



V20170803

SAP S/4HANA Cloud

Optimized Order to Cash

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December, 2017

INTERNAL

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Agenda

Introduction and Overview – Wendy Thompson

Order to Cash Details - Christian Vogler

Every organization faces the velocity of digital business

Facing a new level
of complexity in a
hyper-connected world

Continuous
transformation
requiring agility



The Digital Economy is Reality – Not Future



By 2020, the average person will have **more conversations with bots than with their spouse.**



By 2020, 100 million consumers will shop in **augmented reality.**



By 2020, 85% of a customer's **brand experience will occur without any human interaction.**



By 2030, **organs will be biologically 3D-printed on demand.**



By 2020, **over 80% of the G500 will be digital services suppliers**

Expectations have shifted towards simplicity



**Simple and intuitive
user experience
requirements**

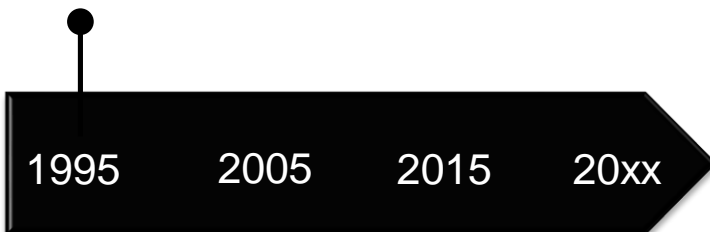
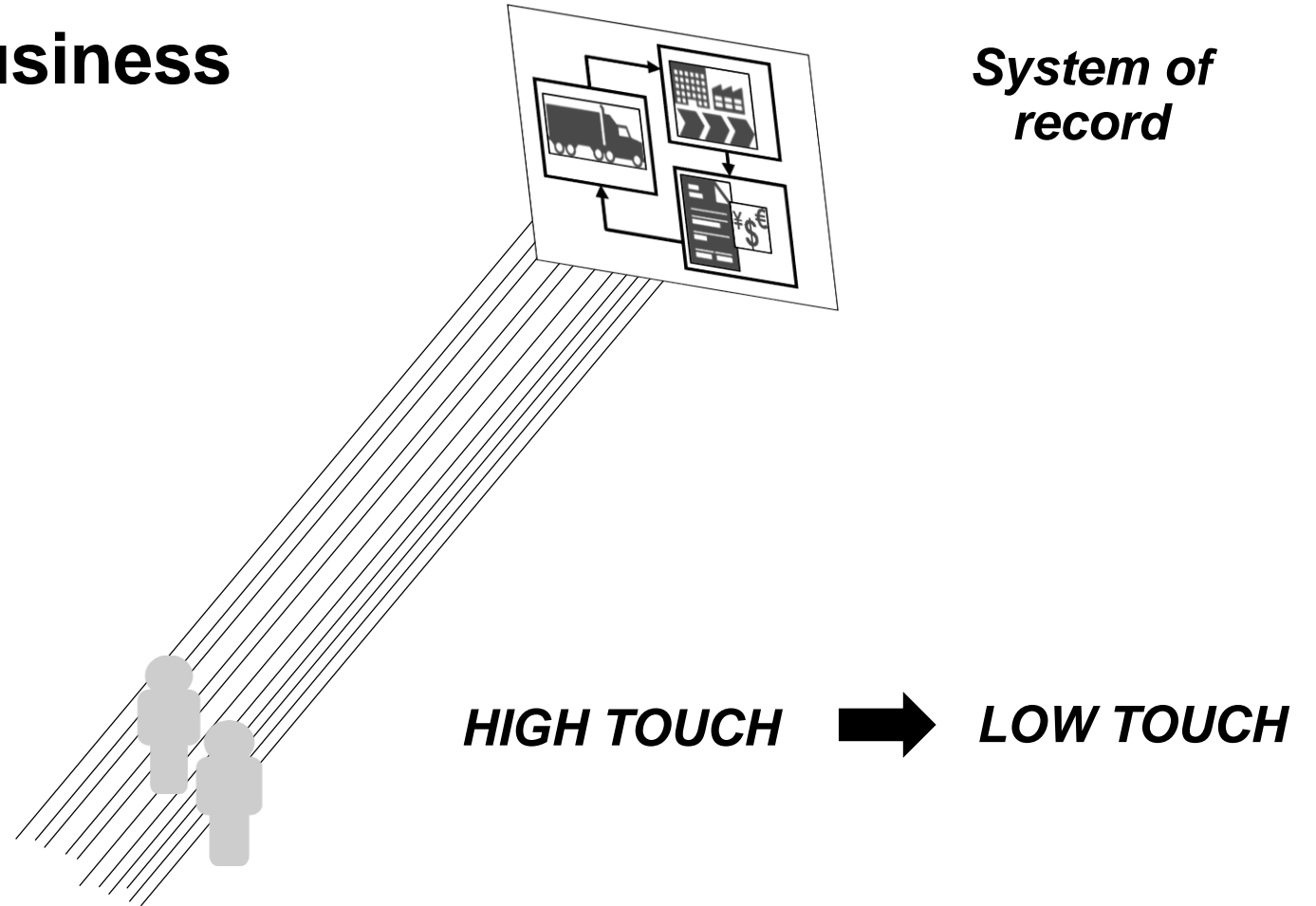
**Sense of urgency
to empower talent
and creativity**

New technologies allow for a truly intelligent Cloud ERP



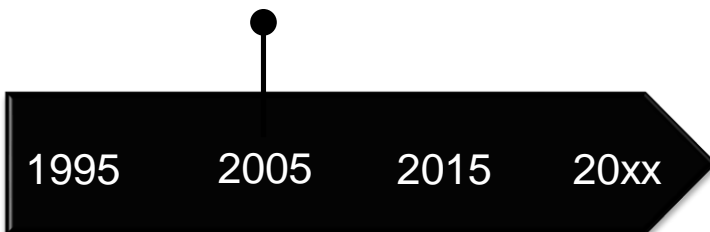
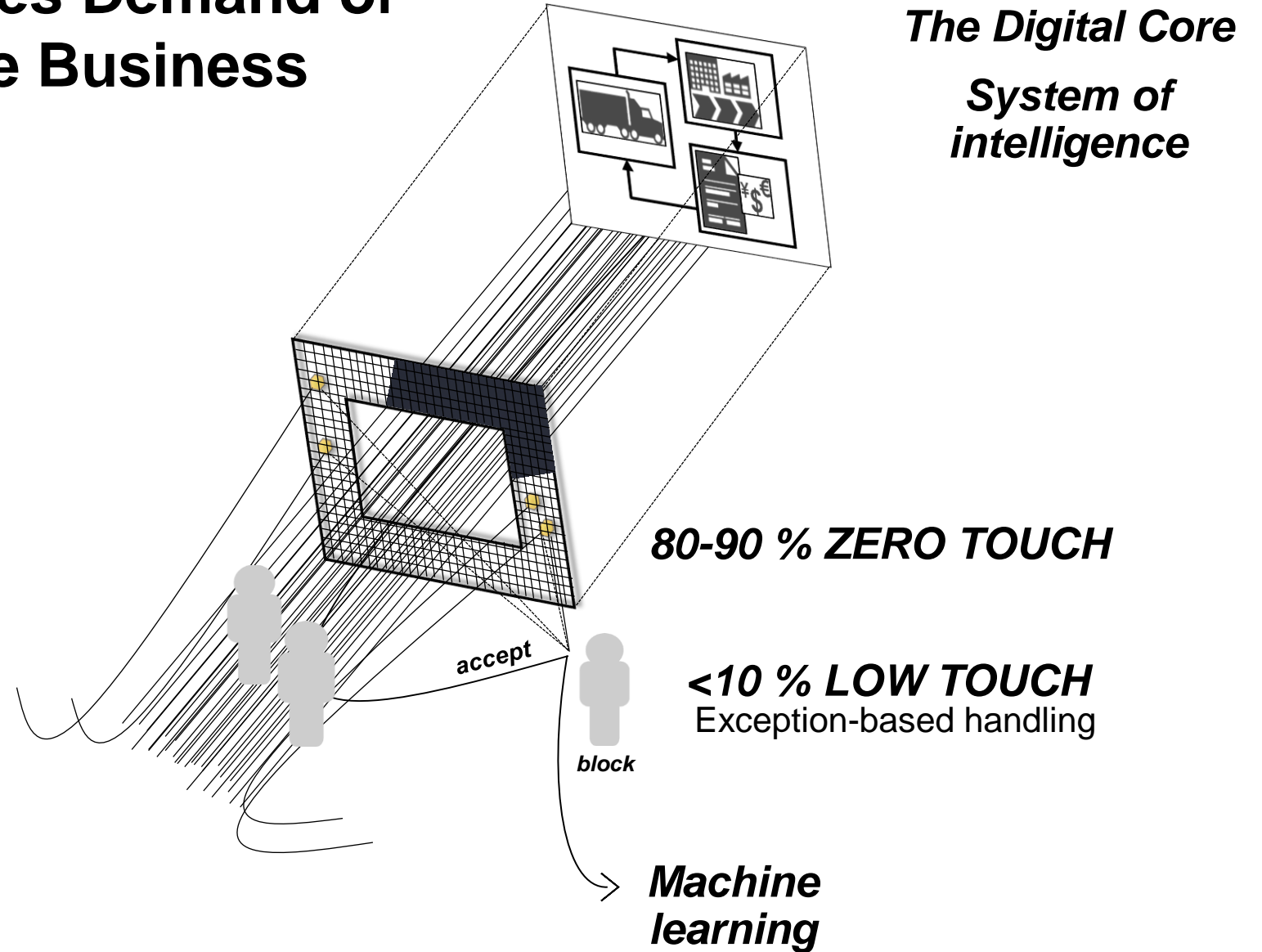
Business Evolution Causes Demand of Automation and Real-time Business

