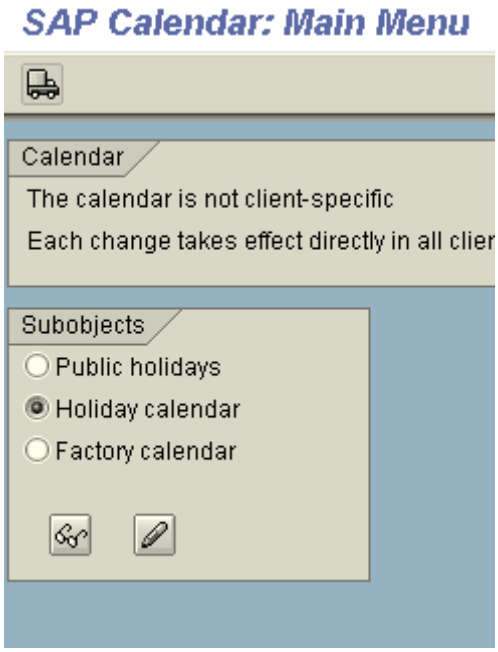


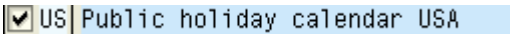
ID	Calendar ID	Valid from	Valid to
SK	Factory calendar Slov.Republic	1995	2009
U1		2003	2020
US	Factory calendar US standard	1990	2098
W8	Germany - All days are workdays	2003	2008
Z1	Factory calendar for data generation in IDES	1995	2098
Z2	Factory calendar for data generation in IDES (US)	1996	2098

Select Factory calendar and click

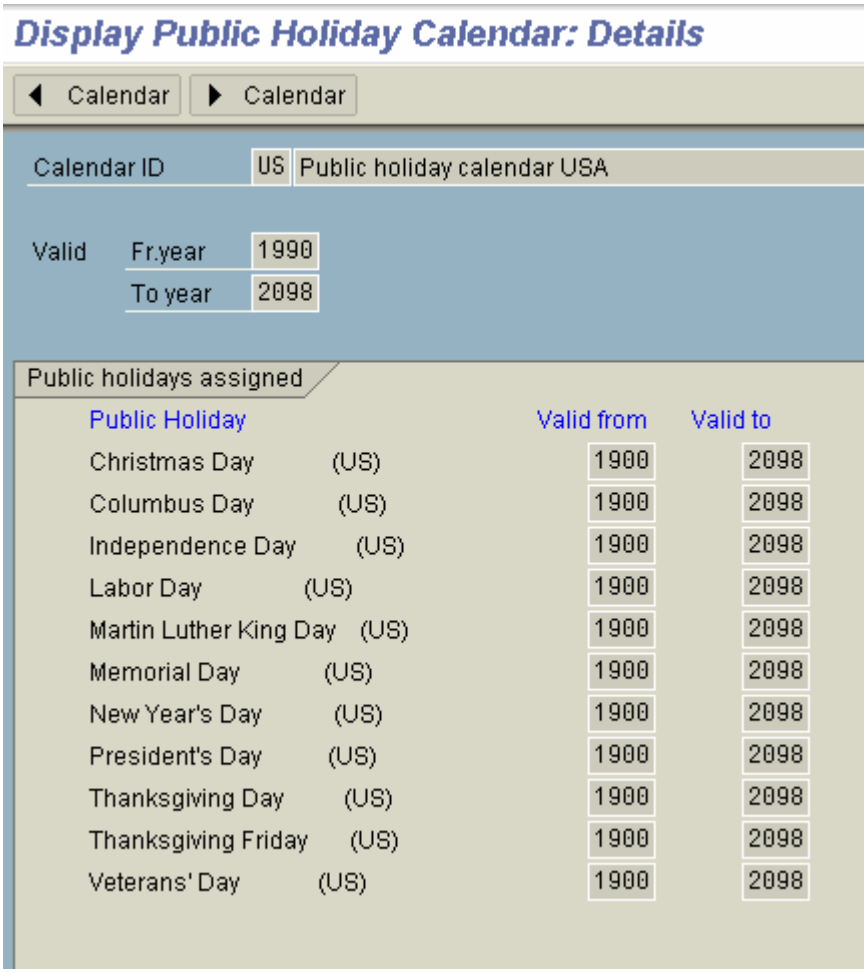


It lists workdays in a week and as well holiday calendar for the factory calendar

