<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Sample Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number</td>
<td>12345</td>
</tr>
<tr>
<td>Date of analysis</td>
<td>13 Nov, 2020</td>
</tr>
<tr>
<td>Country/Region</td>
<td>Germany</td>
</tr>
<tr>
<td>System ID</td>
<td>PRD</td>
</tr>
<tr>
<td>Current Release</td>
<td>SAP ERP - EHP6</td>
</tr>
<tr>
<td>Database</td>
<td>Oracle</td>
</tr>
</tbody>
</table>

Consumer Products Industry

Interactive Sample Report: View in “Full Screen Mode” with Adobe Acrobat Reader
What’s in it for you:

This report will help you to receive:
- Insights on your current SAP ERP system and industry trends
- Relevant SAP S/4HANA business scenarios by line of business
- Tailored guidance and recommendations to realize the value from SAP S/4HANA

What we know about Sample Inc.:
- We analyzed business process performance and usage data provided from your SAP ERP system PRD
- 6 lines of business use PRD, including Finance, Sourcing & Procurement, Sales & Service, Supply Chain, Manufacturing & Asset Management
Your SAP Business Scenario Recommendations report is enriched with an online version:

**SAP Business Scenario Recommendations on Spotlight**

In addition to this PDF report, Spotlight delivers a lightweight, data-driven report on transaction and process usage in your ERP system:

- Understand which ERP components, transactions and processes are heavily used
- Identify areas with highest potential for process improvement and automation
- Find out which SAP solutions can bring immediate value to your business operations

The Spotlight logo in this report indicates jump-offs to the BSR on Spotlight online version.

---

**Click here to access your free SAP Business Scenario Recommendations on Spotlight**

Demo User: demo.user@getspotlight.io
Password: Demo1234!
Trends in Consumer Products Industry:

**Key Challenges within your industry**

- **Empowered consumers**
  - Consumers are informed, empowered and always on
  - They can shop and buy from anywhere and make choices about where and how they would like to take

- **Expanding ecosystems**
  - Deliver the supply chain transparency that today's shoppers demand
  - Reach consumers across channels directly in moments of need

- **Extraordinary innovators**
  - Building innovative business models
  - Redefining customers expectations and gaining market shares

**Key Trends within your industry**

- **Enabling new business models**
  - Monetizing content or data
  - Pursuing innovative partnerships

- **Delivering personalized outcomes**
  - Build enduring customer and consumer relationships
  - By delivering on a set of outcomes, often service driven, that go well beyond traditional product focus

- **Competing as an ecosystem**
  - Expand the boundaries of consumer products
  - By teaming with non-traditional ecosystem partners
  - To deliver higher value at no or low incremental cost

**Key Value Drivers within your industry**

- **Reimagine order to delivery**
  - Improve customer service
  - Reduce inventory carrying costs
  - Reduce logistics costs

- **Reimagine personalized products**
  - Increase revenue from new products
  - Increase revenue growth
  - Reduce research and development expense

- **Reimagine operational procurement**
  - Reduce procurement function costs
  - Improve compliance on supplier and price policies, taxation, and regulations
  - Improve cash flow with faster payments

---

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Accelerators for your Value and Innovation Discussion in the Consumer Products Industry:

1. Understand the Industry Strategy
   - Get a business overview on what moves your industry
   - Understand the SAP approach and products to drive industry innovation
   - Read the industry whitepaper »

2. Leverage Intelligent Technologies
   - SAP point of view towards technological impacts
   - Understand how these intelligent technologies improve everyday business
   - SAP industry point of view »

3. See target architecture with SAP Industry Digital Transformation
   - Explore a full proposed architecture in the industry poster
   - Choose from the full set and focus on processes and options relevant for you
   - Get the poster »

4. Plan with SAP Capabilities
   - Understand industry related abilities and offerings with SAP value maps
   - Plan your innovation program mid-term with SAP road maps
   - Get the SAP road map »

5. Implement smoothly with SAP Model Company
   - SAP Model Company services contain ready-to-use, preconfigured processes to accelerate your deployment
   - Choose the SAP Model Company for your industry and lines of business
   - SAP Model Company overview »
SAP S/4HANA helps you achieve your business goals.

For selected lines-of-business and business goals, this report provides you with insights and tailored SAP S/4HANA recommendations.

Click one of the lines of business on the right to discover how you can benefit from using SAP S/4HANA today.

### Finance
- Reduce G/L efforts and financial closing time
- Reduce finance costs
- Reduce days sales outstanding

**13** Customer-specific recommendations

**High usage**

### Sourcing & Procurement
- Reduce procurement function costs

**6** Customer-specific recommendations

**Medium usage**

### Sales
- Improve on-time delivery performance
- Increase sales force efficiency
- Reduce complaints and return costs

**12** Customer-specific recommendations

**High usage**

### Supply Chain
- Reduce days in inventory

**7** Customer-specific recommendations

**Medium usage**

### Manufacturing
- Reduce total manufacturing costs
- Accelerate manufacturing cycle time

**13** Customer-specific recommendations

**High usage**

### Asset Management
- Reduce unplanned downtime or outage
- Reduce asset data management cost

**4** Customer-specific recommendations

**Low usage**
**OPTIMIZE FINANCE:**

**Reduce G/L Efforts And Financial Closing Time**
- Reduction of G/L efforts is related to simplification of processes within G/L and increased automation
- Reduce financial closing time is about the reduction of days to close annual books and to complete the annual hard close on entity and corporate level, and includes the time for regulatory disclosures such as a 10-K report in the United States or similar financial statements in other countries

**Reduce Finance Costs**
- Finance costs include all finance function-related costs such as cost of finance staff (headcount costs), external spend, technology spend and all other finance function-related spend

**Reduce Days Sales Outstanding**
- Days sales outstanding is a measure of the average number of days that a company takes to collect revenue after a sale has been made
- A low number means that it takes a company fewer days to collect its accounts receivable
- A high number shows that a company is selling its product to customers on credit and taking longer to collect money
- Days sales outstanding calculation: \[\text{[Accounts Receivables / Total Credit Sales]} \times \text{Number of Days}\]
## Finance: Your Current Process Performance in SAP ERP System “PRD”

### Value Drivers:

- **Reduce G/L Efforts And Financial Closing Time**
  - 18.201 Overdue & open finance AR items
  - 24% Customer payments automated cleared
  - 1.905 Bank statements not compl. posted

- **Reduce Finance Costs**
  - 80.102 Overdue & open finance AP items
  - 96% Vendor payments automated cleared
  - 13.185 PO items created after invoice

### How SAP helps:

- **Cash Management »**
- **Payments and Bank Communications »**
- **Financial Shared Services Management »**
- **Financial Accounting »**
- **Entity Close »**
- **Product Cost Controlling »**

### FINDINGS

- **Accounts Receivables**
  - 18.201 Overdue & open finance AR items
  - 24% Customer payments automated cleared
  - 1.905 Bank statements not compl. posted

- **Accounts Payables**
  - 80.102 Overdue & open finance AP items
  - 96% Vendor payments automated cleared
  - 13.185 PO items created after invoice

- **General Ledger Accounting**
  - 8,235,129 Open items on finance general ledger accounts
  - 28,739 PO items created after invoice

- **Accounts Payables**
  - 331 Failed component consumptions during prod. order confirmation
  - No data Errors during production order settlement

### REDUCE FINANCE COSTS & CLOSING TIME

- **REDUCE DAYS SALES OUTSTANDING**

**Details**

- **Reduce G/L Efforts And Financial Closing Time**
  - Reduce Finance Costs

---

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## Finance: Your Current Process Performance in SAP ERP System “PRD”

**Value Driver:**

<table>
<thead>
<tr>
<th>Process</th>
<th>Value Driver</th>
<th>Key Figures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Order Creation</td>
<td>Sales order items overdue for invoicing</td>
<td>44,543</td>
</tr>
<tr>
<td>Outbound Delivery Creation</td>
<td>Delivery items shipped and not billed</td>
<td>61,111</td>
</tr>
<tr>
<td>Posting Goods Issue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice Creation</td>
<td>Lead time: Invoice creation to clearing</td>
<td>23 days</td>
</tr>
<tr>
<td>Incoming Payment</td>
<td>Customer payments automatically cleared</td>
<td>24%</td>
</tr>
<tr>
<td></td>
<td>Bank statements not completed posted</td>
<td>1.905</td>
</tr>
</tbody>
</table>

**How SAP helps:**

- Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.

**Sales Billing**

**Payments and Bank Communications**

**Accounts Receivables**

**Sales Order Management and Processing**

**Delivery Management**

**Collections Management**
**Findings and Benchmark**

What we measured

18,201 items

Overdue & open finance AR items

Absolute number of open FI-AR items, which are not cleared yet and the net due date is already in the past.

Learn more »

**Consumer Products Industry Benchmark:**

<table>
<thead>
<tr>
<th>Benchmark</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>100,700</td>
<td>26,138</td>
<td>5%</td>
</tr>
<tr>
<td>3,629</td>
<td></td>
<td>5%</td>
</tr>
</tbody>
</table>

**Aging Distribution:**

- 0-3 months old: 959 items (5%)
- 3-6 months old: 210 items (1%)
- 6-12 months old: 588 items (3%)
- 1-3 years old: 304 items (2%)
- 3+ years old: 16,140 items (89%)

**Top 5 Company Codes:**

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQR</td>
<td>8,889</td>
<td>49%</td>
</tr>
<tr>
<td>SA02</td>
<td>3,205</td>
<td>18%</td>
</tr>
<tr>
<td>SA01</td>
<td>1,395</td>
<td>8%</td>
</tr>
<tr>
<td>SA06</td>
<td>975</td>
<td>5%</td>
</tr>
<tr>
<td>SA09</td>
<td>629</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Implication**

Understand the problem

**Possible Root Causes:**

- Delayed incoming payments
- Incoming payments could not be matched against open items in finance AR
- No dunning procedures in place

**Possible Business Impact:**

- Working capital: Delayed incoming cash
- Inaccurate cash & liquidity planning data
- Unnecessary high manual workload
- Higher finance process operations costs

Back to overview 'Reduce Finance Cost' »
Back to overview 'Reduce DSO' »
Customer payments automatically cleared

Findings and Benchmark
What we measured

24%
Customer payments automatically cleared
Share of FI-AR customer items cleared last week by system/communication users or processed via batch input or via F110.

Learn more »

Findings and Benchmark
What we measured

24%
Customer payments automatically cleared
Share of FI-AR customer items cleared last week by system/communication users or processed via batch input or via F110.

Learn more »

Details
What we measured

Top 5 Company Codes:

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA01 Sales Area Germany</td>
<td>3,861</td>
<td>18%</td>
</tr>
<tr>
<td>HQR Headquarter</td>
<td>936</td>
<td>57%</td>
</tr>
<tr>
<td>SA14 Sales Area China</td>
<td>492</td>
<td>83%</td>
</tr>
<tr>
<td>SA15 Sales Area Sweden</td>
<td>392</td>
<td>76%</td>
</tr>
<tr>
<td>SA13 Sales Area Indonesia</td>
<td>333</td>
<td>0%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
• Missing or inaccurate master data
• Missing or inaccurate invoice matching
• Missing or wrong configuration of automation capabilities
• Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
• Unnecessary high manual workload
• Higher finance process operations costs

* Data from SAP customers using automation

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SAP Business Scenario Recommendations

**Electr. bank statements not completely posted**

**Findings and Benchmark**
What we measured

1.905 items
Electr. bank statements not completely posted

Absolute number of open electronic bank statement items not completely posted and were created more than 5 days ago.

Learn more »

**Details**
What we measured

**Aging Distribution:**

<table>
<thead>
<tr>
<th></th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items</td>
<td>335</td>
<td>185</td>
<td>385</td>
<td>165</td>
<td>835</td>
</tr>
<tr>
<td>Percent</td>
<td>18%</td>
<td>10%</td>
<td>20%</td>
<td>9%</td>
<td>44%</td>
</tr>
</tbody>
</table>

**Top 5 Company Codes:**

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA10 Sales Area Brazil</td>
<td>899</td>
<td>47%</td>
</tr>
<tr>
<td>SA07 Sales Area Netherland..</td>
<td>581</td>
<td>30%</td>
</tr>
<tr>
<td>HQR Headquarter</td>
<td>236</td>
<td>12%</td>
</tr>
<tr>
<td>SA06 Sales Area USA</td>
<td>55</td>
<td>3%</td>
</tr>
<tr>
<td>SA11 Sales Area Argentina</td>
<td>18</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Implication**
Understand the problem

**Possible Root Causes:**
- Missing or inaccurate master data
- Missing or inaccurate invoice matching
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

**Possible Business Impact:**
- Working capital: Delayed incoming cash
- Inaccurate cash & liquidity planning data
- Unnecessary high manual workload
- Higher finance process operations costs

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NEXT
Overdue & open finance AP items

Findings and Benchmark
What we measured

80,102 items

Overdue & open finance AP items

Absolute number of open FI-AP items, which are not cleared yet and the net due date is already in the past.

Learn more »

Details
What we measured

Aging Distribution:

<table>
<thead>
<tr>
<th>Aging</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3 months old</td>
<td>13,580</td>
<td>17%</td>
</tr>
<tr>
<td>3-6 months old</td>
<td>2,920</td>
<td>4%</td>
</tr>
<tr>
<td>6-12 months old</td>
<td>7,916</td>
<td>10%</td>
</tr>
<tr>
<td>1-3 years old</td>
<td>8,034</td>
<td>10%</td>
</tr>
<tr>
<td>3+ years old</td>
<td>47,652</td>
<td>59%</td>
</tr>
</tbody>
</table>

Top 5 Company Codes:

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQR</td>
<td>53,905</td>
<td>67%</td>
</tr>
<tr>
<td>SA02</td>
<td>9,148</td>
<td>11%</td>
</tr>
<tr>
<td>SA06</td>
<td>3,641</td>
<td>5%</td>
</tr>
<tr>
<td>SA07</td>
<td>1,748</td>
<td>2%</td>
</tr>
<tr>
<td>SA08</td>
<td>1,325</td>
<td>2%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or inaccurate invoice matching
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Inaccurate cash & liquidity planning data
- Unnecessary high manual workload
- Higher finance process operations costs
- Lost cash discount

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Vendor payments automatically cleared

Findings and Benchmark
What we measured

96%
Vendor payments automatically cleared

Share of FI-AP vendor items cleared last week by system/communication users or processed via batch input or via F110.