Example Sales Order



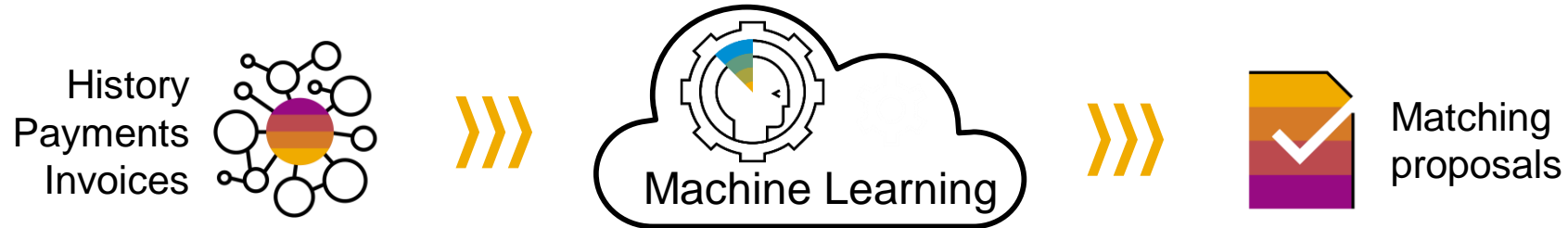
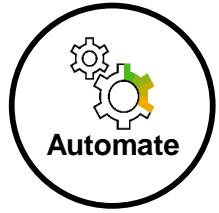
Business Evolution Causes Demand of Automation and Real-time Business

Example Sales Order



SAP Cash Application

Intelligent invoice matching powered by SAP Leonardo Machine learning



SAP Cash Application intelligently learns matching criteria from historical data and automatically clears payments

Automation

- Increase efficiency
- Reduce errors
- Enable finance to focus on strategic tasks

Speed

- Faster payment matching
- Reduce DSO
- Increase liquidity
- Improve customer service.

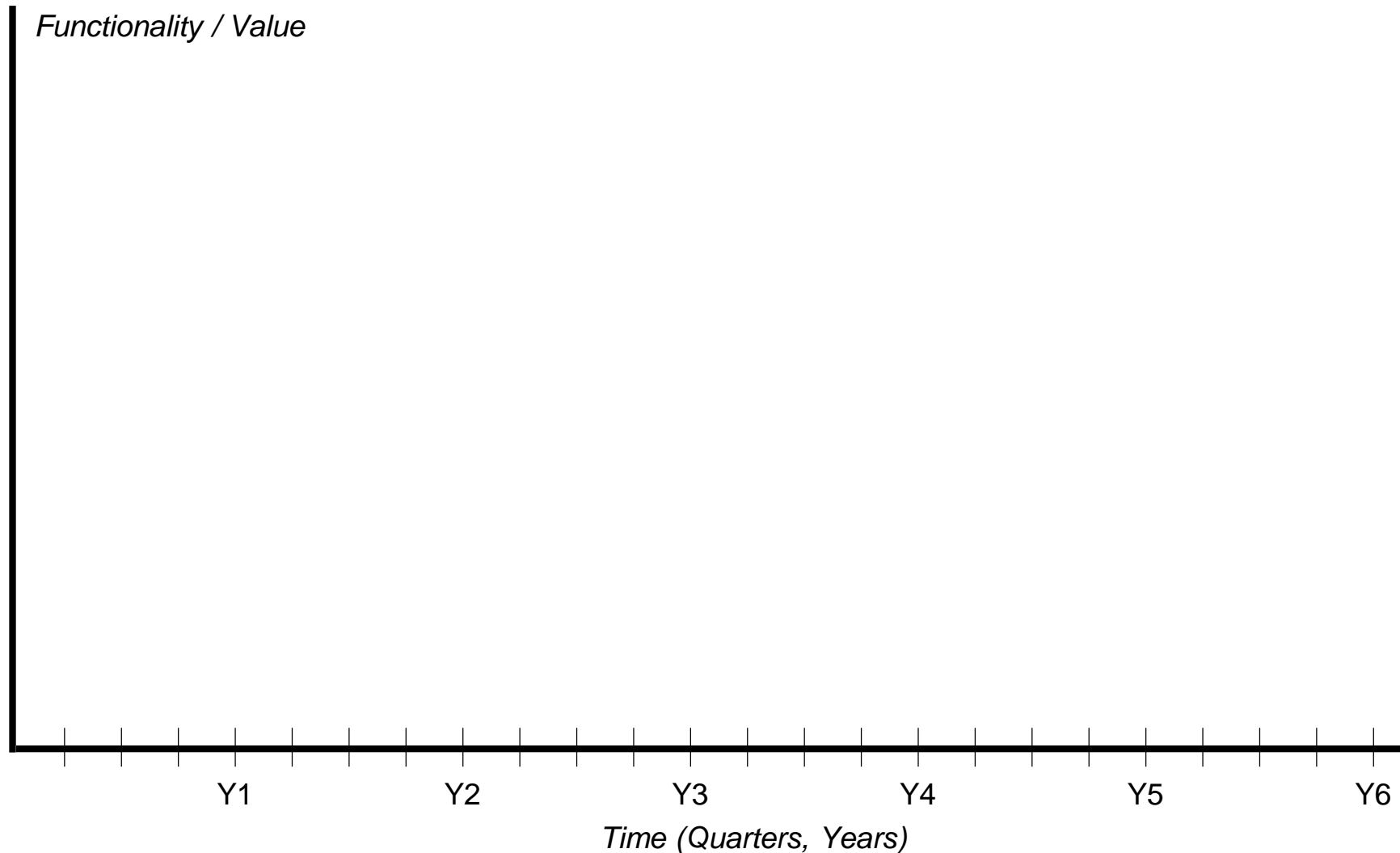
Reduce TCO

- Learns from historical data
- Learns from accountant behavior
- Does not require on-going maintenance

Integrated with S/4

- Integrated with S/4HANA Cloud and On-premise
- Compliments standard rules
- Maintain current processing workflow

How does the public cloud enable innovation?