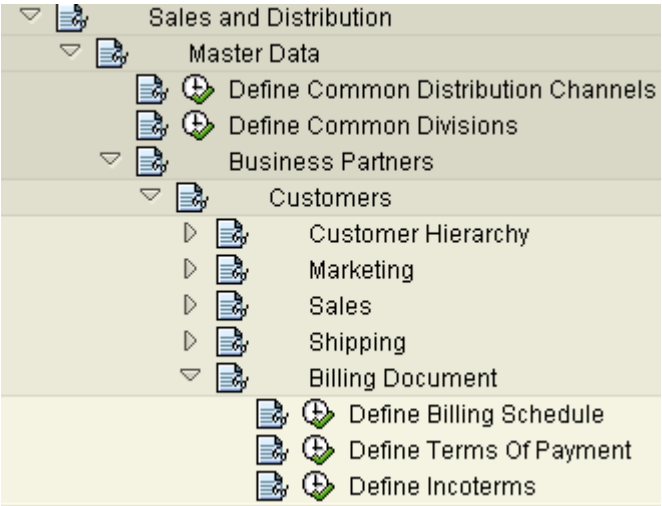


select 

from the list of calendars



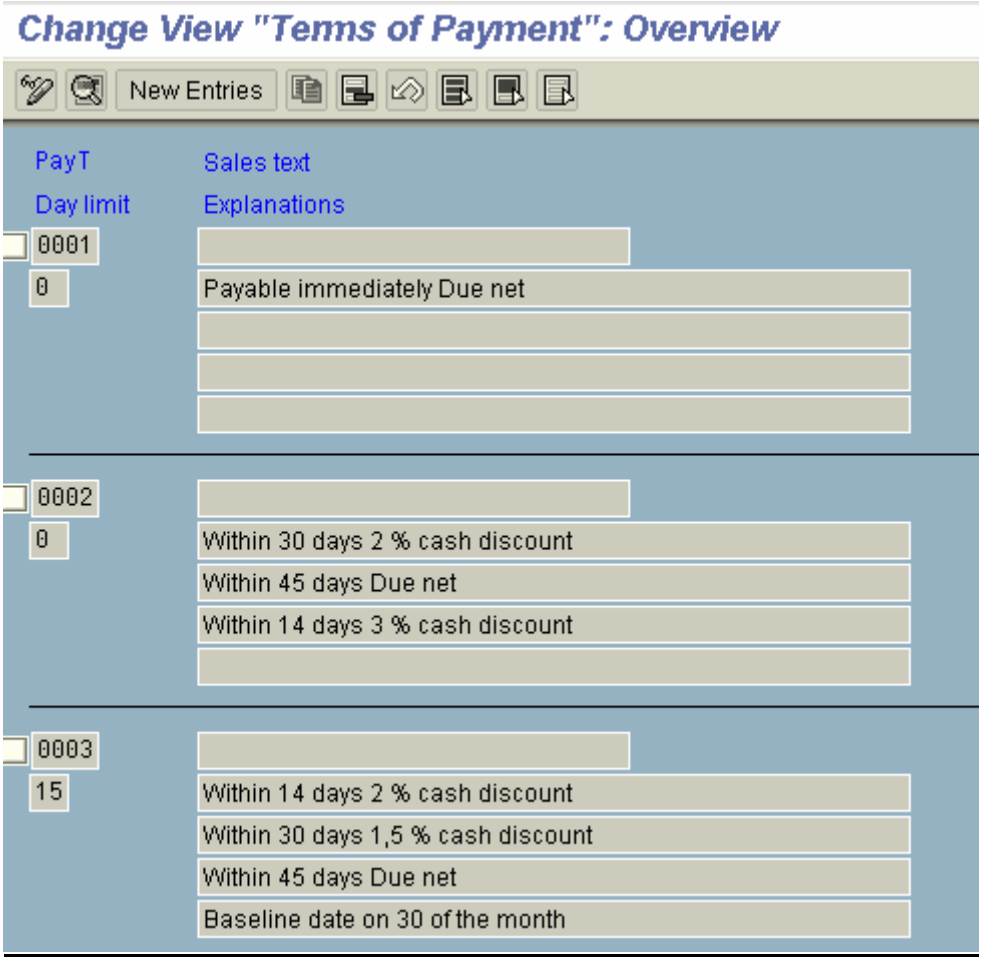
Billing data



To define when a customer receives which billing documents, enter the calendar containing the billing schedules in the master record of the payer.

Calendar is defined to take care of the billing schedules.

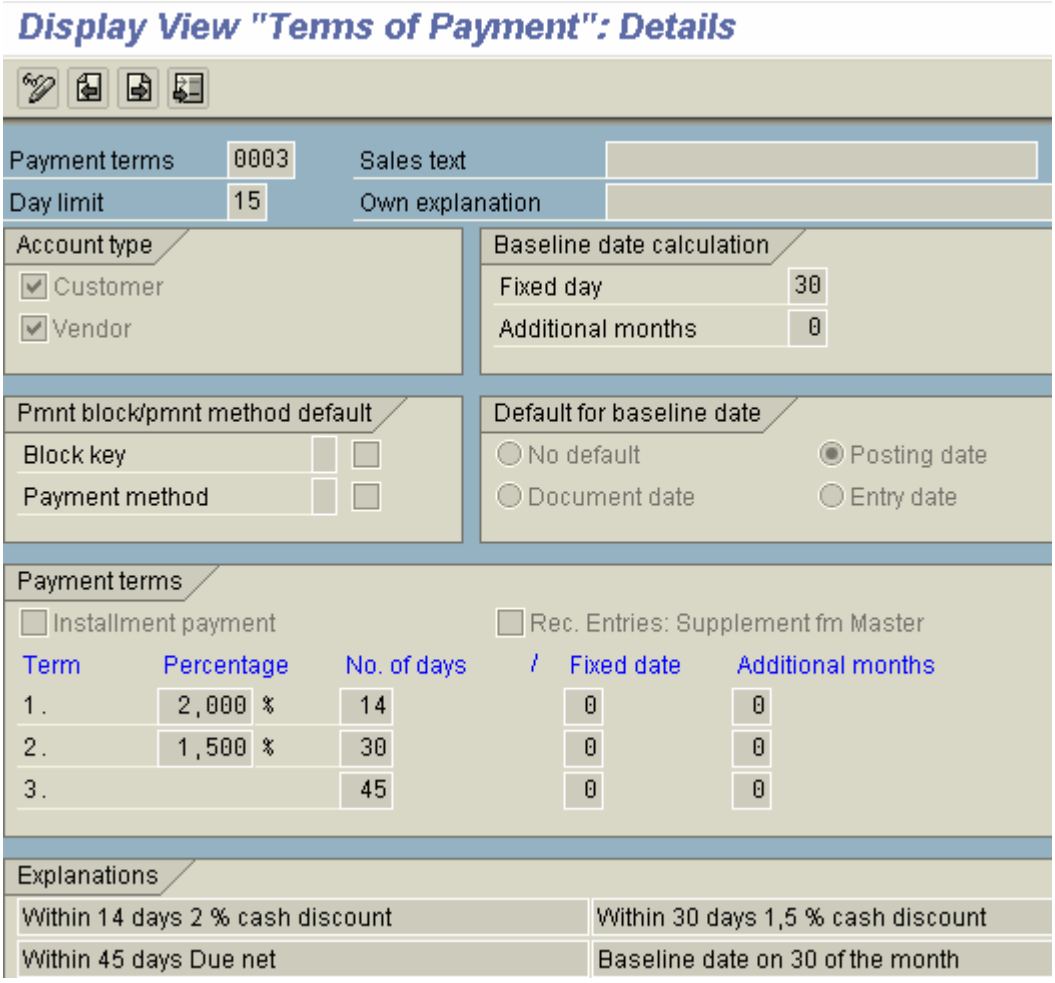
Terms of payment



You can agree on terms of payment with the customer per sales area.

These agreements may deviate from what is defined in the FI module. The sales area terms of payment are included in a billing document and are transferred to Accounting where they may be overwritten. That is the reason; terms of payment in SD should also

be maintained with the help of FI or by FI. Most of the fields are part of FI configuration.



Key controls to understand here are

1.Acount type – Payment terms are applicable for customer / vendor account

2.Baseline date – Date from which the days of payment apply. Example – Terms of payment is 30 days. Baseline date is posting date, then due date for payment for the customer would be 30 days added to the posting date.