Learn more »

Details
What we measured

Top 5 Company Codes:

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQR</td>
<td>1,151</td>
<td>95%</td>
</tr>
<tr>
<td>SA13</td>
<td>501</td>
<td>96%</td>
</tr>
<tr>
<td>SA01</td>
<td>349</td>
<td>79%</td>
</tr>
<tr>
<td>SA04</td>
<td>236</td>
<td>81%</td>
</tr>
<tr>
<td>SA14</td>
<td>169</td>
<td>91%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or inaccurate invoice matching
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Unnecessary high manual workload
- Higher finance process operations costs
- Lost cash discount

Consumer Products Industry Benchmark*:

Your Company

Benchmark

96%

63% 89% 96%

* Data from SAP customers using automation

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Findings and Benchmark
What we measured

13,185 documents
Purchase order items created after invoice

Absolute number of purchase order items, which were created (SAP system date) after the invoice (invoice date) within the last 30 days.

Learn more »

Consumer Products Industry Benchmark:

Top 5 Company Codes:

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA01</td>
<td>2,850</td>
<td>22%</td>
</tr>
<tr>
<td>HQR</td>
<td>2,810</td>
<td>21%</td>
</tr>
<tr>
<td>SA04</td>
<td>1,257</td>
<td>10%</td>
</tr>
<tr>
<td>SA02</td>
<td>1,107</td>
<td>8%</td>
</tr>
<tr>
<td>SA23</td>
<td>929</td>
<td>7%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Speeding up of purchasing by by-passing the SAP purchasing process
- Buyers lacking knowledge of SAP purchasing process

Possible Business Impact:
- Unnecessary high manual workload
- Higher finance process operations costs
- Lost cash discount
- Process incompliance (maverick-buying)
Findings and Benchmark
What we measured

8,235,129 items
Open items on finance general ledger accounts

Absolute number of open items on open item managed accounts which were not cleared yet.

Details
What we measured

Top 5 Company Codes:

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA02</td>
<td>6,954,478</td>
<td>84%</td>
</tr>
<tr>
<td>HQR</td>
<td>483,250</td>
<td>6%</td>
</tr>
<tr>
<td>SA09</td>
<td>201,355</td>
<td>2%</td>
</tr>
<tr>
<td>SA10</td>
<td>160,081</td>
<td>2%</td>
</tr>
<tr>
<td>SA01</td>
<td>125,374</td>
<td>2%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Unnecessary high manual workload
- Higher finance process operations costs
Open items on goods receipt/invoice receipt clearing accounts

Findings and Benchmark
What we measured

28,739 items
Open items on goods receipt/invoice receipt clearing accounts

Absolute number of open items on GR/IR clearing accounts which were not cleared yet and were created more than 30 days ago.

Learn more »

Consumer Products Industry Benchmark:

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA02 Sales Area France</td>
<td>9,086</td>
<td>32%</td>
</tr>
<tr>
<td>SA06 Sales Area USA</td>
<td>7,369</td>
<td>26%</td>
</tr>
<tr>
<td>SA01 Sales Area Germany</td>
<td>4,318</td>
<td>15%</td>
</tr>
<tr>
<td>SA11 Sales Area Argentina</td>
<td>2,799</td>
<td>10%</td>
</tr>
<tr>
<td>SA12 Sales Area South Afric..</td>
<td>941</td>
<td>3%</td>
</tr>
</tbody>
</table>

Aging Distribution:

<table>
<thead>
<tr>
<th>Age Range</th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items</td>
<td>7,471</td>
<td>2</td>
<td>6</td>
<td>770</td>
<td>20,490</td>
</tr>
<tr>
<td>Percent</td>
<td>26%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>71%</td>
</tr>
</tbody>
</table>

Top 5 Company Codes:

Possible Root Causes:
- Missing or inaccurate master data
- Missing or inaccurate GR/IR matching information
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Unnecessary high manual workload
- Higher finance process operations costs
Failed component consumptions during prod. order confirmation

Findings and Benchmark
What we measured

331 documents
Failed component consumptions during prod. order confirmation
Absolute number of failed automatic goods movements (goods receipts and component consumption postings) during production order confirmation.

Learn more »

Details
What we measured

Aging Distribution:

<table>
<thead>
<tr>
<th>Aging Range</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3 months old</td>
<td>114</td>
<td>34%</td>
</tr>
<tr>
<td>3-6 months old</td>
<td>15</td>
<td>5%</td>
</tr>
<tr>
<td>6-12 months old</td>
<td>31</td>
<td>9%</td>
</tr>
<tr>
<td>1-3 years old</td>
<td>12</td>
<td>4%</td>
</tr>
<tr>
<td>3+ years old</td>
<td>159</td>
<td>48%</td>
</tr>
</tbody>
</table>

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant Code</th>
<th>Plant Name</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F01</td>
<td>Factory China I</td>
<td>115</td>
<td>35%</td>
</tr>
<tr>
<td>F02</td>
<td>Factory Germany II</td>
<td>103</td>
<td>31%</td>
</tr>
<tr>
<td>F03</td>
<td>Factory Italy II</td>
<td>44</td>
<td>13%</td>
</tr>
<tr>
<td>F04</td>
<td>Factory Portugal</td>
<td>32</td>
<td>10%</td>
</tr>
<tr>
<td>F05</td>
<td>Factory India</td>
<td>15</td>
<td>5%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Temporarily missing stock of production components

Possible Business Impact:
- Inconsistent stock information for components between the SAP book stock and the real world
- Wrong and inaccurate supply chain planning data
- Incorrect production costs (COGM, COGS)
Sales order items overdue for invoicing

**Findings and Benchmark**

**What we measured**

44,543 items

Sales order items overdue for invoicing

- Absolute number of sales order items (order-related billing), which are not or only partially billed and the planned billing data is overdue for more than one day.

**Details**

**What we measured**

- Aging Distribution:
  - 0-3 months old: 3,563 (8%)
  - 3-6 months old: 2,900 (7%)
  - 6-12 months old: 5,646 (13%)
  - 1-3 years old: 17,101 (38%)
  - 3+ years old: 15,333 (34%)

- Top 5 ERP Sales Organizations:
  - SROC MU Oceania: 22,105 (50%)
  - SRAS MU Africa South: 9,581 (22%)
  - SRCN MU China South: 8,672 (19%)
  - SRLA MU Latin America: 861 (2%)
  - SRES MU Europe South: 546 (1%)

**Implication**

**Understand the problem**

- Possible Root Causes:
  - Missing or inaccurate master data
  - System configuration does not reflect business reality
  - Failure of automatic billing

- Possible Business Impact:
  - Working capital: Delayed incoming cash
  - Inaccurate cash & liquidity planning data
  - Unnecessary high manual re-processing workload
### Findings and Benchmark

**What we measured**

- **61,111 items**
  - Delivery items shipped and not billed

**Delivery items shipped and not billed**

Absolute number of delivery items, which are already shipped but not billed and the planned billing date is overdue for more than one day.

*Learn more →*

### Aging Distribution:

<table>
<thead>
<tr>
<th></th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>23,121</td>
<td>2</td>
<td>2</td>
<td>116</td>
<td>170</td>
<td>37,702</td>
</tr>
<tr>
<td>38%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>62%</td>
</tr>
</tbody>
</table>

### Top 5 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRU2 MU US South-West</td>
<td>38,488</td>
<td>63%</td>
</tr>
<tr>
<td>SROC MU Oceania</td>
<td>17,016</td>
<td>28%</td>
</tr>
<tr>
<td>SRNA MU North Africa</td>
<td>1,950</td>
<td>3%</td>
</tr>
<tr>
<td>SRU1 MU US South-East</td>
<td>531</td>
<td>1%</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>312</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Implication

**Understand the problem**

**Possible Root Causes:**
- Missing or inaccurate master data
- System configuration does not reflect business reality
- Failure of automatic billing

**Possible Business Impact:**
- Working capital: Delayed incoming cash
- Inaccurate cash & liquidity planning data
- Unnecessary high manual re-processing workload
**Lead time: Invoice creation to clearing**

**Findings and Benchmark**

**What we measured**

- **23 days**

  **Lead time: Invoice creation to clearing**

  *Duration (in days) between customer invoice creation and clearing for invoices that were cleared last week.*

  *Learn more →*

**Consumer Products Industry Benchmark:**

- **Your Company**: 23 days

  - **bottom 25%**: 49
  - **38%**: 38

**Benchmark**

- **top 25%**: 25

**Details**

**What we measured**

**Top 5 Company Codes:**

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA01</td>
<td>3,750</td>
<td>14</td>
</tr>
<tr>
<td>HQR</td>
<td>592</td>
<td>43</td>
</tr>
<tr>
<td>SA14</td>
<td>450</td>
<td>5</td>
</tr>
<tr>
<td>SA15</td>
<td>371</td>
<td>25</td>
</tr>
<tr>
<td>SA02</td>
<td>315</td>
<td>0</td>
</tr>
</tbody>
</table>

**Implication**

**Understand the problem**

**Possible Root Causes:**

- Delayed incoming payments
- Incoming payments could not be matched against open items in finance AR
- No dunning procedures in place

**Possible Business Impact:**

- Working capital: Delayed incoming cash
- Inaccurate cash & liquidity planning data
- Unnecessary high manual workload
- Higher finance process operations costs

---

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The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>YOUR CURRENT USAGE INTENSITY</th>
<th>BASED ON USAGE OF TRANSACTIONS*</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Accounting</td>
<td>★★★</td>
<td>76</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Management</td>
<td>★★★</td>
<td>27</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Billing</td>
<td>★★★</td>
<td>10</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>★★★</td>
<td>10</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profitability Analysis</td>
<td>★★★</td>
<td>9</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>★★★</td>
<td>8</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overhead Cost Management</td>
<td>★★★</td>
<td>4</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Reporting</td>
<td>★★★</td>
<td>4</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Liquidity Management</td>
<td>★★★</td>
<td>4</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entity Close</td>
<td>★★★</td>
<td>1</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Order Management and Processing</td>
<td>★★★</td>
<td>20</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Product Costing</td>
<td>★★★</td>
<td>3</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Compliance Reporting</td>
<td>★★★</td>
<td>Usage of related application area</td>
<td>New</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = In addition to the used SAP transactions, we found overall 30 used custom code transactions
The table below shows additional SAP S/4HANA business scenarios you could benefit from.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Collections Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Commodity Sales</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Convergent Invoicing</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Corporate Close</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Credit and Collection Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Credit Evaluation and Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Debt and Investment Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Dispute Resolution</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Financial Risk Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Financial Shared Services Management</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Joint Venture Accounting</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Payments and Bank Communications</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
<tr>
<td>Revenue and Cost Accounting</td>
<td>★★★</td>
<td>📊</td>
<td>📈</td>
</tr>
</tbody>
</table>

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.
Financial Accounting

Business Scenario Description

Provide a single source of truth for general ledger and subledger applications and real-time integration to logistics with a full audit trail. Enable self-service analytics directly from highly-granular operational data.

Value Drivers

- **Reduce G/L & financial closing costs**
  Support fast, peer-to-peer intercompany reconciliation, single source of truth and automating closing tasks

- **Reduce audit costs**
  Enable standardization and automation within audit management processes

- **Reduce days to close annual books**
  Support fast, peer-to-peer intercompany reconciliation; automating closing tasks; and increasing user efficiency

What’s new in SAP S/4HANA

- **Universal journal**
  SAP S/4HANA provides a single, universal journal that simplifies all accounting processes.

- **Simplified and streamlined processes**
  Massive efficiencies are enabled by removing redundant steps and streamlining integration.

- **Built-in innovations**
  Built-in innovations such as SAP CoPilot and machine learning apps further increase the release of tremendous value by freeing up scarce human capital to focus on producing real business insight rather than mere data manipulation.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- Financial accounting, intelligent GR/IR acc. reconciliation »

Back to innovation overview »
Delivery Management

Business Scenario Description
Deliver enhanced orders with integrated delivery management processes. Increase process transparency through stakeholder communication, for example, by sending and receiving advance shipping notifications.

Value Drivers
- Improve on-time delivery performance
  Integrate pick, pack, and ship processes.
- Reduce order fulfillment lead time
  Use real-time information on timely completion of picking, packing, and shipping activities.

What’s new in SAP S/4HANA
- NEW with SAP S/4HANA 2020: Enhancements for schedule delivery creation app
  Two enhancements are now available: new job template to schedule the creation of deliveries for return purchase orders and stock transport orders. In addition, a new feature now lets you schedule recurring jobs with dynamic calculated date values.
- Superior data model
  The data model has been considerably improved and the superior data model includes improved handling and no more table locks.
- Embedded analytics
  Embedded analytics are available with SAP S/4HANA.

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products
- Yard logistics / gate automation »

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Sales Billing

Business Scenario Description

Manage the complete sales order lifecycle for faster billing with less administrative effort. Integrate the billing management process and streamline the order-to-cash process, and improve customer satisfaction.

Value Drivers

- **Improve customer satisfaction**
  Automate and reduce the rate of billing errors

- **Improve invoice processing Full-Time Equivalents (FTE) efficiency**
  Automate routine tasks and providing intuitive role-based applications

What’s new in SAP S/4HANA

- **New user experience**
  New SAP Fiori apps have been made available to ensure a better user experience.

- **Delivery block for prepayment request**
  There is an automatically set delivery block if a sales line item requires prepayment.

Further Information

- **Business scenario details »**
- **Related SAP Fiori apps »**

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## Accounts Payable

### Business Scenario Description

Simplify the way you record and manage accounts payable data from vendors. Streamline accounts payable processes through real-time integration with purchasing.

### Value Drivers

- **Reduce accounts payable and expense costs**
  Increase automation and enhance reporting.
- **Reduce supplier discounts lost**
  Enhance management of accounts payable process

### What’s new in SAP S/4HANA

- **Built-in operational reporting**
  A built-in operational reporting has been made available in SAP S/4HANA, eliminating the need for data replication and separate, additional reporting cockpits.
- **Posting and clearing outgoing payments**
  More-efficient processes have been created for posting and clearing outgoing payments and scheduling automatic payments. This simplifies and accelerates the whole clearing procedure.
- **Integration with discounting capability**
  An integration with discounting capability in the SAP Ariba payables solution has been implemented to capture early-payment discounts.