Public cloud

- *More value, faster*
- *Less time/budget just “keeping the lights on”*
- *Receive upgrades*
- *automatically*

Standard Software

- *Annual upgrade*

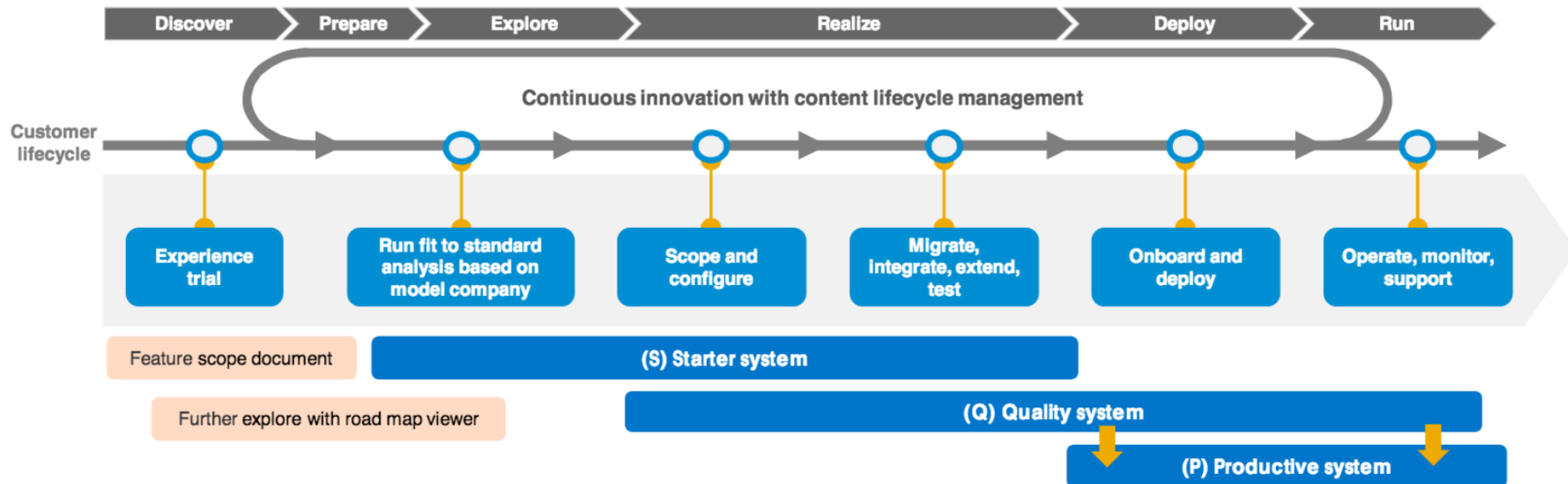
Legacy ERP

- *Modifications*
- *Unable to upgrade*
- *Workarounds, Excel, point solutions, ...*

End-to-End Customer Onboarding

Discover to deploy phases

- Discover** ‡ Trial system to experience SAP S/4HANA Cloud.
- Prepare** ‡ Project setup; Starter system for training with model company; SAP Cloud Platform tenant.
- Explore** ‡ User access; “Fit to Standard” scope analysis; Configure master data, guided configuration.
- Realize** ‡ Integration, migration, testing in Quality system; provision Productive system; retire Starter system
- Deploy** ‡ Onboard business users to Productive system, for go-live



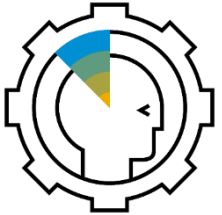
SAP S/4HANA Cloud

Simplify your business



INSTANT

- Go Live in Weeks
- Quarterly Updates
- Fit to Standard



INTELLIGENT

- Machine Learning & AI
- Digital Assistant
- Predictive Analytics



INNOVATIVE

- In-Memory Database
- Real-time Insights
- Full Cloud Integration





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SAP S/4HANA Cloud

Order to Cash

Christian Vogler, SAP S/4HANA Product Management and Co-Innovation, SAP SE – Germany
December, 2017

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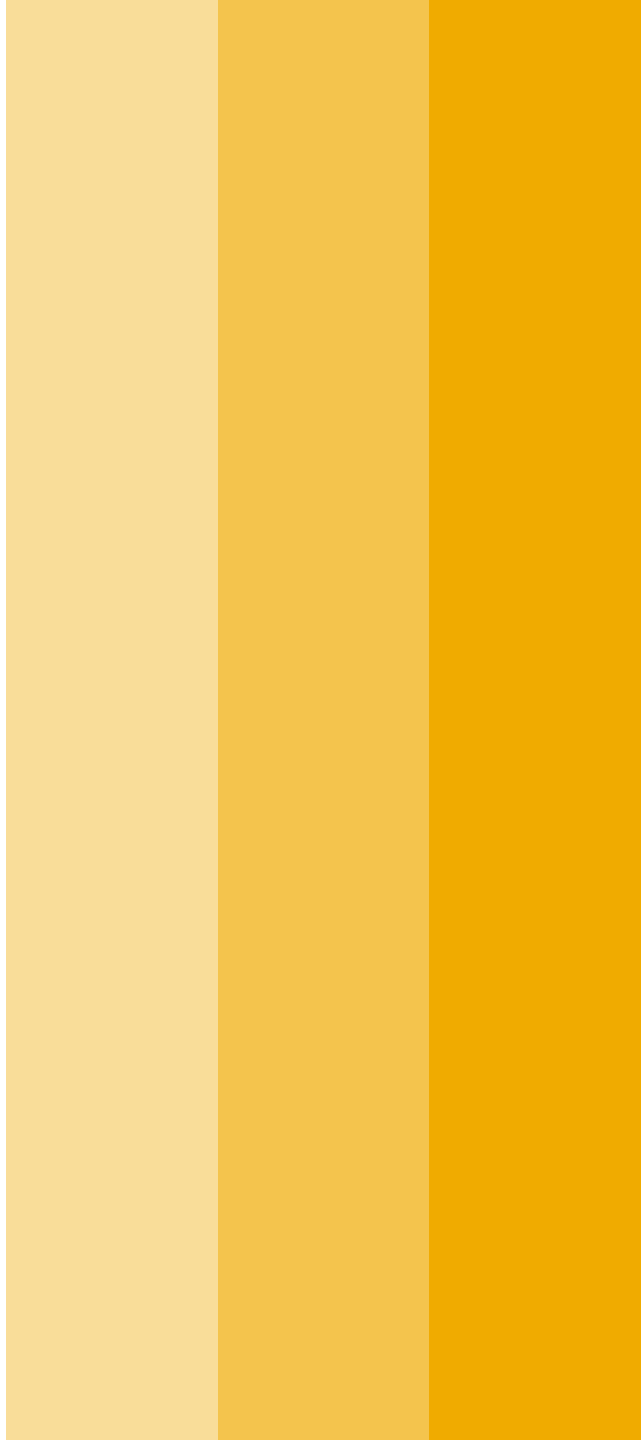
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SAP S/4HANA Cloud

General Information



Information

Home / SAP S/4HANA Enterprise Management Cloud

SUITE

SAP S/4HANA Enterprise Management Cloud

Offering a full ERP business scope in the cloud.

Enterprise Management Cloud is the equivalent to the Enterprise Management on premise offering.

● Suite Priorities

🔧 SAP Best Practices

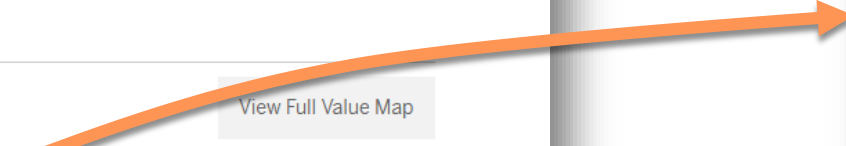
Featured Resources

- Internet of Things
- SAP HANA
- SAP HANA Cloud Platform
- SAP Startup Focus
- SAP Fiori

VALUE MAP ALL SOLUTIONS ▼ RESOURCES ?