3.cash discount % - % discount (example – 2%) granted to the customer if payment is done within number of days (example – 14 days) specified. You can still add additional period by fixing a date or additional month after the discount period. 2nd and 3rd line indicate that payment has to be done within 45 days and there is no discount if it is done after 30 days.

Incoterms -

Change View "Customers: Incoterms": Overview

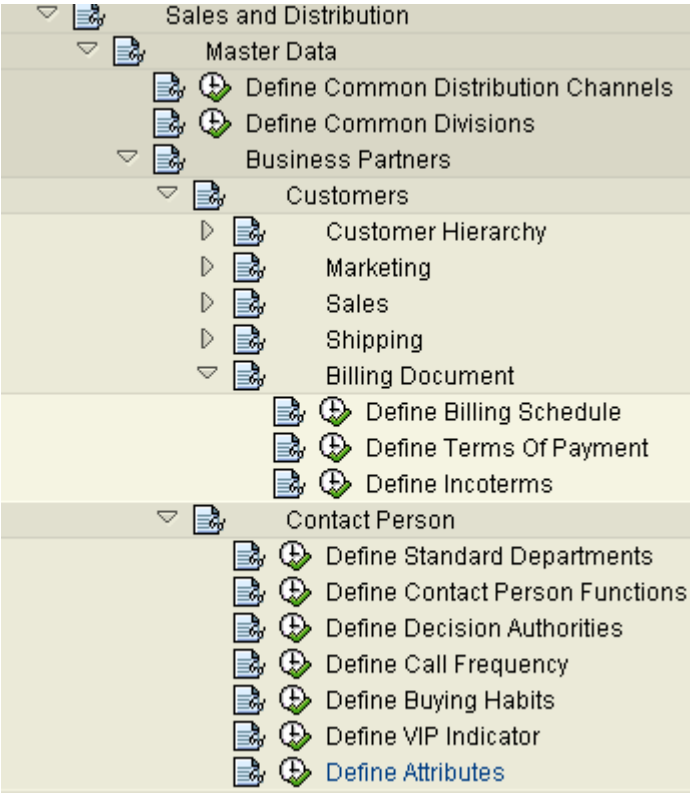
New Entries

Incoterms	Description	Location mandatory
CFR	Costs and freight	☑
CIF	Costs, insurance & freight	☑
CIP	Insured freight-free	☑
CPT	Freight-free	☐
DAF	Border delivered	☑
DDP	Delivered cleared by customs	☑
DDU	Delivered not cleared by cust.	☑
DEQ	Delivered from quay (cleared)	☑
DES	Delivered from ship	☑
EXW	From plant	☐
FAS	Free along side	☑
FCA	Free freight	☑
FH	Free house	☐
FOB	Free on board	☑

Location mandatory indicator when active you will have to enter location in the 2nd part of the incoterms.