### Further Information

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »

- **Additional SAP products**
  - SAP Cash Application »

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Sample Inc.
System: PRD
## Profitability Analysis

### Business Scenario Description

Identify your most profitable customers, products and channels to make more informed decisions. Reach or exceed performance goals and deliver superior service at lower cost by integrating profitability.

- **Your usage intensity based on** 9 used transactions
- **Industry popularity**

### Value Drivers

- **Reduce business and operations analysis/reporting costs**
  Provide flexibility for ad-hoc reporting and analysis.
- **Increase financial forecast accuracy**
  Provide real-time access to financial data and by integrating profitability and cost analysis into operations for full transparency.
- **Reduce budgeting & forecasting Costs**
  Provide real-time access to financial data and by integrating profitability and cost analysis into operations for full transparency.

### What’s new in SAP S/4HANA

- **Predefined reports**
  This functionality includes a real-time availability of profitability information for reporting during the month, predictive margin information as well as more-efficient month-end closing and faster decision-making.
- **Availability of transfer pricing**
  There is a new availability of transfer pricing for clear insight into the internal supply chain.
- **Integrated financial planning**
  The integrated financial planning with SAP Analytics Cloud solution for planning is directly connected to the universal journal with SAP S/4HANA. Predictive analytics model training is now available.

### Further Information

**Details**

- **Business scenario details »**
- **Related SAP Fiori apps »**

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Accounts Receivable

Business Scenario Description

Manage customer accounts receivables. Integrate data for dispute, collections, and credit management applications. Increase automation and reduce manual effort and cost for running this financial process.

Value Drivers

- **Reduce days sales outstanding**
  Provide additional insight into outstanding and overdue customer positions, identifying accounts to prioritize for contact.

- **Reduce uncollectible debts and bad debt write-offs**
  Enable Accounts receivable data integration with SAP or third-party applications for dispute, collections, and credit management.

- **Reduce accounts receivable management cost**
  Provide automation tools to eliminate manual, error-prone processes, including compliance management.

What’s new in SAP S/4HANA

- **Built-in operational reporting**
  There is a built-in operational reporting eliminating the need for data replication.

- **Posting and clearing outgoing payments**
  The processes for posting and clearing incoming payments, including handling of discounts, have been improved and are more efficient.

- **Integration with cloud extensions**
  The integration with cloud extensions such as the SAP S/4HANA Cloud for credit integration solution, SAP S/4HANA Cloud for customer payments solution, SAP digital payments add-on, and SAP Cash Application software became available with SAP S/4HANA.

Further Information

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »
  - A/R Invoice matching »
  - Receivables Line-Item Matching for SAP Cash Application »

- **Video**

- **Additional SAP products**

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**Overhead Cost Management**

**Business Scenario Description**

Collect, analyze, evaluate, and report profit and loss information to increase overall profitability. Gain an understanding of the drivers of cost and the causes of underperformance by achieving a holistic view.

★ ★ ★

Your usage intensity based on 4 used transactions »

Industry popularity

**Value Drivers**

- **Reduce cost accounting and analysis costs**
  Provide a holistic view of the drivers of cost and the causes of underperformance.

- **Reduce business and operations analysis/reporting costs**
  Reduce the need for manual work through comprehensive built-in automatic functionality.

- **Increase financial forecast accuracy**
  Provide complete, accurate and real-time information to help managers.

**What’s new in SAP S/4HANA**

- **NEW with SAP S/4HANA 2020: Universal allocations enhanced**
  This gets enhanced in rel. 2020 with new contexts: Cost centers, profit centers (both actuals & plan). Margin analysis and new allocation types: e.g. overhead allocation and distribution.

- **Direct reporting abilities**
  This gets enhanced in SAP S/4HANA with direct reporting of account assignment as well as a direct reporting of a controlling-profitability assignment.

- **Optimization of plan data and harmonization of allocations**
  Optimization of plan data is available through the use of embedded preconfigured planning scenarios for cost center planning and profit center planning. Allocations can be managed better and easier with updates to partner profit centers and functional areas as well as the harmonization of allocations across actual and plan.

**Further Information**

- **Details**
- **Related SAP Fiori apps**
- **Cost forecasting for project financials**

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**Value Drivers**

- **Reduce G/L & financial closing costs**
  Streamline financial reporting, disclosure, and filing processes enabled by a single source of truth.

- **Reduce audit costs**
  Leverage comprehensive audit trails, audit information functions, and tax data retention and reporting functions.

**What’s new in SAP S/4HANA**

- **Financial reporting capabilities**
  Financial reporting capabilities have been substantially increased and are integrated throughout all areas of SAP S/4HANA Finance. Actual costing has also been improved.

- **Embedded analytics**
  Users can access a huge range of embedded analytics. Additionally, reports can be adjusted to suit by the end user - there is no more running to IT for new/changed financial reporting requirements.

- **Information presentation leverages visual formats**
  Information is presented in very easy ways to use visual formats making full use of charts, colors and information. All data is real-time with granular drilldown available to the lowest level.

**Further Information**

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »

- **Video**
  - Consolidations intro. »

- **Additional SAP products**
  - SAP Analytics Cloud »

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Cash and Liquidity Management

Business Scenario Description

Gain real-time insight into global cash and liquidity with SAP S/4HANA. Position cash accurately and analyze enterprise-wide cash flows within a timeframe of choice. This includes in-house banking capabilities delivering centralized payments, receipts, cash concentration and inter-company netting.

Value Drivers

- **Improve working capital**
  Increase liquidity and reduce borrowing costs due to greater cash visibility and control.

- **Reduce operational costs for treasury**
  Due to management by exception resulting from high degree of process automation and monitoring capabilities.

- **Reduce banking costs**
  Through better management of bank accounts and related fees.

What’s new in SAP S/4HANA

- **Cash position and liquidity forecast**
  There is a new cash position and liquidity forecasting available based on SAP Fiori apps. The liquidity planner function is replaced by the SAP Fiori app “Cash Flow Analyzer”.

- **Functionality for central bank account management**
  A new functionality for central bank account management is available, including bank fee analysis.

- **SAP Business Planning and Consolidation**
  This functionality is an embedded planning functionality in SAP Business Planning and Consolidation for SAP S/4HANA. The integration to the SAP Bank Communication Management application as well as to the multi-bank connectivity and advanced payment management has been made possible.

Further Information

- Business scenario details »
- Related SAP Fiori apps »
- Treasury management »
- SAP Multi-Bank Connectivity »
Business Scenario Description

Increase accuracy, corporate governance, compliance, and efficiency of the entity close with automation and standardization. Accelerate the entity close process through automation and standardization.

Value Drivers

- **Reduce G/L & financial closing costs**
  Support fast, peer-to-peer intercompany reconciliation, single source of truth and automating closing tasks.

- **Reduce audit costs**
  Improve corporate governance, driving efficiency by using templates across multiple entities and closing cycles.

What’s new in SAP S/4HANA

- **Enhanced and improved group reporting**
  There is a huge simplification due to the universal journal being the single source for all financial numbers. Furthermore, the group financial reporting is embedded, fully granular, and real time. This removes the need for off-system, manual data manipulation.

- **Predictive accounting**
  With SAP S/4HANA both continuous soft close and predictive accounting are enabled.

- **Cloud-enabled digital platform for extension of innovations and automation**
  The cloud-enabled digital platform for extension of innovations and automation allows the connection and control of period end processes across multiple systems.

Further Information

- [Business scenario details »](#)
- [Related SAP Fiori apps »](#)
- [Group reporting »](#)
- [SAP Analytics Cloud »](#)

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Sales Order Management and Processing

Business Scenario Description
Support frictionless order processing from quote to cash. Integrate order management and processing, from quote to shipment and billing to booking revenue, with a high-performance, real-time solution.

Value Drivers
- **Increase sales force efficiency**
  Provide a streamlined and predefined order management process
- **Improve on-time delivery performance**
  Improve transparency into the status of orders and accelerating order execution
- **Reduce order management cost**
  Enable back-office sales employees to work more efficiently with role-based, insight-to-action cockpits
- **Low touch order management and Intelligent proposals**
  The access to increased automation has been enhanced with low touch order management.
- **Prediction of delivery delay**
  A predictive functionality has been made available to get visibility on delivery delays and improve communication. Safety data sheets in sales and dangerous goods in sales are now available.

What’s new in SAP S/4HANA
- **NEW with SAP S/4HANA 2020: Trade compliance issues in the sales order fulfillment cockpit app**
  The sales order fulfillment cockpit app has been enhanced. Beyond already available topics like completeness checks and various blocks (e.g. credit / delivery), trade compliance issues are now included in the app.
- **NEW with SAP S/4HANA 2020: The intelligent product proposal provides product and quantity proposals to enable faster order entry.**

Further Information
Details
- Business scenario details
- Related SAP Fiori apps
- SAP Marketing Cloud

Additional SAP products
- SAP Marketing Cloud

Your usage intensity based on 20 used transactions
Industry popularity

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**Product Costing**

**Business Scenario Description**

Understand detailed costs and margins incurred by your products to manage your product portfolio. Calculate cost of goods manufactured (COGM) or cost of goods sold (COGS) as broken down by each step of the production process.

- Your usage intensity based on 3 used transactions ★★★★
- Industry popularity

**Value Drivers**

- **Reduce cost accounting and analysis costs**
  Break down cost of goods manufactured and cost of goods sold by each step of the production process.

**What's new in SAP S/4HANA**

- **Transparency**
  Greater transparency into the value chain is now possible by taking advantage of data captured in logistics processes.
- **Integration to material ledger**
  The storing of material movements is now available in the material ledger as integrated part of the universal journal, resulting in a single source for product cost and material valuation information.

**Further Information**

- Details
- Additional SAP products
Advanced Compliance Reporting

Business Scenario Description

Manage statutory reporting worldwide and enable simple adoption of constant legal reforms. This includes the generation and submission of compliance reports.

Value Drivers

- **Reduce G/L efforts and financial closing time**
  Integrate native statutory reporting subledgers with our financial asset management software to avoid costly interfaces to third-party solutions, use pre-delivered global reporting content.

- **Reduce audit costs**
  Centrally manage statutory reporting

What’s new in SAP S/4HANA

- **Advanced compliance reporting**
  The advanced compliance reporting functionality is available in addition to the basic compliance reporting. This includes: data preview, audit trail, ad hoc reporting and reporting activities.

- **SAP CoPilot**
  Smart collaboration using SAP CoPilot is available with this process through SAP S/4HANA.

- **Global compliance monitoring with cloud extension**
  Global compliance monitoring is applicable through the SAP Cloud Analytics solution. Manual adjustments can be made to manage tax items.
Cash Management

Business Scenario Description
Monitor basic cash flows in real-time to manage and maintain sufficient liquidity. Cash management also involves managing cash and liquidity centrally.

Value Drivers
- **Reduce treasury and cash management costs**
  Automate cash management processes to reduce demand for cash and banking costs.
- **Increase cash forecast accuracy**
  Enable monitoring of basic cash flows in real-time

What’s new in SAP S/4HANA
- **NEW with SAP S/4HANA 2020: Advanced payment management**
  This supports the monitoring and approval of payments for both, SAP systems and non-SAP systems. The overall process is seamlessly integrated with cash management. The conversion of various payment formats is supported (for example, converting CSV or TXT files to XML) as well. This is a scope item (Advanced payment management, code 4MT).
- **Integration with a simplified data model and SAP HANA database**
  The integration has been made possible with a simplified data model of SAP S/4HANA. The capabilities of the SAP HANA business data platform and database deliver new business insights, such as monitoring liquidity.

Further Information
- **Business scenario details »**
- **Indirect cash flow rep. »**
- **SAP Cash Application »**

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Collections Management

Business Scenario Description
Manage and analyze customer cash collections and customer service proactively with SAP S/4HANA. Deploy a customer-centric process for prioritizing customer accounts in real time.

Value Drivers
- **Reduce days sales outstanding**
  Use a strategy-based approach to prioritizing customers for collections activities
- **Reduce uncollectible debts and bad debt write-offs**
  Use early-warning indicators like credit score downgrades in strategies to identify troubled customers early
- **Reduce Customer Billing, Credit & Collections Cost**
  Improve productivity of collection agents: prioritizing work to providing access to relevant customer service tools

What’s new in SAP S/4HANA
- **Collections processes**
  Cross-system automation of collections processes to deliver superior customer service. Analytics and workflow alignment with sales, accounts receivables, and executives to reduce the days sales outstanding performance indicator (DSO). Optimized for global business services deployment.
- **Collaboration with external expertise and machine learning**
  Automated collaboration with external expertise. Next-generation intelligent invoice matching powered by machine learning.
- **New collections management and dispute resolution and more**
  Complete process renovation for collections management and dispute resolution, Fiori apps for accounts receivable managers and accountants deliver real-time operational reporting available on any device.

Further Information
- **Details**
  Business scenario details »
  Related SAP Fiori apps »
  Collection insight »
- **Video**
- **Additional SAP products**
  SAP Cash Application »
Commodity Sales

Business Scenario Description

Manage processes for commodity sales and commodity-dependent goods. Help create commodity contracts based on market quotes. Automate price calculations and streamline the invoicing process.

Value Drivers

- **Increase sales force efficiency**
  Simplify the selling process, from contract creation through final invoicing and audits.

- **Reduce risk from commodities exposure**
  Increase visibility into unhedged commodity positions from forecasted sales volumes using accurate risk reporting.

- **Reduce sales cost**
  Expand the ability to fix forecasted prices with financial derivative instruments.

What’s new in SAP S/4HANA

- **Enhanced commodity pricing engine**
  The commodity pricing engine formula assembly is simplified by using Business Rules Framework plus instead of the condition technique.

- **Usage simplification**
  An enhanced usage has been made available within SAP S/4HANA. It includes simplified commodity pricing engine formulas, terms, and rules.

- **Improved and enhanced risk data management**
  A new approach for the integration of commodity procurement documents into versioned commodity risk data is now available.

Further Information

Details

Business scenario details »
Convergent Invoicing

Business Scenario Description

Enhance accuracy and transparency with subscription and usage-based invoicing through SAP S/4HANA. Improve invoicing by streamlining viewing, adjustment, accuracy, and timely generation.