Highlight + ? Filter + ? View Full Value Map

Streamlined Procure to Pay 6 Solutions +	Accelerated Plan to Product 4 Solutions +	Optimized Order to Cash 3 Solutions +	HR Connectivity 1 Solutions +	Core Finance 2 Solutions +
Project Services 3 Solutions +				



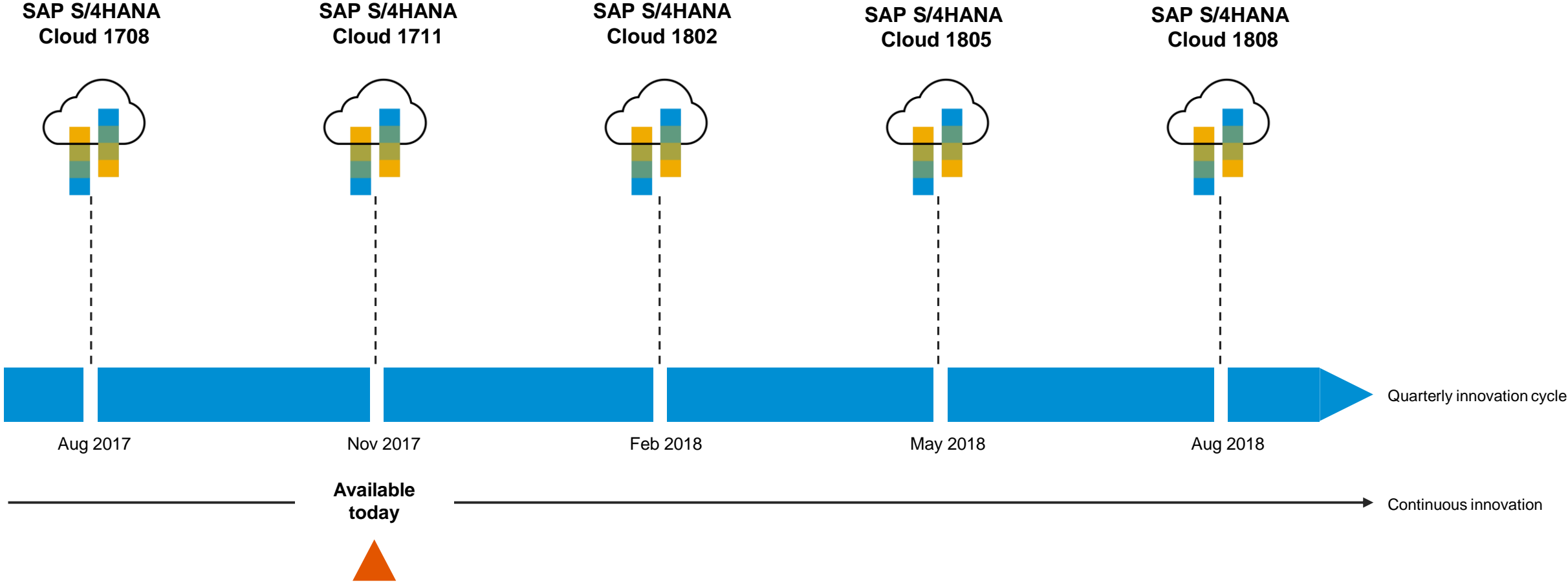
- [Order and Contract Management \(S/4 CLD\) >](#)
- [Inventory Management \(S/4 CLD\) >](#)
- [Receivables Processing \(S/4 CLD\) >](#)



[Follow this link to Solution Explorer](#)

SAP S/4HANA Cloud

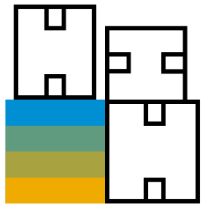
Schedule*



*This is the current state of planning and may be changed by SAP at any time without notice.

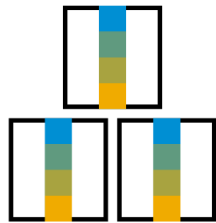
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What's new?



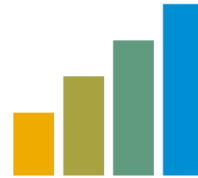
~240

Scope Items



~70

Enhancements of
Scope Items



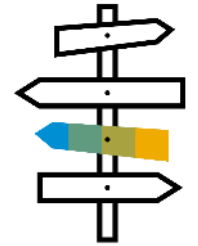
~34

New Scope Items



4

New Countries

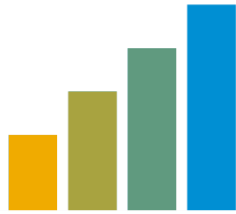


2

New Languages

SAP S/4HANA Cloud 1711

What's new – Scope Items



~34

New Scope
Items

Accelerated Plan to Production

Integration of SAP Manufacturing Execution to Production Operation (2JN), Quality Management for Complaints Against Suppliers (2F9), Quality Management for Complaints from Customers (2FA), SAP Fiori Analytical Apps for Production Planning (2JD), Subsidiary as Production Unit and Internal Supplier to Headquarters (21T)

Core Finance

Commitment Management (2I3), Intercompany Process for Foreign Exchange (2F2), Intercompany Process for Foreign Exchange - Parallel Ledger (2HU), Hedge Accounting for Cash Flow Hedge supporting IFRS 9 (1XD), Treasury Management Integration for Trading Platforms (2F5)

HR Connectivity

SAP SuccessFactors Employee Central Payroll Integration

Initial Idea to Design

Embedded Software Management (2G6), Requirements Driven Development (2G4), Software Compatibility Management (2G5)

Optimized Order to Cash

Accelerated Third Party Returns (1Z3), Basic Available-to-Promise Processing (2LN), Integration of External Payments to Customer Payments (2M0), Integration of External Payments to Digital Payments (2LZ), Integration of SAP S/4HANA Sales with Procurement (2EL), Intercompany Process for Customer Returns (2F4), Legal Control (1W8), Sales of Services (2EQ), Sales Order Processing for Non-Stock Material (2ET), Watchlist Screening (1WE)

Project Services

Basic Resource Management - Project-Based Services (2MV)

Streamlined Procure to Pay

Automated Invoice Settlement (2LH), Integration of SAP S/4HANA Procurement with Sales (2EJ), Supplier Consignment (2LG)

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What's new – Localization

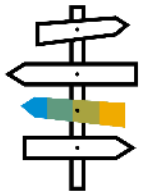


4

New Countries

29 Countries

Australia, Belgium, Canada, **Denmark***, China, France, Germany, Hong Kong, Hungary, Ireland, Italy, **Indonesia***, **India***, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Philippines, **Russia***, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, United Arab Emirates, United Kingdom, USA



2

New Languages

17 Languages

Arabic, **Bahasa Malaysia***, **Danish***, Dutch, English, French, German, Hungarian, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish, Traditional Chinese, Chinese (simplified)

* new for SAP S/4HANA Cloud 1711

SAP S/4HANA Cloud 1711

Key Innovations for Optimized Order to Cash*



Sales order Management

- Sales order processing in SAP S/4HANA Cloud: mass changes and status tracking
- Process sales documents with prices that vary from the customer-expected prices in SAP S/4HANA Cloud



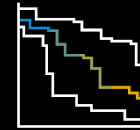
Sales master data management

- Sales master data management in SAP S/4HANA Cloud: item proposal



Billing and invoicing

- Convergence of customer billing data – Microsoft Excel upload in SAP S/4HANA Cloud
- Preliminary billing documents in SAP S/4HANA Cloud



Analytics

- Compare planned and actual sales data in SAP S/4HANA Cloud
- Approval workflow for credit memo requests in SAP S/4HANA Cloud



Sales, returns, and refund management

- Accelerated returns processing in SAP S/4HANA Cloud - return third-party products to suppliers



Intercompany Scenarios

- Intercompany for customer returns



Integration

- OData API for billing documents (read) (SAP S/4HANA Cloud)
- OData API for debit memo request (create), (update), (delete)
- OData API for credit memo request (create, update, delete)