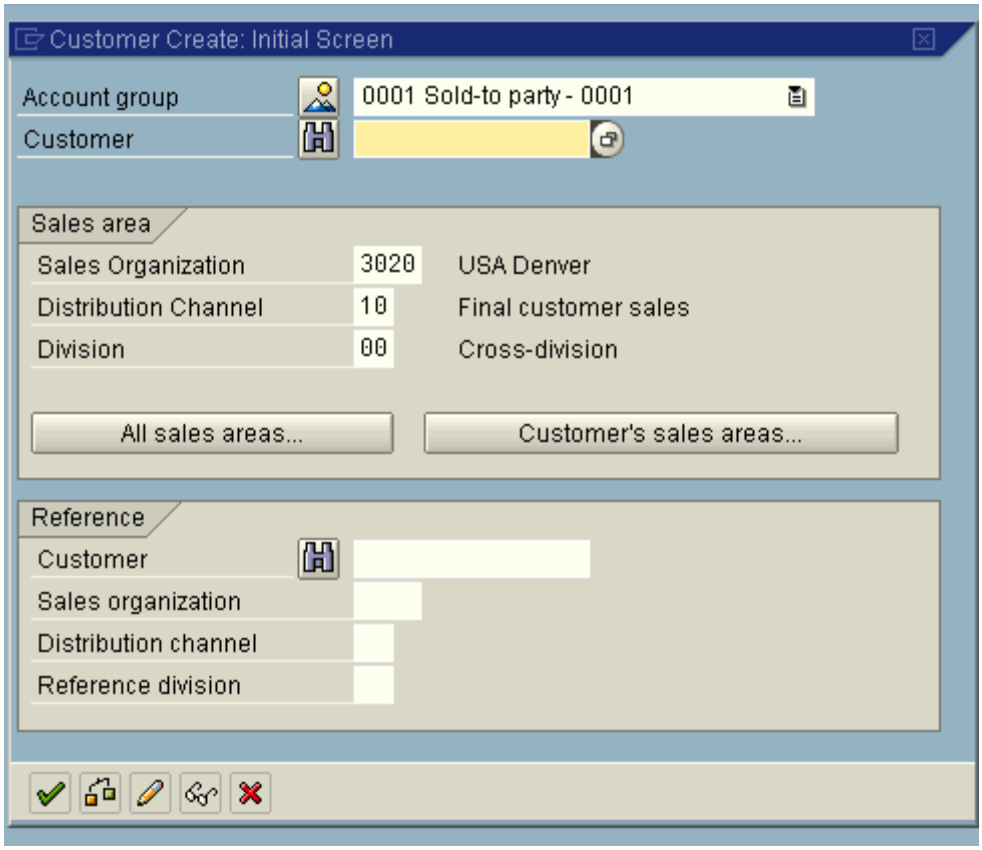
Example – EXW – Berlin

Contact person data



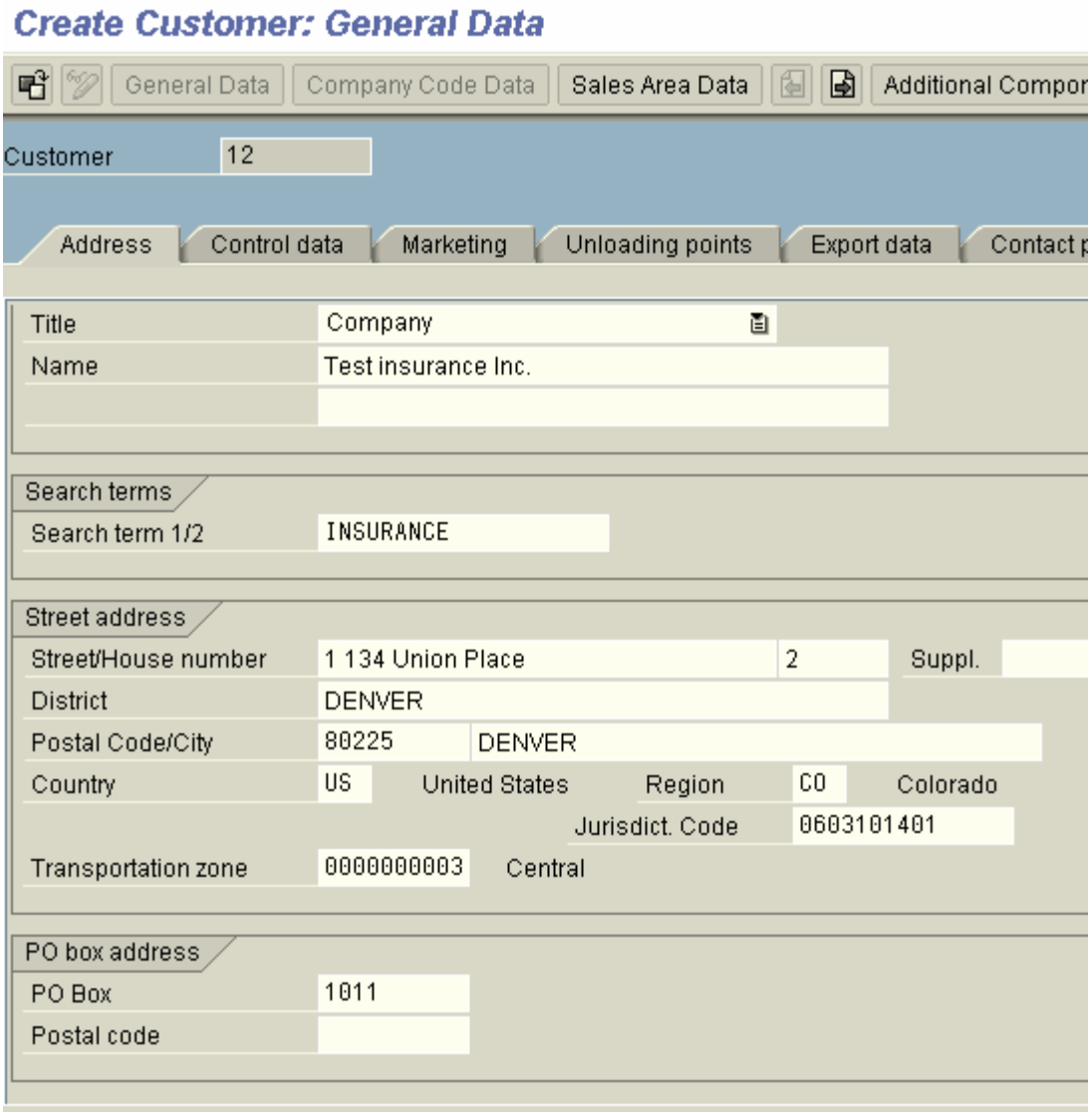
These configurations are done so that contact person data can be maintained in customer master – general data.

Enter the account group 001 for maintaining sold-to party customer.
Enter sales area for which you want to maintain the customer



Click

On the next screen, click on



Key data in Address screen are as below.

Jurisdiction code – Tax authority to which taxes should be paid. It is the city tax authority to which products are delivered.

Transportation zone – Regional zone of the goods recipient

Address | Control data | Marketing | Export data | Contact persons

Account control

Vendor		Authorization	
Trading partner		Group key	

Reference data/area

Location no. 1	0000000	Location no. 2	00000	Check digit	0
Industry					
Train station					
Express station					
Transport.zone	0000000003	Central		Location code	

Tax information

Tax Number 1			☐ Equalizatn tax
Tax Number 2			☐ Natural person
			☐ Sales/pur.tax
Fiscal address			
County code		VAT reg.no.	Other...
City code		Tax Jur.	0603101401

VAT reg.no.- This is applicable in EU

Address | Control data | Marketing | Export data | Contact persons

Classification

Nielsen ID			Regional market	
Customer class.	07	More than 7,0 mill.	Hierarchy assignment	0
Industry				
Industry code 1				

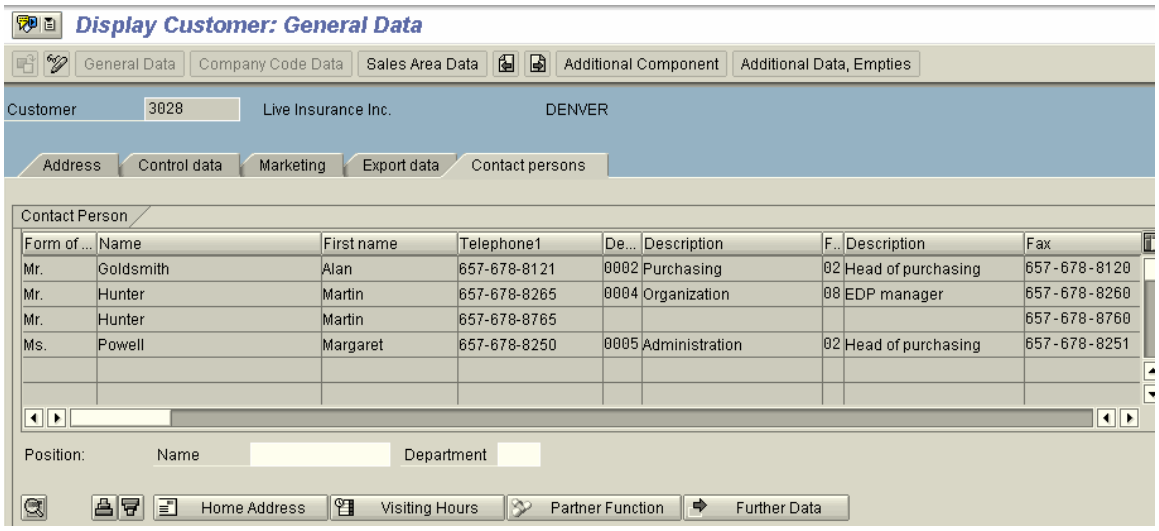
Key figures

Annual sales	230.000.000,00	USD	in	1998
Employees	1560	in	1998	

Sales prospecting

Legal status	01	Inc.