Value Drivers

- **Improve customer satisfaction**
  Generate clear, easy-to-understand invoices for all services on a single bill.
- **Reduce days sales outstanding (one-time benefit)**
  Make bills easier to understand to ensure prompt payment without disputes.
- **Reduce service and support cost**
  Reduce billing-related inquiries with clear, consolidated billing.

What’s new in SAP S/4HANA

- **Management of billable and consumption items plus event based revenue recognition**
  With SAP S/4HANA, manage customer billable items and consumption items processing. Higher volume data can be managed in less time and event based revenue recognition can now be used.
- **Customer billing and invoicing**
  This capability allows you to aggregate customer billable items, customer billing, discount revenue recognitions and customer invoicing.
- **Partner payment statements and output management**
  This functionality offers partner revenue share postings, customer/partner payout and statements.

Further Information

- Details: [Business scenario details »](#)
- Related SAP Fiori apps: [Related SAP Fiori apps »](#)
- Additional SAP products: [SAP Convergent Charging »](#)

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NEXT
Corporate Close

Business Scenario Description

Enhance the accuracy and timeliness of corporate-close reporting. Accelerate the corporate-close process by automating processes and eliminating time-consuming errors. Maintain a fully-documented audit trail.

Value Drivers

- **Reduce G/L efforts and financial closing time**
  Provide single source of truth that supports continuous soft close and predictive accounting.

- **Reduce audit costs**
  Use comprehensive functionality for process governance, validations, sign-offs, and audit trails

What’s new in SAP S/4HANA

- **Group reporting and consolidation**
  These functions are now leveraging the universal journal. E.g. advanced process monitoring capabilities, advanced intercompany reconciliation and integration of SAP Financial Closing cockpit have been enabled. There is a group reporting for predictive consolidation and matrix consolidation.

- **Integration of the SAP Shared Service Framework**
  An expanded automation is now available through this integration.

- **Predictive close and intercompany reconciliation**
  A predictive close enables forward-looking enterprise performance management. Intercompany reconciliation is possible with the new release.

Further Information

- Details: Business scenario details »
- Related SAP Fiori apps »
- Video: Advanced financial closing »
- Corporate close »

Further Information

- Details: Business scenario details »
- Related SAP Fiori apps »
- Video: Advanced financial closing »
- Corporate close »
**Credit and Collection Management**

**Business Scenario Description**
Tailor credit decisions and collection management processes to customer profiles with SAP S/4HANA. Automate credit and collection management to cut costs, use integrated customer care and dispute management.

★ ★ ★
Industry popularity

**Value Drivers**
- **Reduce days sales outstanding**
  Take a strategy-based approach to prioritizing customers for collections activities.
- **Reduce customer billing, credit & collections cost**
  Improve productivity of collection agents: prioritizing work to providing access to relevant customer service tools.
- **Reduce uncollectible accounts receivable write-offs**
  Use early-warning indicators like credit score downgrades in strategies to identify troubled customers early.

**What’s new in SAP S/4HANA**
- **Credit management**
  This capability allows you to automate credit management to manage customer credit scores and limits, to monitor customer credit exposure and to provide a fully integrated customer care and dispute management.
- **Collection management**
  The integrated customer care and dispute management allows you to automate collection management to cut costs, deliver expert service, and avoid uncollected revenue.

**Further Information**
- Business scenario details »
- Related SAP Fiori apps »
- Collection insight »
- Integration with external credit score providers »

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Credit Evaluation and Management

Business Scenario Description

Embed automated tasks for credit management into transactional processes to minimize credit risk. Assign credit scores to customers using a scorecard-based approach, and derive and enforce credit limits.

Value Drivers

- **Reduce Customer Billing, Credit & Collections Cost**
  Provide automation tools to embed credit checks and follow-on processes in transactional processes

- **Reduce uncollectible accounts receivable write-offs**
  Provide automated tools to embed credit checks into transactional processes

- **Reduce days sales outstanding (one - time benefit)**
  Improve days sales outstanding by automating, continuously analyzing, and optimizing credit scoring and collections strategies

What’s new in SAP S/4HANA

- **Improved core transactions**
  The core transactions have been reengineered and improved.

- **Operational reporting and additional cloud accelerators**
  Built-in operational reporting, use of additional cloud accelerators in SAP Cloud Platform (SCP) to enhance automation.

- **SAP Fiori–based user experience**
  The SAP Fiori–based user experience has been enhanced across all process steps.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- Cloud for credit integration »

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**Debt and Investment Management**

**Business Scenario Description**

Achieve lower borrowing costs and secure investment returns at lowest risk with real-time insights from SAP S/4HANA. Improve your capital structure with winning strategies that balance debt against equity, risk, and returns in real time.

★ ★ ★

Industry popularity

**Value Drivers**

- **Reduce of Cost of Capital and increase ROI**
  Optimize the capital structure, balancing trade-offs, debts, equity, and risk.
- **Reduce treasury operational costs**
  Automate transaction posting and position reporting in the general ledger

**What’s new in SAP S/4HANA**

- **Simplified management process of foreign exchanges**
  The foreign exchange management process has been simplified with SAP S/4HANA.
- **SAP Treasury and Risk Management application**
  Most-used trade finance processes are enabled in the SAP Treasury and Risk Management application. In addition, the integration with market data providers has been made available.
- **Reporting**
  There are new reporting capabilities with unlimited granularity, simplified front-office integration capabilities e.g. integration for cloud editions of SAP Treasury and Risk Management, and SAP Cash Management applications, as well as a cloud-based enhancement for European Market Infrastructure Regulation (EMIR) reporting.

**Further Information**

<table>
<thead>
<tr>
<th>Details</th>
<th>Video</th>
<th>Additional SAP products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business scenario details »</td>
<td>Related SAP Fiori apps »</td>
<td>Treasury management »</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SAP Multi-Bank Connectivity »</td>
</tr>
</tbody>
</table>

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Dispute Resolution

Business Scenario Description

Clarify and resolve customer payment disputes automatically to increase productivity. Increase efficiency and customer satisfaction by automating the creation of dispute cases related to invoice and payment discrepancies.

Value Drivers

- **Reduce days sales outstanding (one-time benefit)**
  Establish a single source of truth regarding dispute management with documented resolution history for prompt action

- **Reduce Customer Billing, Credit & Collections Cost**
  Automate dispute creation and resolution, while enabling self-service, mobile access to key account receivables information

- **Reduce uncollectible accounts receivable write-offs**
  Clarify disputes faster, leading to prompt payments and credits when valid

What’s new in SAP S/4HANA

- **Automation, analytics and more**
  Cross-system automation of collections processes to deliver superior customer service. Analytics and workflow alignment with sales, A/R, and executives to reduce DSO. Optimized for global business services deployment.

- **Collaboration**
  Automated collaboration with external expertise. Next-generation intelligent invoice matching powered by machine learning.

- **Global business services deployment**
  Complete process renovation for collections management and dispute resolution. Fiori apps for accounts receivable managers and accountants deliver real-time operational reporting available on any device.

Further Information

- Details
- Additional SAP products
  - Business scenario details »
  - Related SAP Fiori apps »
  - SAP Cash Application »

Industry popularity

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SAP Business Scenario Recommendations

INTRODUCTION  FINDINGS  RECOMMENDATIONS

CUSTOMER-SPECIFIC RECOMMENDATIONS  ADDITIONAL BUSINESS SCENARIOS  DETAILS 23/27  EXAMPLE  CUSTOMER REFERENCE

Financial Risk Management

Business Scenario Description

Protect your assets and cash flow with real-time financial risk management using SAP S/4HANA. Assess risks (including foreign exchange, interest rate, price, and credit risks) and manage market conditions using robust analytics.

Value Drivers

- Reduce financial risks
  Create and implement real-time hedging strategies.
- Reduce operational costs for treasury
  Automate transaction posting and position reporting in the general ledger

What’s new in SAP S/4HANA

- SAP Fiori-based reporting capabilities
  This functionality allows SAP Fiori-based reporting capabilities with unlimited granularity and furthermore the identification of risk exposures across the organization.
- Optimized foreign exchange (FX) and liquidity planning
  Hedge management capabilities as well as legal compliance and preparedness for upcoming regulatory challenges such as IFRS (International Financial Reporting Standards) 9 are enabled. Now a liquidity planning is available.
- Treasury reporting
  This area has been considerably enhanced with a balance sheet and foreign exchange exposure as well as credit line analysis overview pages for the foreign exchange process and interest rate management.

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products
- SAP Multi-Bank Connectivity »

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Financial Shared Services Management

Business Scenario Description

Improve productivity, compliance, and cash flow through financial shared services. Support efficient, scalable operations by simplifying and automating execution of key financial processes across departments.

Value Drivers

- **Reduce finance costs**
  Facilitate business process automation, process integration across business systems, and shared services delivery processes.

- **Reduce cost of non-compliance to service contract**
  Automate and support delivery performance monitoring and auto-prioritizing time-critical work items

- **Reduce finance cost**
  Facilitate business process automation, process integration across business systems, and shared services delivery processes

What’s new in SAP S/4HANA

- **Shared services framework**
  The shared services framework improves operational excellence by standardizing and syndicating best practices along shared services across departments, including procurement, human resources (HR), and travel and expenses.

Further Information

- Details
- Related SAP Fiori apps
- Automate the business partner creation process

Further Information

Financial Shared Services Management

Business Scenario Description

Improve productivity, compliance, and cash flow through financial shared services. Support efficient, scalable operations by simplifying and automating execution of key financial processes across departments.

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- **Shared services framework**
  The shared services framework improves operational excellence by standardizing and syndicating best practices along shared services across departments, including procurement, human resources (HR), and travel and expenses.

Further Information

- Details
- Related SAP Fiori apps
- Automate the business partner creation process

Further Information
Joint Venture Accounting

Business Scenario Description

Increase visibility into joint ventures and production-sharing contracts for billing and reporting. Support timely invoice handling by distributing billable and non-billable costs to different cost centers and projects.

Value Drivers

- **Reduce G/L efforts and financial closing time costs**
  Increase visibility into related costs for joint venture and partner billing. Reduce uncollectible accounts receivable write-offs by capturing detailed joint venture data in real-time.

- **Reduce audit costs**
  Process transactions to consistently apply business rules to generate files for auditors of joint-venture partners

What’s new in SAP S/4HANA

- **Joint venture accounting data model changed**
  Joint venture accounting (JVA) is recording documents in the universal journal instead of the JVA special ledger. The finance document split is now mandatory for venture characteristic venture. Joint venture accounting is now available.

- **Simplified asset transfers**
  The methods of asset transfer have been streamlined and simplified.

- **Enhanced options for document splitting**
  Implementing this business function provides document splitting at venture, equity group and recovery indicator level in new general ledger. With this function, trail balance at venture, equity group and reinsurance are possible.

Further Information

Details

Business scenario details »
Business Scenario Description

Increase compliance and lower fees with better payments and bank communications. Increase transparency based on end-to-end monitoring for bank statements and outgoing payment messages.

Value Drivers

- **Reduce treasury and cash management operational costs**
  Provide integrated bank account management capabilities that are linked to payment approvals and rule-based workflows.

- **Reduce uncollectible accounts receivable write-offs**
  Provide cash-flow information in real time, integrating with banks, and monitoring end-to-end status.

What’s new in SAP S/4HANA

- **SAP Bank Communication Management and SAP Cash Management**
  The combination of capabilities is now possible for the SAP Bank Communication Management and SAP Cash Management applications.

- **Bank account management capabilities**
  There are enhanced integrated bank account management capabilities in the area of authorized approvers per bank group or account.

- **Simplified corporation-to-bank communications**
  The corporation-to-bank communications have been simplified using the SAP Multi-Bank Connectivity solution to connect to the SWIFT (Society for Worldwide Interbank Financial Telecommunication) network or directly to banks.

Further Information

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »
  - Treasury management »

- **Video**

- **Additional SAP products**
  - SAP Multi-Bank Connectivity »

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Revenue and Cost Accounting

Business Scenario Description

Automate and simplify the revenue-recognition and accounting process. Enable businesses to comply with the implementation of revenue-recognition regulations.

Value Drivers

- **Reduce G/L and financial closing costs**
  Automate the revenue recognition and accounting process and simplify the tasks.

- **Reduce audit costs**
  Deliver a financial audit trail from the general ledger back to subledger posting.

- **Reduce costs**
  Leverage high automation

What’s new in SAP S/4HANA

- **Revenue recognition processes**
  The revenue recognition process has been streamlined.

- **Reduced reconciliation efforts**
  The integration into the universal journal further reduces reconciliation efforts.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

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**Reimagine Record to Report**

**Traditional Scenario:**
- Delayed close activities that do not begin until period end
- Multiple ledgers require time-consuming and error-prone reconciliations
- Risk of regulatory noncompliance due to lack of transparency and manual monitoring of processes
- Risk of penalties and fines with insufficient, manual and error-prone tax audit processes
- Manual, time-consuming and effort-intensive processes
- Financial data needs to be replicated from the financial system into the consolidation system, requiring data aggregation and transformation
- Executive conversation is limited to static presentations, and ad hoc questions and analysis need to be taken offline for a later discussion

**The New World With SAP:**
- Event-triggered execution enabled through real-time derivation of profitability characteristics
- No reconciliation needed because of one universal journal entry that provides a single source of the truth
- End-to-end visibility and steering capabilities for local periodic legal reporting
- Continuous, self-auditing tax monitoring processes
- Faster, efficient, and compliant close process
- Real-time consolidation enabled by instant data access from integrating transaction and master data
- Transformed board room experience with real-time business intelligence, ad hoc reporting at a granular level, and what-if analysis to make decisions

**Reimagine Order to Cash**

**DETAILS**
- Financial data needs to be replicated from the financial system into the consolidation system, requiring data aggregation and transformation
- Executive conversation is limited to static presentations, and ad hoc questions and analysis need to be taken offline for a later discussion

**EXAMPLE**
- Transformed board room experience with real-time business intelligence, ad hoc reporting at a granular level, and what-if analysis to make decisions

**CUSTOMER REFERENCE**

**CUSTOMER-SPECIFIC RECOMMENDATIONS**

**ADDITIONAL BUSINESS SCENARIOS**

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**Traditional Scenario:**

- Inconsistency of interactions with customers across business
- Manual, time-consuming and effort-intensive processes
- Highly technical custom efforts for building and maintaining interfaces to external agencies
- Manual, costly, and time consuming billing processes
- Increased rate of accounting and settlement errors
- Disjointed manual handling, which drives up DSO and puts customer relationships at risk
- Inconsistent account prioritization; labor-intensive and long cycles; high costs of collection; increased bad debt risk
- Manual, costly, and time consuming billing processes
- Increased rate of accounting and settlement errors
- Significant manual and error-prone effort required to process payments and handle exceptions
- Rule-based approaches decline in effectiveness over time

**The New World With SAP:**

- Multichannel, role-based access to accurate, real-time information on products, pricing, customers, and contracts
- Event-triggered execution and full automation of creditworthiness assessment
- Seamless integration to external credit agencies to incorporate external credit rating information
- Empowered customers with a payment portal and e-billing
- Real time access to all transactional details
- High processing speed for digital businesses
- Standardized processes that scale according to business needs
- Centralized information repository for root cause analysis of disputes
- Immediate visibility of customer account and status across the company
- Smarter automation and collaboration for cash collection
- Next-generation intelligent invoice-matching powered by machine learning
- Ability to capture much richer detail of customer- and country-specific behavior without the costs of manually defining detailed rules.