User Experience

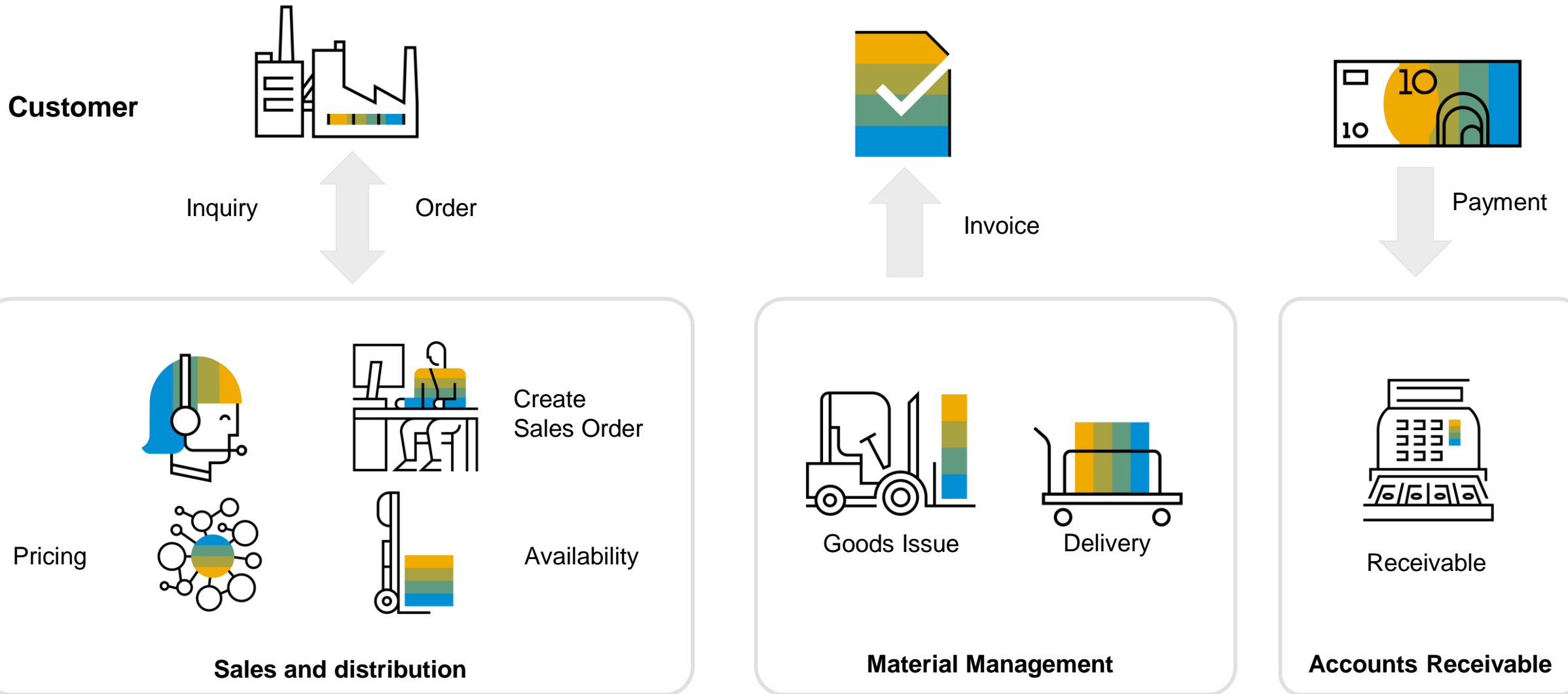
Maximize **SAP Fiori Experience**
- SAP Fiori Overview Pages

SAP S/4HANA Cloud

Optimized Order to Cash

Sales and Distribution

Process Flow



Sales and Distribution Process Flow



Monitoring / Reports

- **Sales Order Fulfillment Monitoring**
- Fiori Overview Pages for Sales and Distribution
- Order-to-Cash Performance Monitoring
- Intrastat Processing

Planning Apps for Sales

- **Sales Performance Plan/Actuals**



Available to Promise (ATP)

- advanced Available-to-Promise Processing



Non-billing or non sales order process

- Order Reference
- Free of Charge Delivery



Debit / Credit Memo processing

- Credit Memo Processing
- Debit Memo Processing
- Invoice Correction Process with Credit Memo
- Invoice Correction Process with Debit Memo
- **Advanced Credit Management**
- **Customer payment**



Monitoring Reports



Predecessor processes

- Sales Inquiry
- Sales Quotation
- Sales Contract Management
- **Integration with SAP Hybris Cloud for Customer - Opportunity-to-Order**
- **Sales Rebate processing**



Sell from stock and variants / SD Processes with procurement integration

- **Sell from Stock**
- Free Goods Processing
- Sales Order Processing with Collective Billing
- Sales Order Processing with Customer Down Payment
- Sales Processing using Third-Party with Shipping Notification
- Sales Processing using Third-Party without Shipping Notification
- Sales Order Processing for Prospect
- Sales of Non-Stock Item with Order-Specific Procurement



Claims, Returns, and Refund Management

- Returnables Processing
- Customer Returns
- **Accelerated Customer Returns**



Basic Shipping

- Stock Handling - Rework, Scrap, Blocked Stock
- Return to Supplier
- Physical Inventory - Inventory Count and Adjustment
- Consignment
- Quality Management in Sales
- Subcontracting



Receivables Processing

- **Accounts Receivable**
- **Digital payment**



Billing and Invoicing

- Intercompany Sales Order Processing - Domestic
- Intercompany Sales Order Processing - International

- **Convergent Billing**
- **Electronic Payment**
- **External Billing**

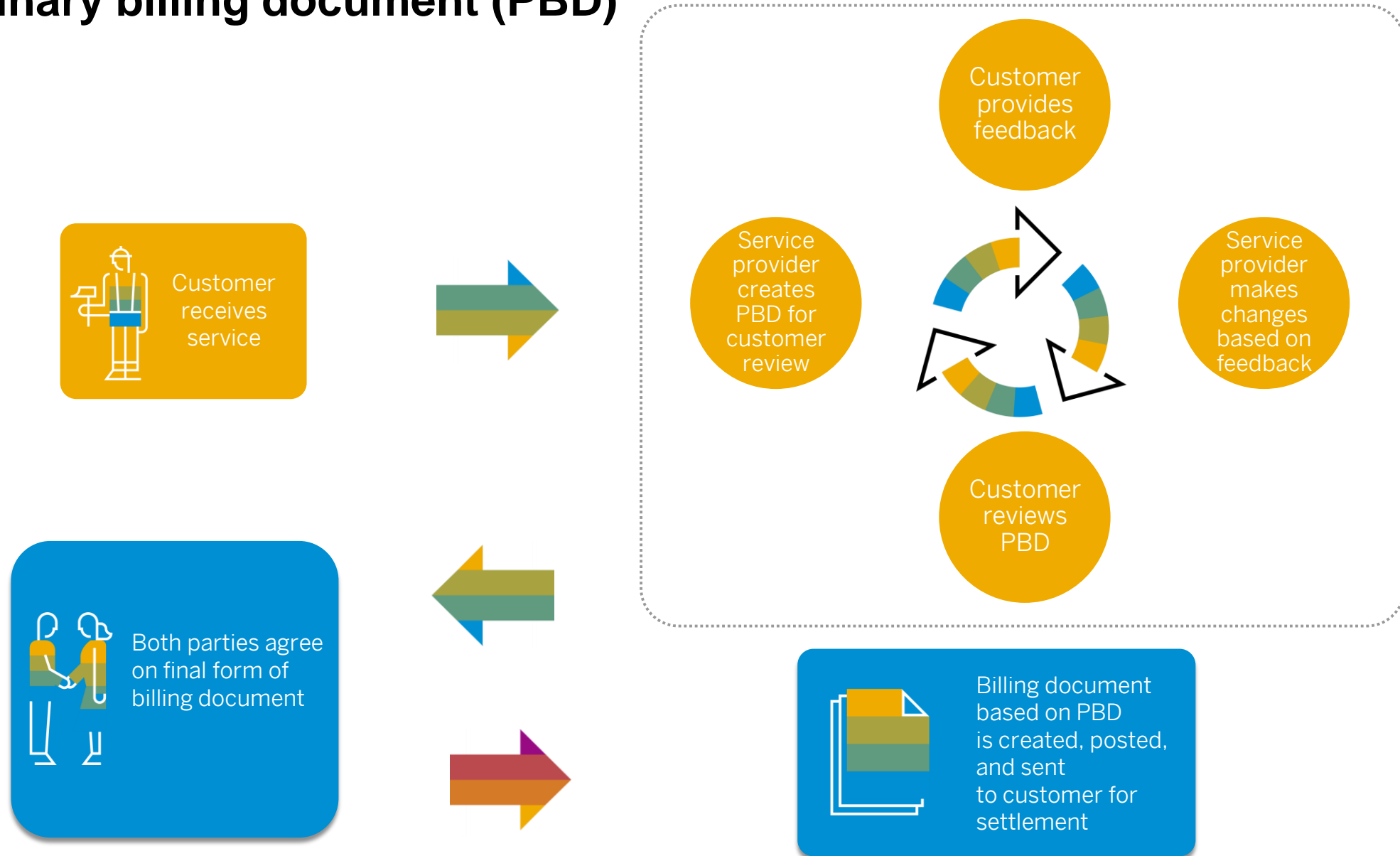
- **Preliminary billing document**

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Key Innovations

Manage Preliminary Billing Documents

Preliminary billing document (PBD)