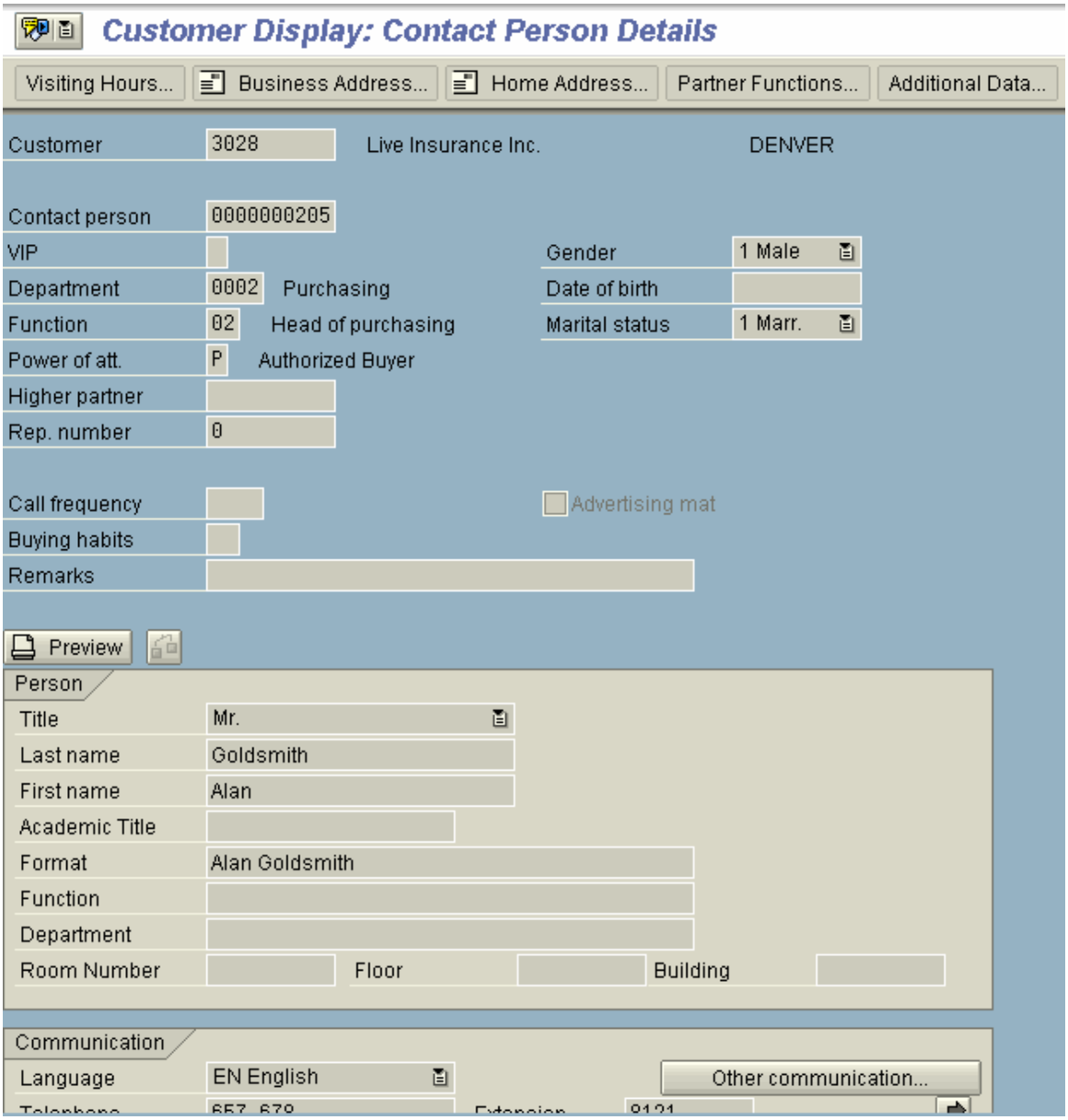
Marketing can capture data related to marketing using fields like customer class., annual sales etc.



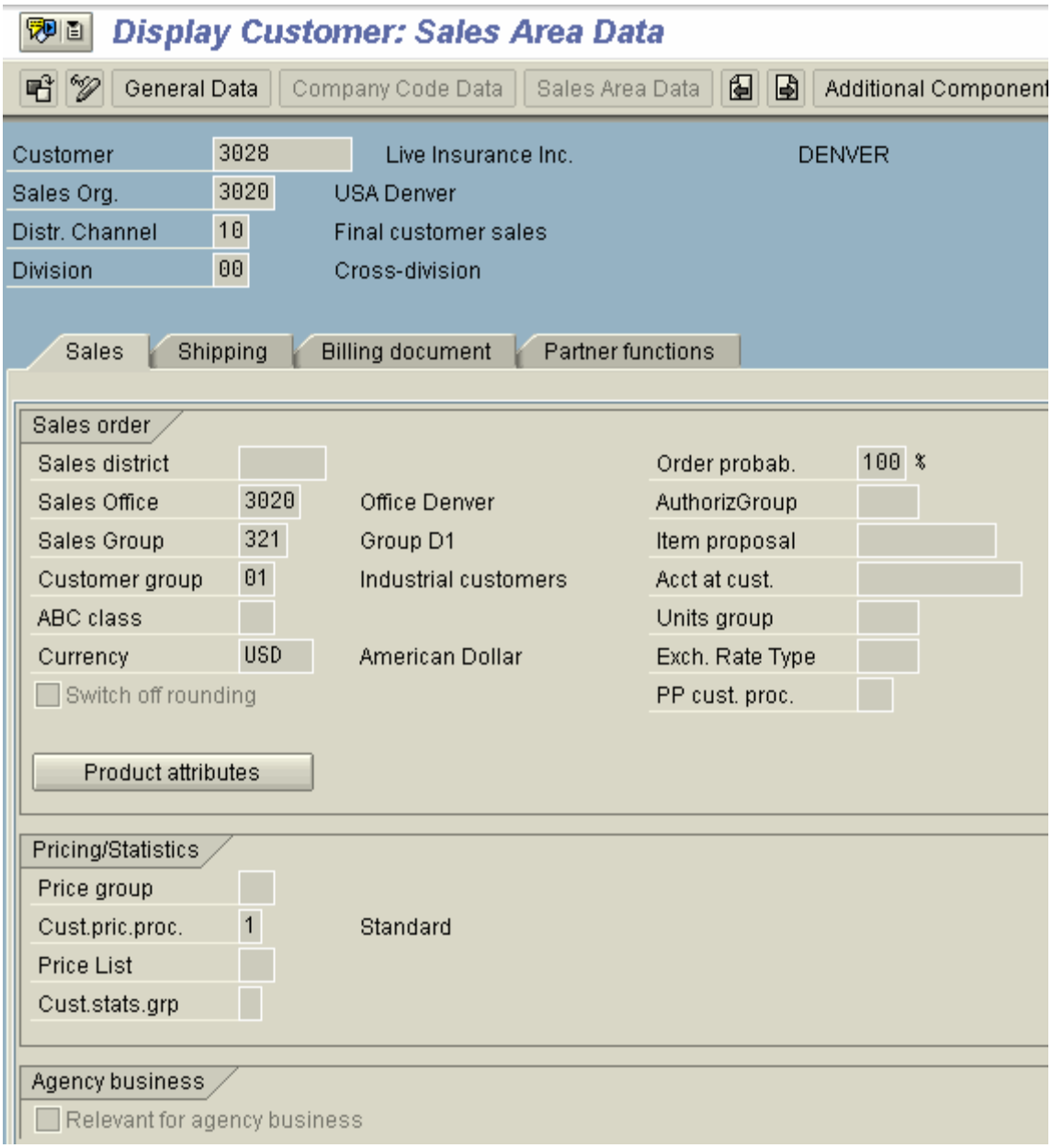
Data about the contacts in the customer organization