**Reimagine Record to Report**

**Reimagine Order to Cash**

- Order and Contract Management
- Check Credit
- Issue Invoice
- Resolve Disputes
- Collect Cash
- Settle, Reconcile

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Objectives
- Reliable financial data to drive business decisions
- Ease and consistency of business tasks with systems that are user friendly
- More-efficient management through standardized information
- System configuration and standard processes that can scale with a growing business

Why SAP
- Proven success of SAP® solutions globally, locally, and among industry peers
- SAP S/4HANA® to simplify the IT landscape, increase efficiency, and enable active planning, simulations, and decisions based on real-time data

Resolution
Worked with SAP partner LG CNS to deploy SAP S/4HANA

Benefits
- Strengthened claim and obligation management and automated settlement processing
- Accelerated the processing of expense accounting and improved efficiencies in electronic payments
- Provided a user-friendly personnel, time card, and compensation management system, increasing the efficiency of employees and managers
- Increased standardization across IT systems and secured operational stability through better monitoring

"In our business there is no room for error. When using our apps, vendors and customers need to be sure that their orders are processed correctly and payments are fast and accurate. With SAP S/4HANA, we can handle transactions automatically and securely – and we can continue to do so as the business grows."

Hyunjun Yoon, COO, Woowa Brothers Corp

6.3 million
Transactions processed automatically in the first seven months

7 days
For account closing – down from 20 days

0 errors
In vendor receipts, thanks to automated reimbursements

Real-time
Fund balance through the daily-balance closure system

Company
Woowa Brothers Corp

Headquarters
Seoul, South Korea

Industry
Professional services – food tech

Products and Services
Mobile apps

Employees
343

Revenue
US$43.8 million (2015)

Web Site
www.woowahan.com

Partner
LG CNS
www.lgcns.com
OPTIMIZE SOURCING AND PROCUREMENT:

Procurement function cost includes all sourcing and procurement related costs such as:

- Cost of sourcing and procurement staff (headcount costs)
- External costs (for companies providing procurement-related goods/services to support the sourcing and procurement process)
- Technology spend and all other sourcing and procurement organization related costs

Reduce Procurement Function Cost
# Sourcing & Procurement: Your Current Process Performance in SAP ERP System “PRD”

## Value Driver:
Reduce Procurement Function Costs

<table>
<thead>
<tr>
<th>Process</th>
<th>Performance</th>
<th>How SAP helps:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Requisition Creation</td>
<td>99%</td>
<td>Requirements Processing »</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Central Requisitioning »</td>
</tr>
<tr>
<td></td>
<td>131</td>
<td>All innovation recommendations »</td>
</tr>
<tr>
<td>Purchase Order Creation</td>
<td>9.854</td>
<td>Central Purchasing »</td>
</tr>
<tr>
<td></td>
<td>0 days</td>
<td>Purchase Order Processing »</td>
</tr>
<tr>
<td></td>
<td>42%</td>
<td>Purchase Contract Management »</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Central Purchase Contract Processing »</td>
</tr>
<tr>
<td>Posting Goods Receipts</td>
<td>31 days</td>
<td>Real-Time Reporting and Monitoring »</td>
</tr>
</tbody>
</table>

## How SAP helps:

Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.
Findings and Benchmark
What we measured

99%
Purchase requisitions automatically created

Share of purchase requisitions created last week by system/communication users or were created via SAP APO, MRP, the sales or production module.

Learn more »

Consumer Products Industry Benchmark*:

<table>
<thead>
<tr>
<th>Benchmark</th>
<th>Your Company</th>
<th>99%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>65%</td>
<td>97%</td>
</tr>
</tbody>
</table>

* Data from SAP customers using automation

Details
What we measured

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>F32 China II</td>
<td>577</td>
<td>100%</td>
</tr>
<tr>
<td>F38 Norway</td>
<td>180</td>
<td>95%</td>
</tr>
<tr>
<td>F41 Korea</td>
<td>79</td>
<td>0%</td>
</tr>
<tr>
<td>F02 Germany II</td>
<td>13</td>
<td>100%</td>
</tr>
<tr>
<td>F40 Japan</td>
<td>11</td>
<td>100%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Unnecessary high manual workload
- Higher procurement operations costs

Back to Overview »
Manual changes on purchase requisitions

Findings and Benchmark
What we measured

131 changes
Manual changes on purchase requisitions

Absolute number of changes on purchase requisitions made by dialog users within the last 7 days.

Learn more »

Details
What we measured

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Changes</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F38 Factory Norway</td>
<td>51</td>
<td>39%</td>
</tr>
<tr>
<td>F05 Factory India</td>
<td>38</td>
<td>29%</td>
</tr>
<tr>
<td>F39 Factory CIS</td>
<td>12</td>
<td>9%</td>
</tr>
<tr>
<td>F22 Factory Brazil II</td>
<td>10</td>
<td>8%</td>
</tr>
<tr>
<td>F40 Factory Japan</td>
<td>5</td>
<td>4%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Low trust on system-based planning data
- Missing or wrong configuration

Possible Business Impact:
- Low reliability of Material Requirements Planning
- Unnecessary high manual workload
- Higher procurement operations costs
- Delays in subsequent supply chain processes (production, sales replenishment)

Consumer Products Industry Benchmark:

<table>
<thead>
<tr>
<th>Benchmark</th>
<th>Your Company</th>
<th>131 changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>4010</td>
<td>before 25%</td>
<td>top 25%</td>
</tr>
<tr>
<td>170</td>
<td>4.010</td>
<td>1.075</td>
</tr>
</tbody>
</table>

Back to Overview »
Manual changes on purchase orders

Findings and Benchmark
What we measured

9.854 changes
Manual changes on purchase orders

Absolute number of changes on purchase orders made by dialog users within the last 7 days.

Learn more »

Details
What we measured

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Changes</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F27 Factory France I</td>
<td>1.359</td>
<td>14%</td>
</tr>
<tr>
<td>F28 Factory Germany III</td>
<td>685</td>
<td>7%</td>
</tr>
<tr>
<td>F29 Factory Netherlands</td>
<td>612</td>
<td>6%</td>
</tr>
<tr>
<td>F30 Factory USA III</td>
<td>598</td>
<td>6%</td>
</tr>
<tr>
<td>F31 Factory Romania</td>
<td>514</td>
<td>5%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Low trust on system-based planning data
- Missing or wrong configuration

Possible Business Impact:
- Low reliability of Material Requirements Planning
- Unnecessary high manual workload
- Higher procurement operations costs
- Delays in subsequent supply chain processes (production, sales replenishment)

Back to Overview »
Lead time: Purchase requisition creation to PO

Findings and Benchmark
What we measured

0 days
Lead time: Purchase requisition creation to PO

Duration (in days) between purchase requisition creation and purchase order creation for purchase orders that were created last week.

Learn more »

Details
What we measured

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>F41 Factory Korea</td>
<td>79</td>
<td>0</td>
</tr>
<tr>
<td>F38 Factory Norway</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>F02 Factory Germany II</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>F32 Factory China II</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>F39 Factory CIS</td>
<td>9</td>
<td>0</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Higher procurement operations costs
- Delays in subsequent supply chain processes (production, sales replenishment)
**Findings and Benchmark**

What we measured

42%

PO's automatically created

Share of purchase order items created last week by system/communication users or created via interface, BAPI call.

Learn more »

**Consumer Products Industry Benchmark**: 42%

- **Your Company**: 42%
- **Benchmark**: 7% - 27% - 57%

* Data from SAP customers using automation

**Details**

What we measured

**Top 5 Plants:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>F27 France I</td>
<td>1.247</td>
<td>100%</td>
</tr>
<tr>
<td>F20 Mexico</td>
<td>1.107</td>
<td>52%</td>
</tr>
<tr>
<td>F32 China II</td>
<td>618</td>
<td>93%</td>
</tr>
<tr>
<td>F33 Brazil I</td>
<td>473</td>
<td>27%</td>
</tr>
<tr>
<td>F34 Canada</td>
<td>446</td>
<td>67%</td>
</tr>
</tbody>
</table>

**Implication**

Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Unnecessary high manual workload
- Higher procurement operations costs
Lead time: Purchase order creation to goods receipt

### Findings and Benchmark
What we measured

**31 days**
**Lead time: Purchase order creation to goods receipt**

*Duration (in days) between purchase order creation and goods receipt posting for goods receipts that were posted last week.*

Learn more »

### Consumer Products Industry Benchmark:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory Australia</td>
<td>169</td>
<td>6</td>
</tr>
<tr>
<td>Factory USA III</td>
<td>82</td>
<td>76</td>
</tr>
<tr>
<td>Factory South Africa</td>
<td>51</td>
<td>125</td>
</tr>
<tr>
<td>Factory France II</td>
<td>28</td>
<td>2</td>
</tr>
<tr>
<td>Factory France I</td>
<td>27</td>
<td>1</td>
</tr>
</tbody>
</table>

### Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration
- Unwanted manual interventions
- Bottlenecks/constraints on supplier-side

### Possible Business Impact:
- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Higher procurement operations costs
- Delays in subsequent supply chain processes (production, sales replenishment)
## SAP Business Scenario Recommendations

### Introduction

The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>YOUR CURRENT USAGE INTENSITY</th>
<th>BASED ON USAGE OF TRANSACTIONS*</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order Processing</td>
<td>★★★</td>
<td>13</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase Contract Management</td>
<td>★★★</td>
<td>13</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice Processing</td>
<td>★★★</td>
<td>8</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real-Time Reporting and Monitoring</td>
<td>★★★</td>
<td>6</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spend Visibility</td>
<td>★★★</td>
<td>3</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requirements Processing</td>
<td>★★★</td>
<td>2</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = In addition to the used SAP transactions, we found overall 30 used custom code transactions. 

---

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The table below shows additional SAP S/4HANA business scenarios you could benefit from.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Service Requisitioning</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Purchase Contract Processing</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Purchasing</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Purchasing Analytics</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Requisitioning</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classification and Segmentation</td>
<td>New</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.
Business Scenario Description

Simplify buying with one-stop purchase order processing. Streamline the buying process with one integrated solution to manually and automatically create, display, change, and process purchase orders.

Value Drivers

- **Reduce procurement function costs**
  Transfer sourcing and contracts through your system with increased automation and reduce buyer and supplier time-consuming, manual activities

- **Reduce purchase order error rate**
  Create procurement documents through integration

- **Improve operational procurement Full-Time Equivalents (FTE) productivity**
  Transfer sourcing and contracts to your system & reducing buyer and supplier time-consuming, manual activities

Further Information

**Details**

- Business scenario details »
- Related SAP Fiori apps »

**Additional SAP products**

- SAP Ariba guided buying »

What’s new in SAP S/4HANA

- **Direct material, deadlines, deficit situation**
  The procurement of direct materials is automated and integrated directly with material requirements planning (MRP) runs. NEW with SAP S/4HANA 2020: Flexible workflow enhancements e.g. deadlines in purchase orders or add tax dates. Quantity delivery deficit situation in manage purchase order Fiori app.

- **Automated purchase order processing**
  Automatically create, display, change, and process purchase orders. Image-based buying is available. NEW with SAP S/4HANA 2020: Increased transparency about the automation rate: high touch – low touch, manual versus automatic.

- **Proactive alerts and intelligent workflow**
  Reduce errors with proactive alerts like processing supplier confirmations, acknowledgements, and shipping notifications. Intelligent approval workflow is now available.
Purchase Contract Management

Business Scenario Description

Maximize savings and compliance by optimizing procurement contract management with SAP S/4HANA. Create, renew, and monitor procurement contracts with real-time data augmented by machine-learning-enabled model.

Value Drivers

- **Improve cycle time for new contract creation**
  Create, renew and monitor procurement contracts with real-time data augmented by machine-learning-enabled model
- **Reduce procurement function costs**
  Leverage pre-negotiated discount terms automatically across the organization
- **Reduce maverick spend**
  Enhance ability to find contracts and apply them across the organization

What’s new in SAP S/4HANA

- **Unplanned services and machine learning**
  Unplanned services and machine learning
- **System lead collaboration and central sourcing**
  Collaborate internally with peers and partners for contract creation using the system itself using SAP CoPilot. The central sourcing functionality is now newly available.
- **Strengthen compliance**
  This functionality includes a visibility into information about contract utilization and validity for compliance. A blockchain-verified RFQ (request for quotation) processing is now available.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- Predictive analytics for contract consumption »

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Business Scenario Description

Improve the invoice processing lifecycle with higher transparency and pace. Gain more transparency and control assisted by a predictive engine based on machine learning algorithms.

Value Drivers

- **Improve invoice error reduction**
  Increase transparency and control throughout the invoice processing lifecycle, including monitoring invoices blocked for payment assisted by a predictive engine.

- **Improve accounts payable (Full-Time Equivalents)**
  Provide more transparency and centralizing the recording and management of all accounts payable data.

What’s new in SAP S/4HANA

- **Machine learning and automated invoice attachments**
  Monitoring invoices blocked for payment is now assisted by a predictive engine based on machine learning algorithms.