Sales and Distribution

Preliminary Billing Documents*

Value Proposition

- Preliminary billing documents serve as a useful basis for repeated negotiations with customers regarding billing document details
- You can now ensure that customers are entirely happy with the form and content of a future billing document before you create, post, and send out the final billing document to request payment

Capabilities

- Create preliminary billing documents based on items in the billing due list (sales orders and deliveries, for example) by changing prices, attachments, or texts
- Display a print preview of the preliminary billing document
- Create and post the final billing document
- Output preliminary billing documents the same way as final billing documents (print and email, for example)

Preliminary Billing Document ID	Description	Customer	Status	Billing Date	Net Value
P300000696					
P300000695					
P300000694					
P300000693	Invoice (CI01)	Inlandskunde DE 2 (101000002)	Open	09/06/2017	8,000.00 EUR
P300000692	Invoice (CI01)	Inlandskunde DE 2 (101000002)	Open	09/06/2017	212.00 EUR
P300000701	F2 Invoice (F2)	Inlandskunde DE 3 (101000003)	Open	09/05/2017	35.10 EUR
P300000700	F2 Invoice (F2)	Domestic Customer DE 1 (101000001)	Open	09/05/2017	100.00 EUR
P300000699	F2 Invoice (F2)	Inlandskunde DE 2 (101000002)	Rejected	09/05/2017	87.75 EUR
P300000698	F2 Invoice (F2)	Domestic US Customer 1 (171000001)	Rejected	09/05/2017	175.50 USD
P300000697	Invoice (CBD2)	Domestic US Customer 1 (171000001)	Open	09/05/2017	0.00 EUR

*Documentation to this functionality will only be available with 1802

Sales Performance – Plan / Actual

Sales & Distribution

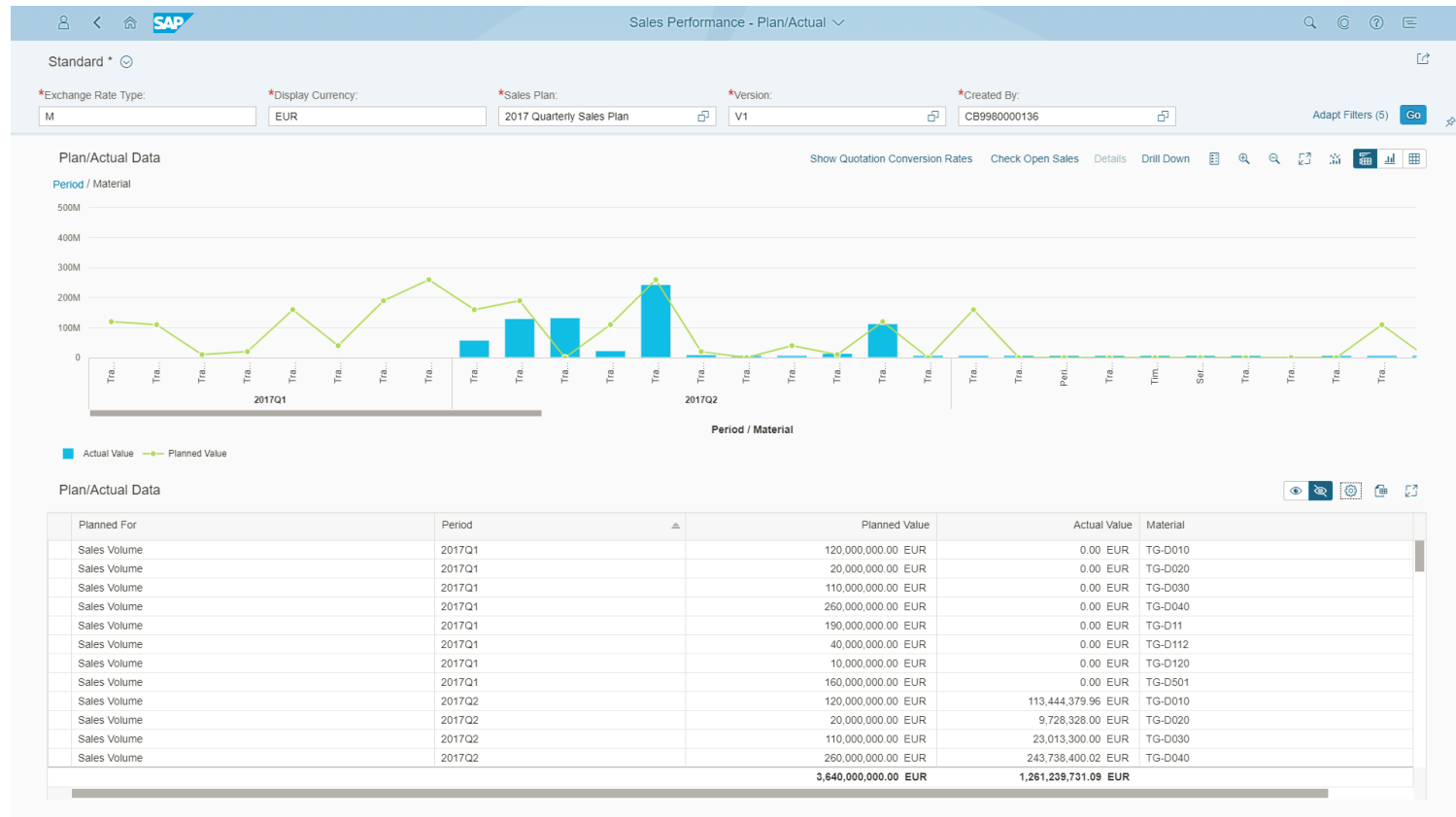
Sales Performance Plan / Actual

Value Proposition

- Fast data insight regarding actual-versus-planned sales performance – to take quick action, if required.

Capabilities

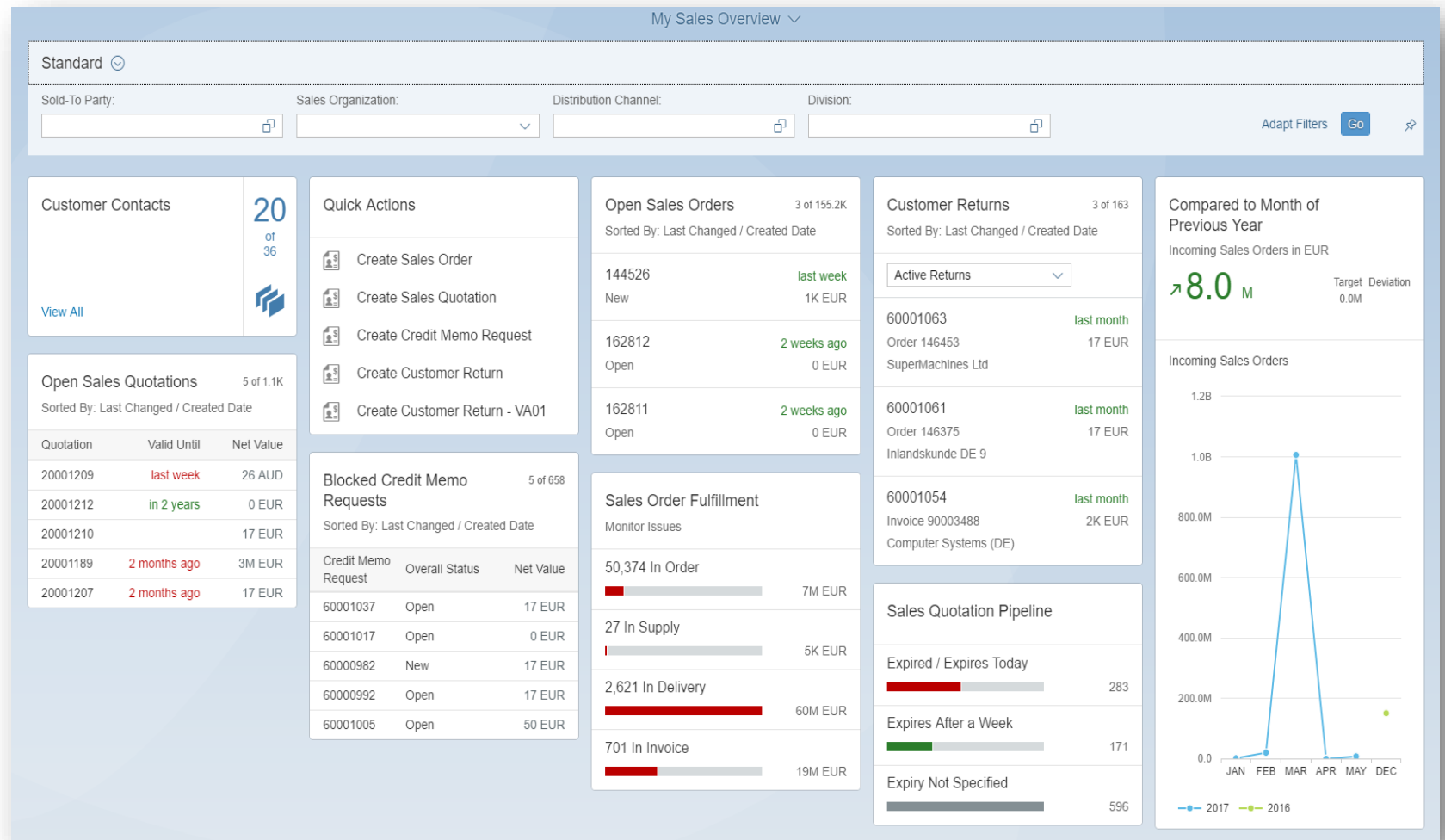
- New SAP Fiori app Sales Performance - Plan/Actual to compare planned and actual sales data on different dimensions, such as sales organization, customer, and material. By doing so, you can analyze to what extent your sales targets are being achieved and thus gain insights into your current sales performance.
- You use this app after you have created at least one sales plan, or a sales employee who reports directly to you has created and released at least one sales plan in the Manage Sales Plans app.