- Department
- Power of attorney – kind of decision authority contact has
- Visiting hours for the contact

These are maintained separately in other master data transaction.



Sales area data



Sales office, Sales district and Sales group are maintained as defined / assigned in customizing.

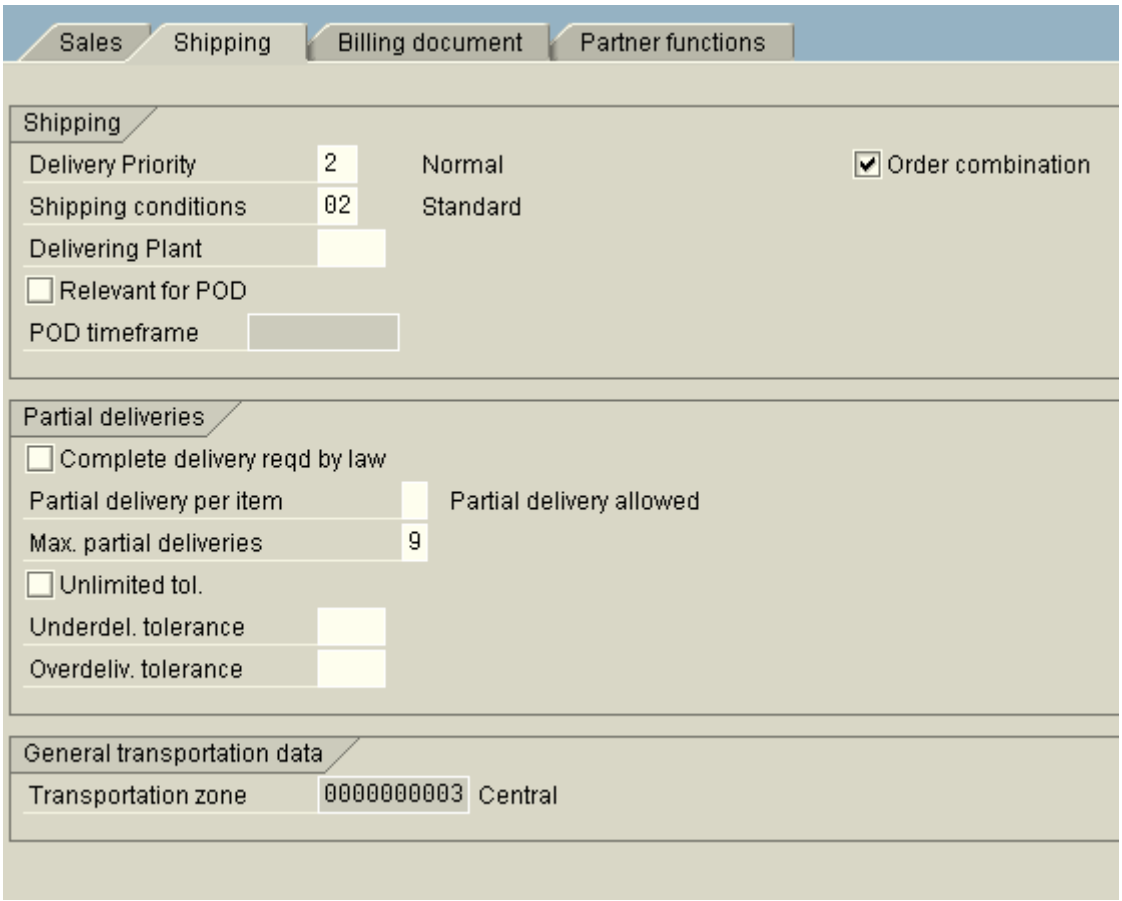
Currency – The currency in which customer will be billed

Authorization group- It is assigned to field group in customizing so that users assigned to the authorization group can change fields assigned to the field group during change mode of the customer master.

Exchange rate type – this is used to define buying, selling rate as per exchange rates maintained in FI.

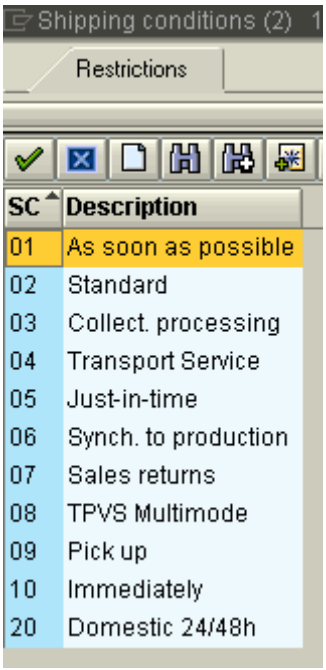
Price group – when you want to have similar kind of pricing for certain set of customers, and then same price group can be assigned.

Customer pricing procedure – This is key factor in determination of pricing procedure



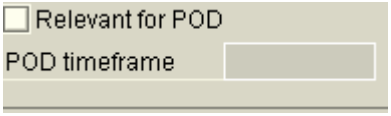
Delivery priority – When you process deliveries collectively, then delivery priority can be used to prioritize delivery.

Shipping condition – It is used in the determination of shipping point determination.