NEW with SAP S/4HANA 2020: Upload of supplier invoice attachments can be implemented fully automated without user interaction.

- **System invoice matching**
  Increase the process speed with matching invoice data against predecessor documents and verify that all legally binding information is included.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- Payment block - cash discount at risk »

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Real-Time Reporting and Monitoring

**Business Scenario Description**

Gain granular insights with reporting and monitoring of real-time transactional data with SAP S/4HANA. Respond to exceptions in a timely manner by monitoring transactional data through real-time reporting.

Your usage intensity based on 6 used transactions »

Industry popularity ★ ★ ★

**Value Drivers**

- **Increase sourcing savings**
  Leverage better spend management
- **Reduce maverick spend - overall**
  Increase visibility of transactions, improve monitoring and controlling
- **Reduce procurement function cost**
  Leverage reporting for better monitoring and process control

**What’s new in SAP S/4HANA**

- **Role based key performance indicators**
  Gain comprehensive information on procurement processes at a glance with role-based key performance indicators, visualizations, and detailed operational reports.
- **Real-time reporting and exceptions handling**
  Respond to exceptions in a timely manner by monitoring transactional data through real-time reporting. Increase reliability of information using data from real-time reporting and monitoring.

**Further Information**

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- Unified demand forecast »

Related SAP products »

Back to innovation overview »
**Spend Visibility**

**Business Scenario Description**
Gain real-time spend visibility across the organization using SAP S/4HANA. Gain insight into organizational-wide spend by aggregating and analyzing real-time spend data from different locations and business units.

**Value Drivers**
- Reduce procurement function costs
  - Aggregate and analyze real-time spend data
- Reduce maverick spend
  - Increase visibility of transactions

**What’s new in SAP S/4HANA**
- Real-time spend visibility
  - Gain insight into organizational-wide spend by aggregating and analyzing real-time spend from different locations stored in a centralized system.
- Tailored business reports
  - Visualize and access up-to-date and reliable spend data through key performance indicators and reports tailored to business roles.
- Identify cost savings
  - Identify and act on cost savings based on clear spend visibility.

**Further Information**

**Details**
- Business scenario details »

**Additional SAP products**
- Related SAP Fiori apps »
  - Procurement analysis and reporting »
Requirements Processing

**Business Scenario Description**

Handle a high variety of purchase requirements fast and efficiently. Streamline purchasing processes. Enable users to bundle demands, automate sourcing, and order processing accelerate approval and release.

**Value Drivers**

- **Increase annual savings - total spend**
  Leverage better spend management
- **Reduce procurement function costs**
  Increase automation of purchasing demands and of additional supporting functions
- **Improve operational procurement Full-Time Equivalents (FTE) productivity**
  Leverage high automation

**Further Information**

**Details**
- Business scenario details »
- Related SAP Fiori apps »

**Additional SAP products**
- Quote automation »

**What’s new in SAP S/4HANA**

- **Streamline purchasing processes**
  Enable users to bundle demands, automate sourcing, and order processing and make approval and release procedures easier.
  **NEW with SAP S/4HANA 2020**: Enhanced workflow to complete purchase requisitions.
- **Increase automation**
  Increase automation of purchasing demands and of additional supporting functions.
- **Embedded analytics**
  The new functionality embedded analytics ensures the best available sources of supply.
SAP Business Scenario Recommendations

Self-Service Requisitioning

Business Scenario Description

Give employees self-service requisition capabilities to manage their own orders using SAP S/4HANA. Simplify purchasing for casual users and employees using efficient self-service requisitioning.

Industry popularity ★ ★ ★

Value Drivers

- **Improve sourcing savings**
  Increase automation and better spot purchases
- **Improve operational procurement Full-Time Equivalents (FTE) productivity**
  Leverage self-service requisitioning through an open catalog interface
- **Improve user compliance**
  Leverage self-service requisitioning through an open catalog interface

What’s new in SAP S/4HANA

- **Simplified purchasing**
  Using efficient self-service requisitioning you can simplify purchasing for casual users and employees.
- **Enable employees with more options**
  Enable employees to purchase goods and services directly, following purchasing policies and pricing agreements and using preferred suppliers.
- **Catalog driven pricing**
  Automate and control purchasing using catalog-driven pricing, contract logic, and an approval workflow.

Further Information

- **Details**
  Business scenario details »
  Related SAP Fiori apps »
  Direct materials »
  Catalog Item Recommendation »

- **Video**
  Back to innovation overview »
Central Purchase Contract Processing

**Business Scenario Description**

Initiate and manage purchase contracts across multiple business units centrally. Negotiate contracts centrally to global longer-term agreements among purchasing organizations and suppliers.

- **New**
  - Industry popularity

**Value Drivers**

- **Improve operational procurement Full-Time Equivalents (FTE) productivity**
  - Leverage central contract management platform
- **Reduce maverick spend**
  - Extend category coverage through contracts

**What’s new in SAP S/4HANA**

- **Manage central contracts negotiations and automate source lists centrally**
  - Negotiate contracts centrally to global longer-term agreements with purchasing organizations and suppliers.
  - **NEW with SAP S/4HANA 2020**: New updated source list in connected backend system after central purchase contract distribution.
- **Manage predefined terms and conditions**
  - Manage the supply of materials or services following predefined terms and conditions.
- **Enable fragmented purchasers**
  - Enable company purchasers from different locations to take advantage of negotiated terms and conditions.

**Further Information**

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »
- **Video**
  - Central purchase contract processing »

Back to innovation overview »
Central Purchasing

Business Scenario Description

Initiate and manage purchase orders across multiple business units centrally. Display purchase orders / requisition details from backend systems in central work lists. Centralize or localize approval.

Value Drivers

- **Increase supplier discounts captured**
  Increase buying power by bundling purchase requirements across the organization
- **Reduce procurement function cost**
  Support the global purchasing with a centralized and optimized process

What’s new in SAP S/4HANA

- **Manage purchase orders and manage complex commodity prices centrally**
  It is now possible to manage purchase orders centrally across multiple back-end systems.
  NEW with SAP S/4HANA 2020: With new commodity pricing capabilities key users can apply complex pricing formulas, commodity weights and price conditions in an easy way in central procurement.
- **Centralized purchase orders approval**
  There are more options for the approval of purchase orders available. A centralized or localized approval of purchase orders can be chosen, dependent on what fits better and is more efficient.

Further Information

Details

- **Business scenario details »**
- **Related SAP Fiori apps »**

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Central Purchasing Analytics

**Business Scenario Description**

Increase efficiency with a holistic view of global spending in SAP S/4HANA. Central purchasing analytics involves real-time monitoring and analysis of purchasing across business units and geographies.

**Value Drivers**

- **Increase annual savings - total spend**
  Analyze spend holistically across the organization
- **Improve supplier compliance (spend management)**
  Gain access to data on the supplier level

**What’s new in SAP S/4HANA**

- **Real-time monitor central purchasing documents**
  Analyze and monitor central purchasing documents, such as central purchase contracts and central purchase orders in real-time.
- **Global spend visibility**
  Get transparency about the global spend across your organization.
- **Material price variances**
  Provide the capability to check material price variances in purchase orders.

**Further Information**

- Details: Business scenario details »
- Video: Related SAP Fiori apps »
- Additional SAP products: Monitoring Materials Without Purchase Contracts »
- Corporate spend management »
Central Requisitioning

Business Scenario Description

Simplify requisitioning and reduce TCO by consolidating employee users in a central SAP S/4HANA system. Reduce TCO by setting up one central approval workflow using SAP S/4HANA.

Value Drivers

- **Reduce procurement function cost**
  Implement a global requisitioning process and reduce workflow and approval efforts

- **Improve operational procurement Full-Time Equivalents (FTE) productivity**
  Provide one central access to all catalogs

- **Improve user compliance**
  Leverage central requisition platform using guided buying

What’s new in SAP S/4HANA

- **Central approval workflow**
  There is a central approval workflow now available instead of multiple approvals in each back-end system using our next-generation, on-premise suite, SAP S/4HANA.

- **Innovative user experience**
  By offering an innovative, simple user experience end-user adoption and acceptance can be increased.

- **Central catalog access**
  Increase catalog usage by offering one central catalog access across all available catalogs.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »
- SAP Ariba guided buying »

Additional SAP products

Back to innovation overview »
Classification and Segmentation

### Business Scenario Description

Classify and segment suppliers for increased transparency and insight. Gain visibility to determine the right mix of suppliers, best serve your business objectives, and reduce your overall supply risk.

**New**

Industry popularity

### Value Drivers

- **Increase sourcing savings by enhanced supplier visibility**
  Segment suppliers across spend categories and increase transparency

- **Reduce compliance & risk management costs**
  Easily identify high-risk vendors in your supply base

- **Improve supplier compliance**
  Route spend decisions to pre-selected supplier groups

### What’s new in SAP S/4HANA

- **Supplier visibility**
  Gain visibility to determine the right mix of suppliers and reduce your overall supply risk.

- **Multi-criteria classification**
  Classify and segment your suppliers using multiple criteria to flexibly identify and search vendors.

- **Portfolio-level view of supplier relationships**
  Define and monitor relevant sourcing strategies through a portfolio-level view of supplier relationships. The prediction of a delivery date for purchase order items is now available.

### Further Information

- **Details**
  - Business scenario details
  - Related SAP Fiori apps

- **Additional SAP products**
  - Supplier classification and segmentation
Reimagine Strategic Procurement

Traditional Scenario:

- Multiple disconnected data sources
- Disparate and disconnected data sources, and inability to extract meaningful insights
- Manual identification of sources of supply
- Manual and time-intensive supplier discovery and qualification process
- E-mail-based collaboration and manual evaluation of supplier responses
- Inefficient bid management with RFx coordination through e-mails; limited buyer-supplier collaboration; and manual processing and analysis of supplier responses
- Mismanaged and misplaced paper-based contracts
- Manual authoring, longer cycle times, and high legal costs

The New World With SAP:

- **Increased Visibility Into Internal And External Data**
  - 360-degree view of spend and supplier and market data through business network integration
- **Automated Supplier Evaluation And Qualification**
  - Access to global supplier pool with visibility into preferred and qualified sources
  - Embedded capabilities to view additional supplier data for a better informed decision
- **Streamlined, Tool-Based Bid Management Process**
  - Comprehensive RFx management with reverse- and forward-auction capabilities that enables value-optimized cost savings and faster sourcing cycle
- **Automated Contract Collaboration And Compliance**
  - Contract lifecycle management capabilities including authoring, negotiation, execution and digital signature

Read the whitepaper »
**Objectives**
- Support 200% annual growth as international business expands with multiple currencies and foreign exchange risk
- Create the framework to support a new professional services business line
- Manage business processes like financial close, invoicing, and supply chain

**Resolution**
- Moved to a digital business foundation, with SAP S/4HANA® providing the business with a single source of truth
- Rolled out the SAP Fiori® user experience (UX) to support critical business processes
- Used the Build tool to help project teams collaborate with business users and create prototypes of enterprise applications with real data

**Benefits**
- Gave the sales team insight into account-specific net margins
- Tracked hours in real time for accurate invoices and project margin analysis
- Improved business asset visibility for informed investment decisions
- Trained new employees with a simple and personalized user experience
- Eliminated business requirement documents and improved the accuracy of application development
- Helped ensure that enterprise applications meet business user needs by allowing them to give detailed feedback early and frequently in the development process for Customer solution to further enhance the ability to respond rapidly to changing business needs

"Using SAP S/4HANA is like going from a tricycle for small-business accounting software to a race car. It has enabled Convergent to continue our fast-paced growth and simplified our business processes tremendously.”

Shaun Syvertsen, Managing Partner, Convergent IS

48% Reduction in days sales outstanding

20% Improvement in productivity for sales order processing

12% Improvement in vendor spend management compliance

2 days Average time to invoice (down from 8)
OPTIMIZE SALES:

- On-time delivery performance is the percentage of orders that are fulfilled on or before the customer’s requested date. Delivery measurements are based on the date a complete order is shipped or the ship-to date of a complete order.
  - A complete order has all items on the order delivered in the quantities requested. An order must be complete to be considered fulfilled. Multiple line items on a single order with different planned delivery dates constitute multiple orders, and multiple planned delivery dates on a single line item also constitute multiple orders.
  - On-time delivery performance is calculated as: \(|\text{Total number of orders delivered in full and on-time to the customer's request date}| / \text{Total number of orders received}| X 100\)

- Sales force efficiency measures the ratio of the cost of ‘sales full time equivalent employees’ and revenue.
  - Sales force efficiency is calculated as: \(|\text{Sales FTE Cost}/ \text{Revenue}| X 100\)

- This value driver focuses on the management of complaints and returns.
  - The goal is to reduce overall return costs in both frequency of returns and costs per return. This covers the logistics part of returns as well as managing complaints and analytics options to improve overall customer satisfaction.
  - Related process performance indicators are e.g. the number of sales order items that are rejected, the number of return order items and credit memo requests created.

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Sales: Your Current Process Performance in SAP ERP System “PRD”

**Value Drivers:**

- **Improve On-Time Delivery Performance**
  - Sales schedule lines could not be confirmed for the requested delivery date: 6.714

- **Increase Sales Force Efficiency**
  - Manual price condition changes on sales orders: 9.916
  - Missing fields in incomplete orders: 3.942
  - Rejected sales order items: 3.579

**How SAP helps:**

- Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.
- Sales Monitoring and Analytics
- Sales Order Mgmt. & Processing
- Inventory Analytics and Control
- Delivery Management
- Advanced Available to Promise
- Price Management
- Transportation Management

**FINDINGS**

**INTRODUCTION**

**RECOMMENDATIONS**

**EXECUTIVE SUMMARY**

**OVERVIEW**

**MANUFACTURING**

**FINANCE**

**SOURCING AND PROCUREMENT**

**SUPPLY CHAIN**

**ASSET MANAGEMENT**

**NEXT STEPS**
Sales: Your Current Process Performance in SAP ERP System “PRD”

**Value Driver:**
Reduce Complaints And Return Costs

- **Sales Order Rejections:**
  - 3,579 Sales order items rejected
  - 1 Sales order items deleted

- **Sales Order Returns:**
  - 950 Return order items created
  - 115 Open return orders

- **Credit Memos:**
  - 491 Credit memo request created
  - 1,187 Credit memos created

- **Customer Complaint Management:**
  - No data QM notifications pending
  - No data QM notifications open & overdue
  - No data Lead time: QM notifications creation to completion

**How SAP helps:**
Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.

All innovation recommendations »

**Claims, Returns, and Refund Management »**

**Sales Order Management and Processing »**

**Sales Billing »**

**Complaints Mgmt. »**

**Sales Monitoring and Analytics »**

Demo User: demo.user@getspotlight.io
Password: Demo1234!
Sales schedule lines could not be confirmed for the requested delivery date

**Findings and Benchmark**

*What we measured*

6,714 items

**Sales schedule lines could not be confirmed for the requested delivery date**

Absolute number of sales schedule lines created within the last 30 days, which could not be confirmed for the desired delivery date and where only a date 3 days or later into the future could be confirmed.