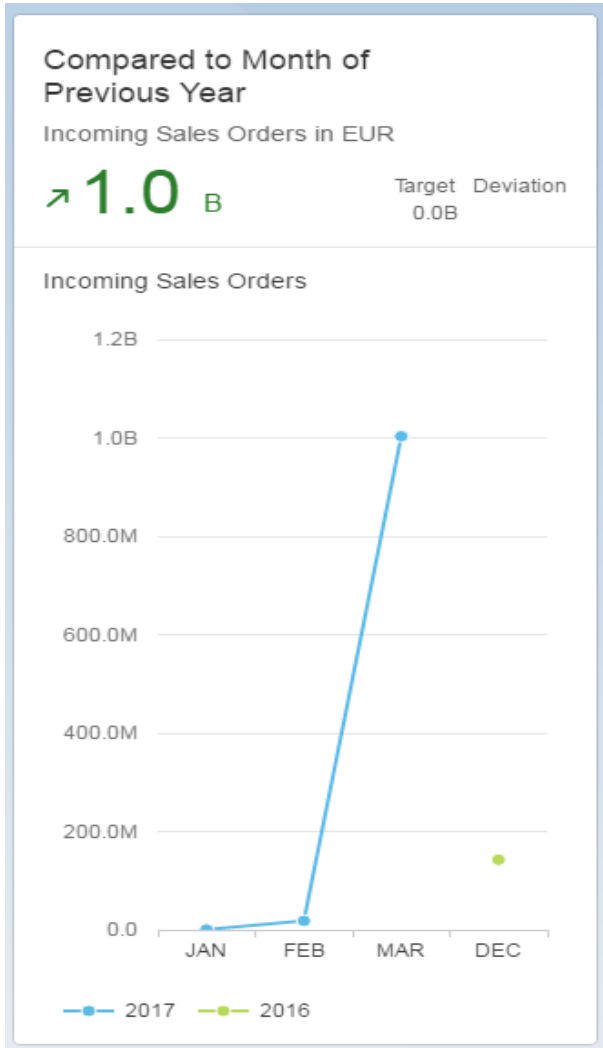
My Sales Overview

My sales Overview Card

- *Blocked Credit Memo Requests*
- *Open Sales Quotations*
- *Open Sales Orders*
- *Customer Returns*
- *Customer Contacts*
- *Sales Order Fulfillment – Monitor Issues*
- *Sales Quotation Pipeline*
- *Compared to Month of Previous Year –Incoming Sales Orders*
- *Quick Actions*



Compared to Month of Previous Year – Incoming Sales Orders

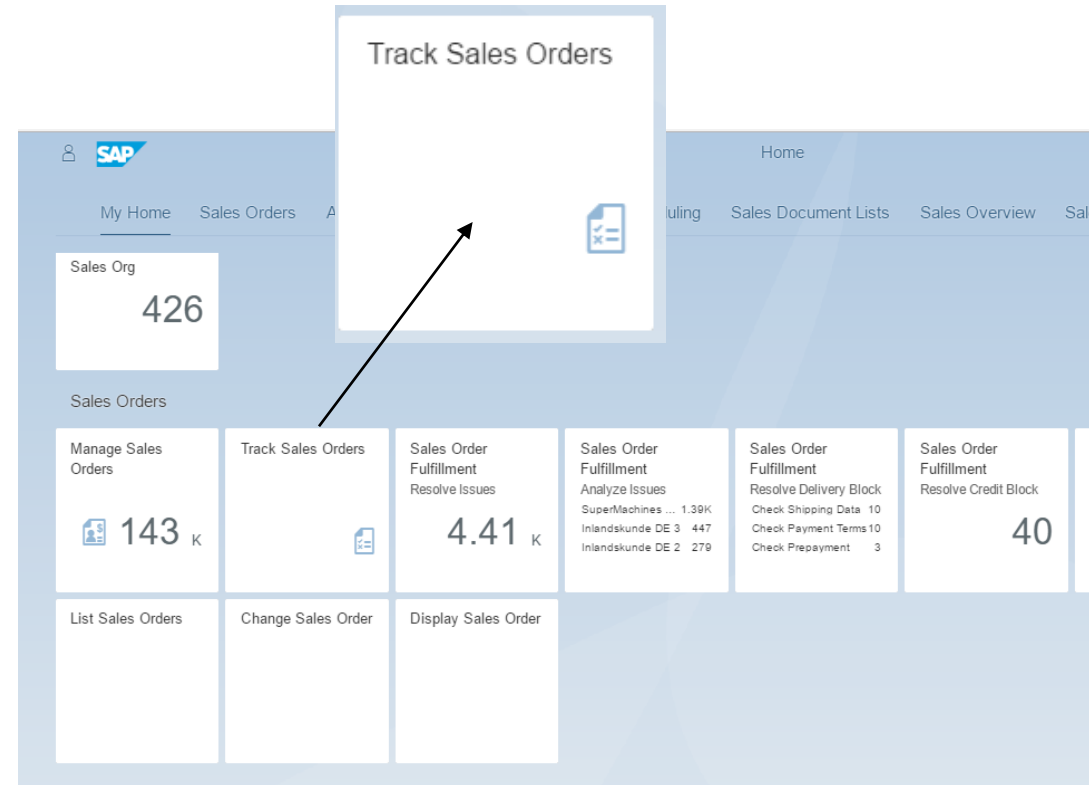


- The card **Compared to Month of Previous Year** displays incoming sales orders by month of the current and previous year.
- The **header** displays the comparative monetary and percentage values. These indicate the difference in revenue from incoming sales orders between the current month and same month of the previous year.
- The **graph** breaks down the revenue from incoming sales orders for the current and previous year by month.
- For the current month, only revenue from incoming sales orders up to the current day can be considered. Thus, to accurately compare revenues against the previous year, only consider revenues recorded until the same date of the previous year.
- The currency of the amounts can be changed. Refer to the *My Sales Overview Settings – Display Currency* section.

SAP Sales Order Tracking

SAP Sales Order Tracking – Business benefits

- Get a quick overview about the fulfillment status of a sales order
- Track the fulfillment status of sales orders and get a quick overview if the sales orders are on track or if they contain issues
- Check the status of all subsequent documents of an sales order, like production orders, deliveries and accounting documents
- Recognize issues in the fulfillment process and trigger appropriate actions
- Ensure that the customer products will arrive on time
- Solve issues immediately



Track Sales Orders – Search result list

The list shows the entire sales-to-cash process in the form of a list, including the sales document header data, and the fulfillment status for the process phases in order, in supply, in delivery, in transit, in invoice, in accounting.