- if active, it will allow sales orders created in this sales area to be combined with other sales orders in a delivery.

Delivering plant – Plant from which materials should be delivered to the customer. If not maintained, system checks for delivering plant in the sales view of the material master record.

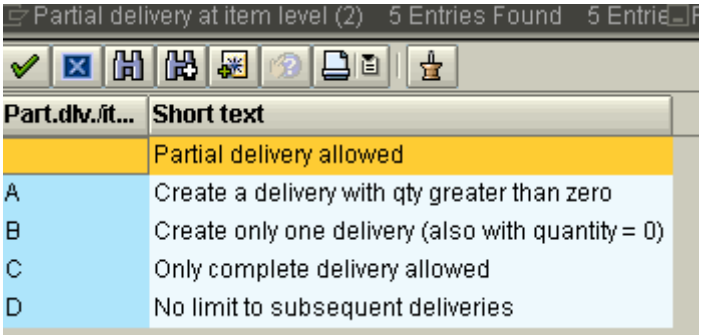


POD – proof of delivery can be made active and also you can set timeframe, in which POD is expected from the goods recepient.

Partial deliveries

- If this is active, partial delivery is not allowed.

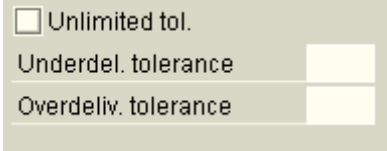
-



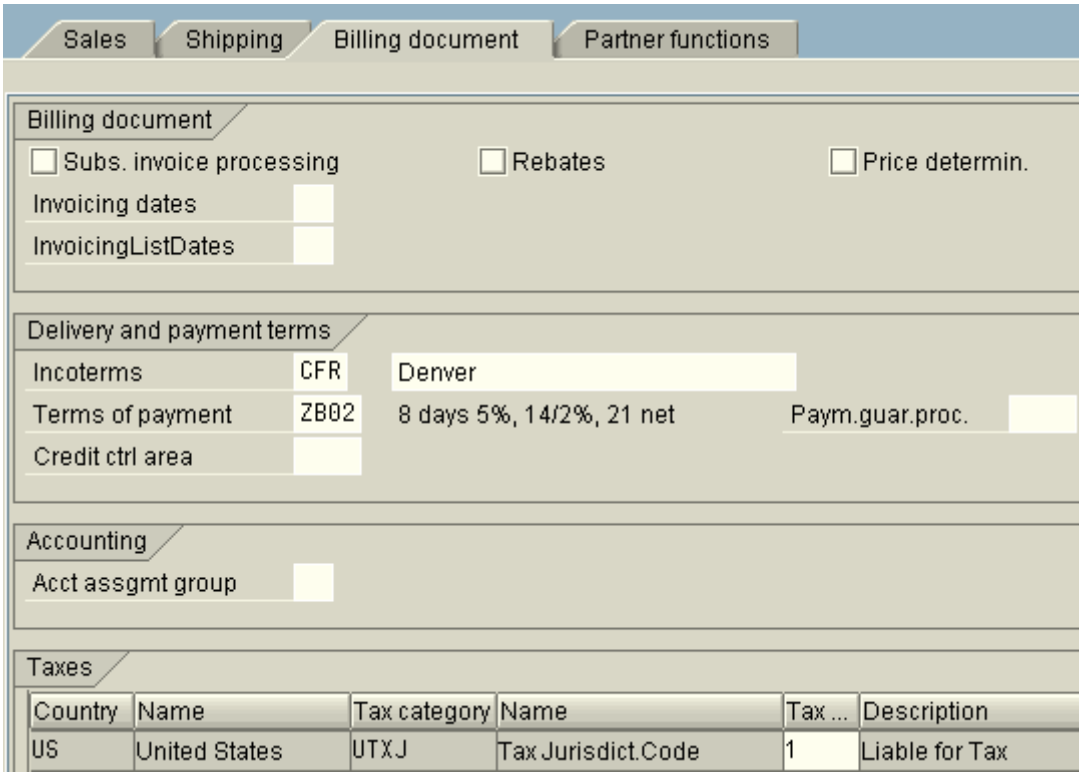
C is set when

is active
D is set when there is no limit to be put on the number of partial deliveries allowed.

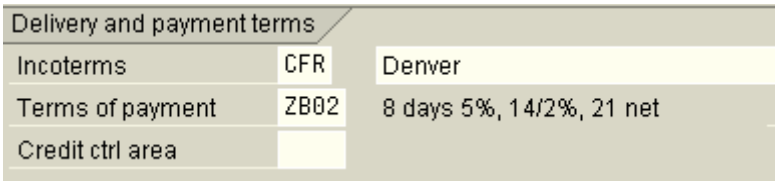
- When partial deliveries are allowed, then you can use this field to restrict number of partial deliveries.



This allows setting up tolerances if under or over delivery is allowed.



Invoicing dates - This is the schedule to bill the customer on particular dates as per the calendar defined for the customer.



Incoterms and Payment terms are explained above.

Credit ctrl area – This is assigned to set credit limit to the customer in a sales area.

Acct assgmt group - This is used in the automatic determination of revenue accounts.

Account assignment group for this customer

Restrictions

AAG	Description
01	Domestic revenues
02	Foreign revenues
03	Affiliat.comp.reven.

Taxes

Country	Name	Tax category	Name	Tax ...	Description
US	United States	UTXJ	Tax Jurisdict.Code	1	Liable for Tax

Tax condition categories will get listed with the countries as per the countries of the plants assigned to the sales organization and distribution channel in the enterprise structure – assign – SD
Select the tax classification as applicable to condition category.