*Learn more »*

**Consumer Products Industry Benchmark:***

<table>
<thead>
<tr>
<th>Benchmark</th>
<th>58</th>
<th>46</th>
<th>34</th>
<th>top 25%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Company</td>
<td>6,714 items</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Top 5 ERP Sales Organizations:**

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRES MU Europe South</td>
<td>1,987</td>
<td>30%</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>1,755</td>
<td>26%</td>
</tr>
<tr>
<td>SRLA MU Latin America</td>
<td>641</td>
<td>10%</td>
</tr>
<tr>
<td>SRU1 MU US South-East</td>
<td>555</td>
<td>8%</td>
</tr>
<tr>
<td>SRCE MU China East</td>
<td>187</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Details**

*What we measured*

**Implication**

*Understand the problem*

**Possible Root Causes:**
- Missing information in sales orders
- Materials are not available
- Missing or inaccurate master data

**Possible Business Impact:**
- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Delayed delivery to customers
- Decrease in customer satisfaction

*Learn more »*
**Manual price condition changes on sales orders**

**Findings and Benchmark**
What we measured

- **9,916 changes**
  Manual price condition changes on sales orders

*Absolute number of price condition changes made on sales orders by dialog users within the last 7 days.*

Learn more »

**Details**
What we measured

**Top 5 ERP Sales Organizations:**

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Changes</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRCN MU China South</td>
<td>7,930</td>
<td>80%</td>
</tr>
<tr>
<td>SRES MU Europe South</td>
<td>132</td>
<td>1%</td>
</tr>
<tr>
<td>SRNA MU North Africa</td>
<td>99</td>
<td>1%</td>
</tr>
<tr>
<td>SRU3 MU US North-East</td>
<td>81</td>
<td>1%</td>
</tr>
<tr>
<td>SRLA MU Latin America</td>
<td>70</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Implication**
Understand the problem

**Possible Root Causes:**
- Missing or inaccurate master data
- Missing or wrong configuration

**Possible Business Impact:**
- Higher sales operations costs
- Inaccurate pricing
- Delayed delivery to customers
- Decrease in customer satisfaction

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### Findings and Benchmark

**What we measured**

3,942 entries

**Missing fields in incomplete orders**

Absolute number of missing fields in incomplete sales orders, which were created more than 3 days ago.

Learn more »

### Aging Distribution:

- **0-3 months old**: 691 entries (18%)
- **3-6 months old**: 300 entries (8%)
- **6-12 months old**: 17 entries (0%)
- **1-3 years old**: 380 entries (10%)
- **3+ years old**: 2,554 entries (65%)

### Top 5 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Entries</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRES MU Europe South</td>
<td>942</td>
<td>24%</td>
</tr>
<tr>
<td>SRLA MU Latin America</td>
<td>452</td>
<td>11%</td>
</tr>
<tr>
<td>SRAS MU Africa South</td>
<td>214</td>
<td>5%</td>
</tr>
<tr>
<td>SRAE MU Asia East</td>
<td>99</td>
<td>3%</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>85</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Implication

**Understand the problem**

**Possible Root Causes:**
- Missing or inaccurate master data
- Missing or wrong configuration

**Possible Business Impact:**
- Unnecessary high manual workload
- Higher sales operations costs
- Inaccurate pricing
- Delayed delivery to customers

Learn more »
### Findings and Benchmark

**What we measured**

3,579 **Rejected sales order items**

*Absolute number of rejected sales order items within the last 30 days.*

**Consumer Products Industry Benchmark:**

- Your Company: 3,579 items
- Bottom 25%: 9,234
- Top 25%: 243

**Details**

**Top 5 ERP Sales Organizations:**

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRCN MU China South</td>
<td>1,852</td>
<td>52%</td>
</tr>
<tr>
<td>SRNA MU North Africa</td>
<td>357</td>
<td>10%</td>
</tr>
<tr>
<td>SRES MU Europe South</td>
<td>218</td>
<td>6%</td>
</tr>
<tr>
<td>SREC MU Europe Central</td>
<td>74</td>
<td>2%</td>
</tr>
<tr>
<td>SRU1 MU US South-East</td>
<td>12</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Implication**

**Understand the problem**

**Possible Root Causes:**
- Desired delivery date cannot be met
- Inaccurate pricing
- Order entry errors

**Possible Business Impact:**
- Unnecessary high manual workload
- Higher sales operations costs
- Decrease in customer satisfaction
Lead time: Order item creation to delivery creation

Findings and Benchmark
What we measured

125 hours

Lead time: Order item creation to delivery creation

Duration (in hours) between sales order item creation and outbound delivery creation for deliveries that were created last week.

Learn more »

Details
What we measured

Top 5 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Total Items</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRNA MU North Africa</td>
<td>5,854</td>
<td>37</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>2,665</td>
<td>452</td>
</tr>
<tr>
<td>SREC MU Europe Central</td>
<td>2,000</td>
<td>20</td>
</tr>
<tr>
<td>SRME MU Middle East</td>
<td>707</td>
<td>14</td>
</tr>
<tr>
<td>SRU1 MU US South-East</td>
<td>533</td>
<td>63</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing information in sales orders
- Missing or inaccurate master data
- Slow warehouse operation tasks
- Unwanted manual interventions in sales process

Possible Business Impact:
- Delayed delivery to customers
- Decrease in customer satisfaction

Consumer Products Industry Benchmark:

Your Company 125 hours

Benchmark before 25% 133 42 17 top 25%

Learn more »
 Deliveries automatically created

**Findings and Benchmark**
What we measured

33%
Deliveries automatically created

Share of outbound deliveries created last week by system/communication users or via transaction code VA01/VA02.

Learn more »

**Details**
What we measured

**Top 5 ERP Sales Organizations:**

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRNA MU North Africa</td>
<td>3,520</td>
<td>77%</td>
</tr>
<tr>
<td>SREC MU Europe Central</td>
<td>1,221</td>
<td>64%</td>
</tr>
<tr>
<td>SROC MU Oceania</td>
<td>787</td>
<td>52%</td>
</tr>
<tr>
<td>SRU1 MU US South-East</td>
<td>717</td>
<td>56%</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>552</td>
<td>56%</td>
</tr>
</tbody>
</table>

**Implication**
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Unnecessary high manual workload
- Higher shipment operations costs
- Delayed delivery to customers

**Consumer Products Industry Benchmark**: 33%

* Data from SAP customers using automation

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### Lead time: Delivery creation to goods issue

#### Findings and Benchmark

**What we measured**

**7 hours**

**Lead time: Delivery creation to goods issue**

*Duration (in hours) between outbound delivery creation and posting the goods issue for goods issues that were posted last week.*

*Learn more →*

### Details

**What we measured**

#### Top 5 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Total Items</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRNA MU North Africa</td>
<td>2,022</td>
<td>1</td>
</tr>
<tr>
<td>SREC MU Europe Central</td>
<td>888</td>
<td>1</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>526</td>
<td>2</td>
</tr>
<tr>
<td>SROC MU Oceania</td>
<td>469</td>
<td>0</td>
</tr>
<tr>
<td>SRME MU Middle East</td>
<td>468</td>
<td>0</td>
</tr>
</tbody>
</table>

### Implication

**Understand the problem**

#### Possible Root Causes:

- Materials are not available in storage bins
- Missing or inaccurate master data
- Missing information in deliveries
- Slow warehouse operation tasks

#### Possible Business Impact:

- Delayed delivery to customers
- Decrease in customer satisfaction

---

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Sales order items deleted

Findings and Benchmark
What we measured

1 items
Sales order items deleted

Absolute number of sales order items deleted within the last 30 days.

Learn more »

Consumer Products Industry Benchmark:
Your Company: 1 items
Benchmark:
- below 25%: 68
- 25% to 75%: 11
- top 25%: 3

Details
What we measured

Top 1 ERP Sales Organization:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRCN MU China South</td>
<td>1</td>
<td>100%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Desired delivery date cannot be met
- Inaccurate pricing
- Order entry errors

Possible Business Impact:
- Decrease in customer satisfaction
- Unnecessary high manual workload
- Higher sales operations costs
- Inaccurate pricing
# Return order items created

## Findings and Benchmark
What we measured

- **950 items**
  Return order items created

  Absolute number of return order items created within the last 30 days.

  Learn more »

## Details
What we measured

### Top 5 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Items</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRNA MU North Africa</td>
<td>203</td>
<td>21%</td>
</tr>
<tr>
<td>SRU3 MU US North-East</td>
<td>168</td>
<td>18%</td>
</tr>
<tr>
<td>SRCN MU China South</td>
<td>104</td>
<td>11%</td>
</tr>
<tr>
<td>SREW MU Europe West</td>
<td>99</td>
<td>10%</td>
</tr>
<tr>
<td>SREE MU Europe East</td>
<td>80</td>
<td>8%</td>
</tr>
</tbody>
</table>

## Implication
Understand the problem

### Possible Root Causes:
- Quality of products
- Wrong material delivered
- Order entry errors

### Possible Business Impact:
- Decrease in customer satisfaction
- Unnecessary high manual workload
- Higher sales operations costs
- Inaccurate pricing

---

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Open return orders

Findings and Benchmark
What we measured

115 documents
Open return orders

Absolute number of return orders with a delivery date in the past and no return delivery was created yet.

Learn more »

Details
What we measured

Aging Distribution:

<table>
<thead>
<tr>
<th></th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>15%</td>
<td>17</td>
<td>10</td>
<td>0</td>
<td>3</td>
<td>85</td>
</tr>
</tbody>
</table>

Top 5 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SREN MU Europe North</td>
<td>49</td>
<td>43%</td>
</tr>
<tr>
<td>SRAS MU Africa South</td>
<td>13</td>
<td>11%</td>
</tr>
<tr>
<td>SRU3 MU US North-East</td>
<td>11</td>
<td>10%</td>
</tr>
<tr>
<td>SRU4 MU US North-West</td>
<td>8</td>
<td>7%</td>
</tr>
<tr>
<td>SRNA MU North Africa</td>
<td>6</td>
<td>5%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing information in return orders
- Materials are not available
- Missing or inaccurate master date

Possible Business Impact:
- Unnecessary high manual workload
- Higher sales operations costs
Credit memo requests created

Findings and Benchmark
What we measured

**491 documents**
Credit memo requests created

*Absolute number of credit memo requests created within the last 30 days.*

Learn more »

Details
What we measured

**Top 5 ERP Sales Organizations:**

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRNA MU North Africa</td>
<td>83</td>
<td>17%</td>
</tr>
<tr>
<td>SRAS MU Africa South</td>
<td>77</td>
<td>16%</td>
</tr>
<tr>
<td>SRJN MU Japan</td>
<td>69</td>
<td>14%</td>
</tr>
<tr>
<td>SRAE MU Asia East</td>
<td>61</td>
<td>12%</td>
</tr>
<tr>
<td>SRLA MU Latin America</td>
<td>30</td>
<td>6%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Quality of products
- Wrong material delivered
- Order entry errors
- Inaccurate pricing

Possible Business Impact:
- Decrease in customer satisfaction
- Unnecessary high manual workload
- Higher finance process operations costs

RECOMMENDATIONS

INTRODUCTION

FINDINGS

FINDINGS

IMPROVE ON-TIME DELIVERY PERFORMANCE AND SALES FORCE EFFICIENCY

REDUCE COMPLAINTS AND RETURN COSTS

DETAILS 11/12

Back to Overview »
### Credit memos created

**Findings and Benchmark**
What we measured

1.187 documents
Credit memos created

**Absolute number of credit memo items created within the last 30 days.**

**Details**
What we measured

**Top 5 ERP Sales Organizations:**

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRNA MU North Africa</td>
<td>275</td>
<td>23%</td>
</tr>
<tr>
<td>SRU3 MU US North-East</td>
<td>113</td>
<td>10%</td>
</tr>
<tr>
<td>SRAS MU Africa South</td>
<td>90</td>
<td>8%</td>
</tr>
<tr>
<td>SREC MU Europe Central</td>
<td>89</td>
<td>7%</td>
</tr>
<tr>
<td>SRJN MU Japan</td>
<td>84</td>
<td>7%</td>
</tr>
</tbody>
</table>

**Implication**
Understand the problem

**Possible Root Causes:**
- Quality of products
- Wrong material delivered
- Order entry errors
- Inaccurate master data

**Possible Business Impact:**
- Decrease in customer satisfaction
- Unnecessary high manual workload
- Higher finance process operations costs

**Consumer Products Industry Benchmark:**

Your Company: 1.187 documents

- below 25%
- 36.945
- 963
- top 25%
- 160

**Back to Overview »**
### Recommended SAP S/4HANA Business Scenarios – Based on Your Current SAP Usage

The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>YOUR CURRENT USAGE INTENSITY</th>
<th>BASED ON USAGE OF TRANSACTIONS*</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP Fiori Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Master Data Management</td>
<td>★★★</td>
<td>35</td>
<td>★★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Management</td>
<td>★★★</td>
<td>27</td>
<td>★★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price Management</td>
<td>★★★</td>
<td>13</td>
<td>★★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Billing</td>
<td>★★★</td>
<td>10</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Monitoring and Analytics</td>
<td>★★★</td>
<td>4</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Order Management and Processing</td>
<td>★★★</td>
<td>20</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Quotation Management</td>
<td>★★★</td>
<td>5</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Contract Management</td>
<td>★★★</td>
<td>2</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Available to Promise</td>
<td>★★★</td>
<td>1</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Rebate Management</td>
<td>★★★</td>
<td>1</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Available to Promise</td>
<td>★★★</td>
<td>Usage of related application area</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation Management</td>
<td>★★★</td>
<td>Usage of related application area</td>
<td>New</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = In addition to the used SAP transactions, we found overall 30 used custom code transactions.
## Additional SAP S/4HANA Business Scenarios*

The table below shows additional SAP S/4HANA business scenarios you could benefit from.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP Fiori Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints Management</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims, Returns, and Refund Management</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account and Contact Management</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity Management</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inventory Analytics and Control</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunity Management</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Lead Management</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solution Billing</td>
<td>New</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.
Sales Master Data Management

Business Scenario Description

Improve sales processes with accurate, structured, and accessible master data. Collect, analyze, organize, and deliver a single version of sales master data across the company.