If an issue exists, it is also displayed in this list.

Sales Document	Overall Fulfillment	Process Phase	Requested Deliv.Date	Net Value	In Order	In Supply	In Delivery	In Transit	In Invoice	In Accounting	Sold-To Party
143620		In Order	01/28/2017	26.33 AUD							Domestic Customer AU 1 (30100001)
4511		In Delivery	02/17/2017	409.50 USD							SuperMachines Ltd (10100001)
4394		In Order	01/19/2017	175.50 EUR							Inlandskunde DE 5 (CMS) (10100005)
3906		In Accounting	01/11/2017	40.00 EUR							Inlandskunde DE 3 (10100003)
3837		In Order	02/07/2017	355.59 USD							SuperMachines Ltd (10100001)
3705		In Invoice	01/05/2017	52.65 EUR							Inlandskunde DE 3 (10100003)
3620		In Order	02/04/2017	318.15 EUR							SuperMachines Ltd (10100001)
2572		In Accounting	12/15/2016	70,000.00 PHP							Computer Systems (PH) (S58100197)

Overall Fulfillment and Process Phase

Process Phase of the current fulfillment status

The process phase gives the sales rep a condensed view of the overall status of the fulfillment process and is specially interesting on mobile devices where the screen space is restricted.

If an issue exists, the phase in which the issue occurs is shown here.

The Overall Fulfillment:

This column shows the aggregated status of all involved process phases

Is there an issue? Then the icon for issue is displayed. If no issue exists the system checks if all phases are completely processed. If at least one process phase is in process, the overall fulfillment status is in process

Overall Fulfillment	Process Phase	In Order	In Supply	In Delivery	In Transit	In Invoice	In Accounting
⚠	In Order	⚠					
»»	In Delivery	✓		🔄		✓	✓
✓	In Order	✓					
»»	In Accounting	✓		✓	✓	✓	🔄
!	In Order	!		✓		✓	✓
!	In Invoice	✓		✓	🔄	!	
!	In Order	!		✓		✓	✓
✓	In Accounting	✓		✓		✓	✓

Track Sales Order Details

For sales orders you can navigate from the search result list to sales order details in which the sales order fulfillment is visualized. (*)

The screenshot displays the SAP 'Track Sales Order Details' interface for Standard Order 2914372. The top section shows the order's fulfillment status as 'Partially Completed' and 'Partially Shipped'. Below this, a process flow diagram illustrates the stages: 'In Order', 'In Delivery', 'In Invoice', and 'In Accounting'. Each stage is represented by a circular icon and a corresponding business document card. The 'In Order' stage shows a 'Standard Order 2914372' with a 'Delivery Issue' (red warning icon) and 'Partially Shipped' status. The 'In Delivery' stage shows an 'Outbound Delivery 80007488' that is 'Shipped' on 07.08.2017. The 'In Invoice' stage shows an 'Invoice 90004593' that is 'Completed' and 'Billed On' 07.08.2017. The 'In Accounting' stage shows a 'Journal Entry 90004593' that is 'Not Cleared' and 'Posted On' 07.08.2017. A 'Shipping Issue' is also indicated for an 'Outbound Delivery 80006695' with a 'Shipping Planned For' date of 08.08.2017. A 'Planned Invoice' is also shown with a 'Billing Planned For' date of 08.08.2017. A 'Planned Delivery' is shown with a 'Delivery Planned For' date of 07.08.2017. The interface includes a search bar, a table of documents, and a navigation pane on the left.

The tree shows all the relevant documents for the corresponding sales document. **The top node of the tree shows the entire fulfillment process**, with the relevant business objects underneath.

Switch to a “full screen mode” for a detailed analysis

In this part of the screen, you can display further details for the business documents in the context of their fulfilment. The top node shows the process flow.

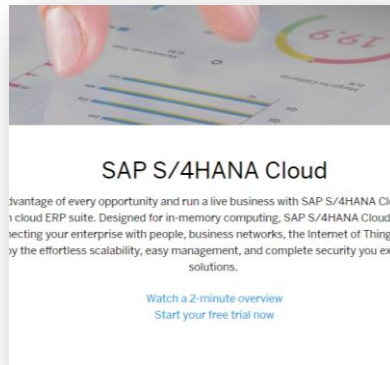
If the process flow contains an issue, you can navigate via a smart link to resolve the sales order fulfillment issues.

* In the case of debit memos and orders without charge, you navigate to the object page of the relevant sales document.

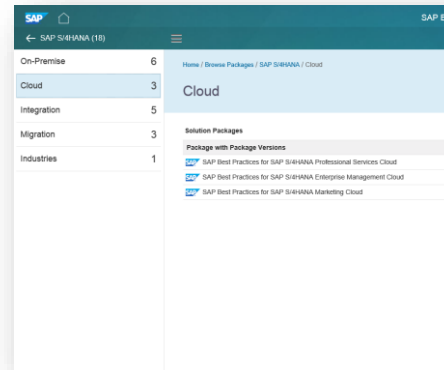
Where to go for more information?

Start here...

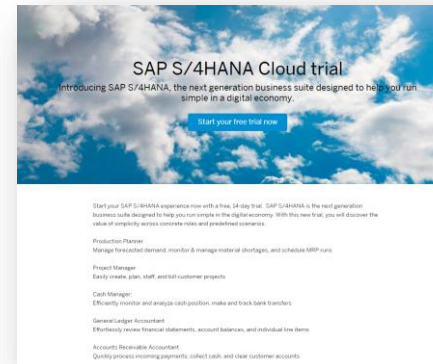
SAP S/4HANA Release Info



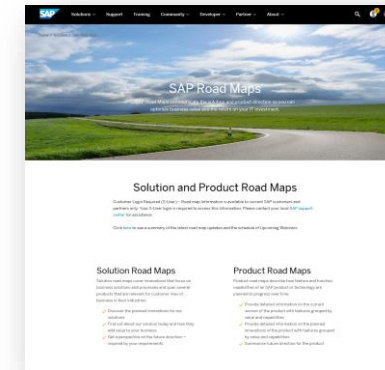
Best Practices Explorer



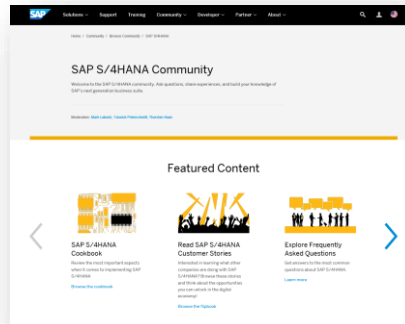
SAP S/4HANA Trials



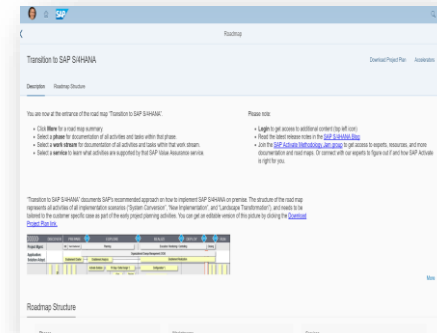
SAP S/4HANA Roadmaps



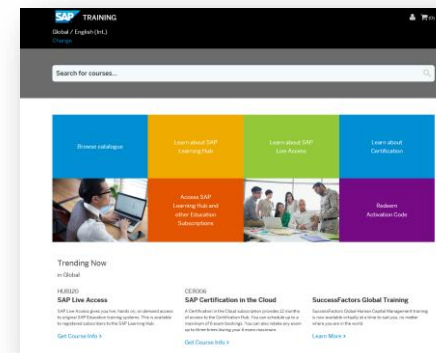
Join the SAP S/4HANA Community



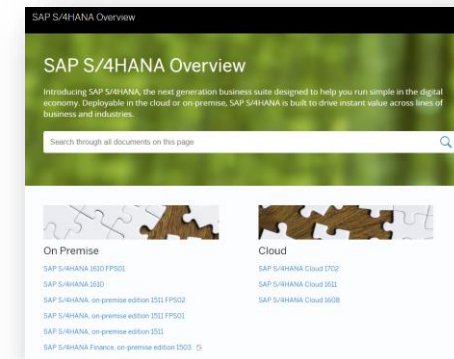
S/4HANA Roadmap Viewer



SAP Learning Hub



SAP Help Portal



Thank you.

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