UTXJ has

TaxCl	Description
0	Tax exempt
1	Liable for Tax
9	Tax exempt

Sales | Shipping | Billing document | Partner functions

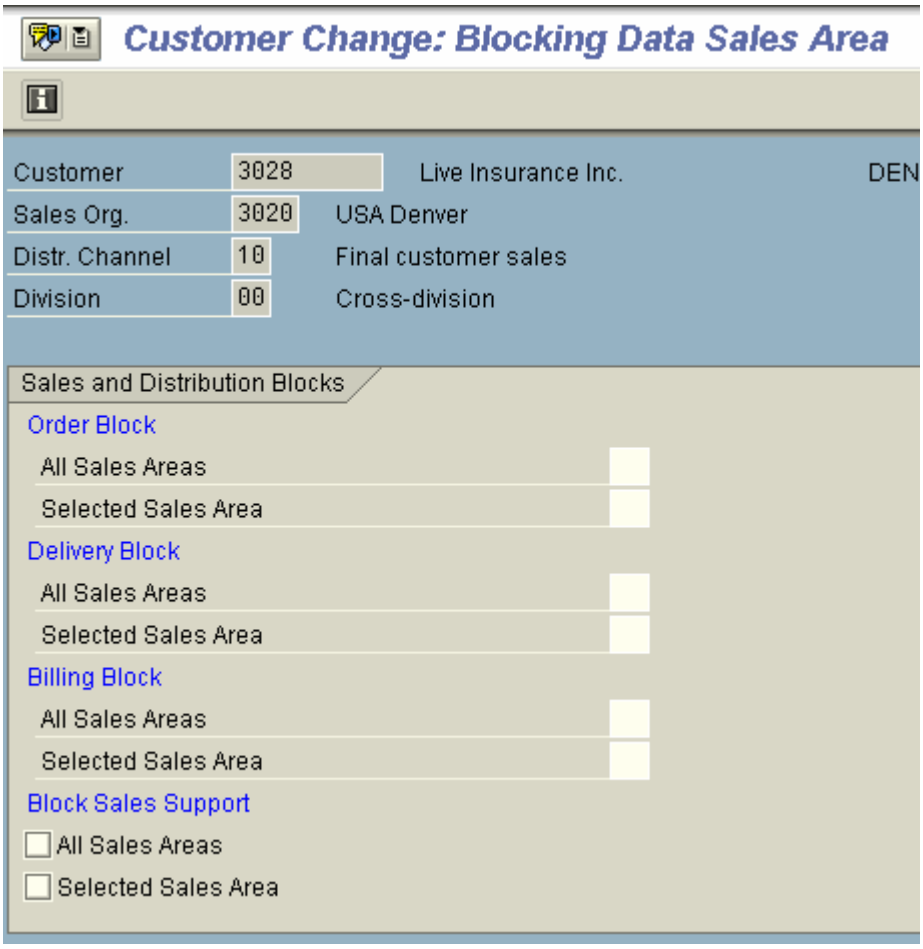
Partner Functions

P..	Partner function	Number	Name
SP	Sold-to party	3028	Live Insurance Inc.
BP	Bill-to party	3028	Live Insurance Inc.
PY	Payer	3028	Live Insurance Inc.
SH	Ship-to party	3028	Live Insurance Inc.

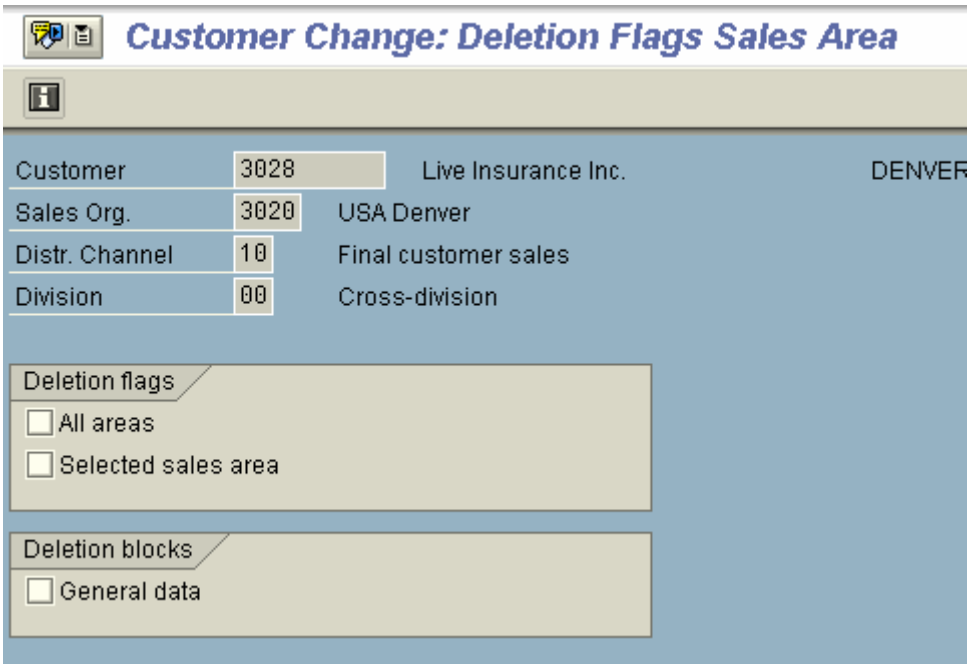
Partner functions are maintained as above.

Other data in the customer master at sales area level

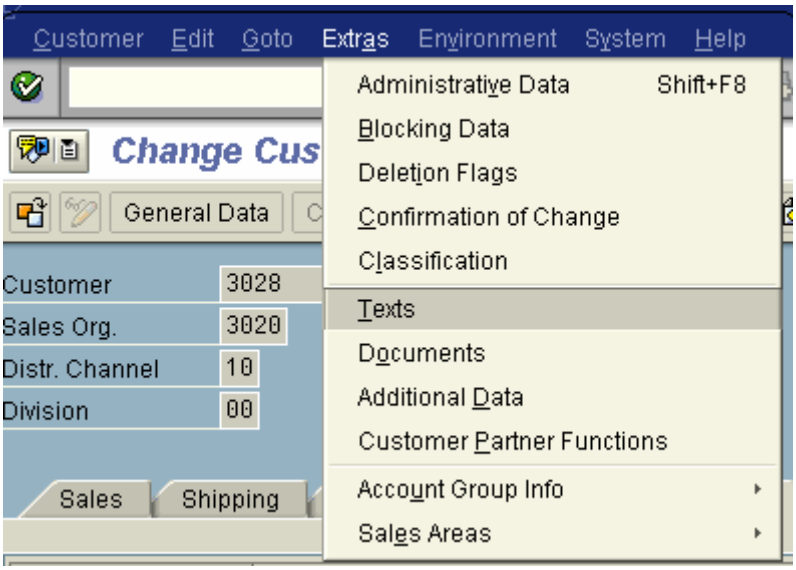
Customers can be blocked for the sales area or all sales areas for order, delivery or billing.



Deletion can be done



Text for the customer at the sales area level is maintained as below.



Document

Default Language EN English

S..	L..	Description	1st line
		Sales note for customer	
		Shipping instructions	
		Selection for shipping	
		Marketing notes	
		Competitor	