Value Drivers

- **Increase order management full-time equivalents (FTE) productivity**
  Reduce the time and effort associated with manual corrections
- **Increase revenue from cross-sell/up-sell**
  Accurately target your marketing campaigns
- **Increase sales force efficiency**
  Make better and more accurate sales data available anytime and anywhere

Further Information

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »
- **Additional SAP products**
  - SAP Marketing Cloud »

What’s new in SAP S/4HANA

- **New user experience**
  New SAP Fiori apps have been made available to ensure a better user experience.
Business Scenario Description

Deliver enhanced orders with integrated delivery management processes. Increase process transparency through stakeholder communication, for example, by sending and receiving advance shipping notifications.

Value Drivers

- Improve on-time delivery performance
  Integrate pick, pack, and ship processes.
- Reduce order fulfillment lead time
  Use real-time information on timely completion of picking, packing and, shipping activities

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products
- Yard logistics / gate automation »

What’s new in SAP S/4HANA

- NEW with SAP S/4HANA 2020: Enhancements for schedule delivery creation app
  Two enhancements are now available: new job template to schedule the creation of deliveries for return purchase orders and stock transport orders. In addition, a new feature now lets you schedule recurring jobs with dynamic calculated date values.
- Superior data model
  The data model has been considerably improved and the superior data model includes improved handling and no more table locks.
- Embedded analytics
  Embedded analytics are available with SAP S/4HANA.
Price Management

Business Scenario Description

Help ensure higher customer satisfaction by managing consistent, accurate pricing across all channels. Leverage configurable pricing management to maintain customer relationships and strengthen loyalty.

Value Drivers

- **Increase sales force efficiency**
  Capture more value through improved pricing practices across your organization.
- **Reduce customer churn**
  Give customers consistent, accurate pricing data across channels and integrating campaign and contract pricing.

What’s new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020: Price elements – flexible analysis and new SAP Fiori app to manage prices**
  With SAP S/4HANA rel. 2020 there is a new flexible analysis of price elements. There is also the new manage price Fiori App.
- **Open application programming interfaces**
  With SAP S/4HANA the new open application programming interfaces (APIs) are now available. This functionality allows an external system to read the SAP S/4HANA pricing data.

Further Information

Details  
Business scenario details »  
Video  
SAP Market Rates Management »  
Additional SAP products  
SAP CPQ (Configure price and quote) »
Sales Billing

Business Scenario Description

Manage the complete sales order lifecycle for faster billing with less administrative effort. Integrate the billing management process and streamline the order-to-cash process, and improve customer satisfaction.

Value Drivers

- Improve customer satisfaction
  Automate and reduce the rate of billing errors
- Improve invoice processing Full-Time Equivalents (FTE) efficiency
  Automate routine tasks and providing intuitive role-based applications

What’s new in SAP S/4HANA

- New user experience
  New SAP Fiori apps have been made available to ensure a better user experience.
- Delivery block for prepayment request
  There is an automatically set delivery block if a sales line item requires prepayment.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »
Sales Monitoring and Analytics

**Business Scenario Description**

Plan and monitor sales with greater accuracy and completeness. Predict sales accurately and set realistic goals with real-time planning and analysis.

**Value Drivers**

- **Reduce ad-hoc report generation effort**
  Access role-based, real-time data at any time
- **Reduce marketing analytics spend**
  Use high-quality, ready available customer data
- **Reduce sales and operations planning cost**
  View historical, real-time, and projected operational performance

**What’s new in SAP S/4HANA**

- **New user experience**
  New SAP Fiori apps have been made available to ensure a better user experience.
- **Real time embedded analytics**
  Analytics capacities have been optimized and enhanced with real time analytics which is embedded into SAP S/4HANA.
- **Predictive analytics**
  Added intelligence enhances the sales and distribution processes. Monitoring delivery performance using predictive analytics in SAP S/4HANA allows for in-time supply of procurement processes to transportation planning, picking, packing, and shipping in the delivery process.

**Further Information**

- **Details**
  Business scenario details »
  Related SAP Fiori apps »
  Search SAP Fiori Launchpad »
- **Video**
  Predictive Analytics model training - Sales »
- **Additional SAP products**
  Back to innovation overview »
Sales Order Management and Processing

Business Scenario Description

Support frictionless order processing from quote to cash. Integrate order management and processing, from quote to shipment and billing to booking revenue, with a high-performance, real-time solution.

Value Drivers

- Increase sales force efficiency
  Provide a streamlined and predefined order management process
- Improve on-time delivery performance
  Improve transparency into the status of orders and accelerating order execution
- Reduce order management cost
  Enable back-office sales employees to work more efficiently with role-based, insight-to-action cockpits

What’s new in SAP S/4HANA

- NEW with SAP S/4HANA 2020: Trade compliance issues in the sales order fulfillment cockpit app
  The sales order fulfillment cockpit app has been enhanced. Beyond already available topics like completeness checks and various blocks (e.g. credit / delivery), trade compliance issues are now included in the app.
- Low touch order management and Intelligent proposals
  The access to increased automation has been enhanced with low touch order management.
  NEW with SAP S/4HANA 2020: The intelligent product proposal provides product and quantity proposals to enable faster order entry.
- Prediction of delivery delay
  A predictive functionality has been made available to get visibility on delivery delays and improve communication. Safety data sheets in sales and dangerous goods in sales are now available.
Sales Quotation Management

Business Scenario Description

Accelerate your sales cycles and win more deals with integrated sales quotation management. Hit sales goals every time by delivering compelling sales quotations to customers.

Value Drivers

- **Increase order management Full-Time Equivalents (FTE) productivity**
  Integrate quotation processing within the order cycle
- **Increase win rate**
  Deliver compelling sales quotations quickly and accurately
- **Reduce sales cycle time**
  Provide accurate and relevant quotations to customers

What’s new in SAP S/4HANA

- **New user experience**
  New SAP Fiori apps have been made available to ensure a better user experience.
- **Analytics**
  The analytics abilities have been simplified and it is easier to access them.
- **Prediction of quotation to order conversion rate**
  A predictive functionality has been made available to get visibility on quotation to order conversion rate.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- SAP Marketing Cloud »

Back to innovation overview »
Sales Contract Management

Business Scenario Description

Negotiate winning, long-term sales agreements with a holistic approach to sales contract management. Manage long-term sales contracts holistically with a high-performance, real-time solution.

Value Drivers

- **Increase customer interactions which result in a sale**
  Live monitoring of contract fulfillment and renewal processes
- **Increase sales forecast accuracy**
  Base revenue predictions on long-running sales agreements that define special conditions on pricing and products
- **Reduce customer churn**
  Tailor sales agreements to focus on unique customer needs

What’s new in SAP S/4HANA

- **New user experience**
  New SAP Fiori apps have been made available to ensure a better user experience.
- **Enhanced analytics**
  An embedded flexible analytics capability for sales contract key performance indicators can now be used, allowing the sales clerk to quickly find the most relevant information and personalize his own report.

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »
- Sales Contract Management »

Additional SAP products

- Details
- Example
- Customer reference
Available to Promise

**Business Scenario Description**

Promise order commitments based on actual stock information to enhance customer satisfaction; according to business rules, taking into account material availability, and enforcing allocations.

- Your usage intensity based on 1 used transactions »
- Industry popularity

**Value Drivers**

- **Reduce order fulfillment lead time**
  Use real-time information on inventory availability, and projected availability, to provide accurate order commitment dates.

- **Improve customer satisfaction**
  Fulfill orders as promised, thanks to real-time information

**What’s new in SAP S/4HANA**

- **New algorithm**
  An algorithm that calculates faster and more efficiently has been implemented.

- **Extended functionality available**
  This functionality is available with the new SAP S/4HANA solution for advanced available to promise.

**Further Information**

- Details
- Business scenario details »
- Related SAP Fiori apps »

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Sales Rebate Management

**Business Scenario Description**

Manage the sales rebate lifecycle from planning to tracking, settling, and analyzing rebate agreements. Define, monitor, and modify them flexibly based on customer, product, and volume-based sales commitments.

**Value Drivers**

- **Increase revenue from higher effectiveness of sales rebate programs**
  - Provide flexible and transparent rebate programs

- **Increase revenue growth**
  - Provide incentives to purchase additional quantities of goods/services

- **Reduce sales rebate overpayments**
  - Accurately calculate and validate earned rebate revenues and liabilities based on sales rebate agreements

**What’s new in SAP S/4HANA**

- **New user experience**
  - The user interface has been improved with new SAP Fiori apps that are available.

- **Additional process flexibility**
  - Flexibility is key in successful rebate management. This flexibility has been further enhanced with SAP S/4HANA.

**Further Information**

- Details
- Business scenario details »
- Related SAP Fiori apps »

Your usage intensity based on 1 used transactions »

Industry popularity

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Advanced Available to Promise

Business Scenario Description
Commit to orders accurately to meet business rules in real time and enhance customer satisfaction. Order promising involves providing commitment dates to orders, reflecting material availability, and enforcing allocations.

Value Drivers
- **Reduce days in inventory**
  Leverage real-time information regarding inventory availability to shortening replenishment cycles and to respond to demand on a frequent basis.
- **Reduce order fulfillment lead time**
  Use real-time information on inventory availability, and projected availability, to provide accurate order commitment dates.
- **Improve on-time delivery performance**
  Replenish inventories frequently based on the latest information about stock levels and demand forecasts.

Further Information

What’s new in SAP S/4HANA
- **Extended functionality for advanced available to promise (aATP) and more**
  Extended functionality for advanced available to promise. This allows further vertical consumption strategies within product allocation sequences. In the backorder processing, we support re-evaluation of alternatives in backorder processing.
- **Back-order processing and release for delivery**
  Improved with an automation on fallbacks, visualization for constraints and multiple time zones.
- **Alternative-based confirmation**
  This is available to configure alternative control and substitution strategy, determine the delivering plant with best availability.
### Transportation Management

#### Business Scenario Description

Streamline your company's transportation planning and execution for better process efficiency. Center transportation around sales orders, taking transportation constraints into consideration.

#### Value Drivers

- **Improve on-time delivery performance**
  - Integrate pick, pack and ship processes.

- **Reduce transportation spend**
  - Automate processes for inbound and outbound shipment

- **Improve supply chain full-time equivalents (FTE) productivity**
  - Provide transaction access and information that matters in real-time

#### What's new in SAP S/4HANA

- **Integration of process substantially increased**
  - The integration of the whole process has been largely enhanced providing integration between the activities in the warehouse; including pick & pack and the shipping execution.

### Further Information

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »

- **Additional SAP products**
  - Intelligent allocation management »

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Complaints Management

Business Scenario Description

Improve complaints management with full-service and maintenance history and standard follow-up actions. Initiate follow-up actions with service contracts based on standardized task lists to manage complaint resolution.

Value Drivers

- **Reduce cost of researching and assisting customers**
  Provide employees with service and maintenance history, customer, and service contract data.

- **Reduce operations cost (Services)**
  by automatically adding follow-up activities through the standardized task list

- **Increase service contract renewals**
  by increasing the employees’ capability of responding to customers’ needs when interacting with them

Industry popularity ★ ★ ★

Further Information

- Details
- Additional SAP products

SAP Contact Center »

What’s new in SAP S/4HANA

- **Functionality in compatibility scope**
  This functionality is part of the SAP S/4HANA compatibility scope. This allows customers to continue using the classical ERP capability in an SAP S/4HANA system.
Claims, Returns, and Refund Management

Business Scenario Description

Accelerate complaint and returns processing with optimized claims and refund management. Automatically process warranty claims, meeting the needs of manufacturers, importers, and vendors of complex products.

Value Drivers

- **Reduce complaints and returns cost**
  Accelerate handling process due to logically triggered follow-ups
- **Reduce service and support cost**
  Facilitate the complaints processed to trigger service improvements
- **Reduce warranty cost**
  Streamline issue resolution and refund management

What’s new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020: Manage customer returns**
  Compensate customers with replacement products that are different from the returned products. You can choose a supplying plant which can be different from the receiving plant for the returned goods. Create and process customer returns for bills of materials (BOM). View approval status or delete customer returns. This is an app (scope item BKP).
- **Enhanced analytics**
  Embedded flexible analytics capability for returning key performance indicators, allowing the sales clerk to quickly find the most relevant information and personalize own report.
- **Accelerated customer returns**
  An improved process with new user experience has been made possible with SAP Fiori apps. Return order processing for non-stock material is available.

Further Information

- Details: Business scenario details »
- Additional SAP products: Related SAP Fiori apps »
- Claims, returns, and refund management »
**Account and Contact Management**

**Business Scenario Description**

Manage and provide easy access to all accounts and contacts and gain visibility into relevant details. This includes the determination and creation of compensation and incentive programs.

- **New**
  Industry popularity

**Value Drivers**

- **Increase sales force efficiency**
  Enhance efficiency by being able to see and manage all the details of the contact and account

- **Increase customer interactions which result in a sale**
  Support visit preparation through an understanding of past interactions with each customer

**What’s new in SAP S/4HANA**

- **Business partner**
  The business partner is the new and leading object in SAP S/4HANA, combining vendor and customer data in one central object and thus simplifying the data structure and master data management.

- **Improved user experience**
  Sales clerk can access account and contact details directly in Fiori App and start communication (email, phone call) immediately.

- **NEW with SAP S/4HANA 2020: Gender options for business partners**
  With this feature, you can add an attribute to custom configurations in account and contact management. The attribute provides the gender options male, female, unknown, nonbinary, and not specified.
## Activity Management

### Business Scenario Description

Activity management and visit planning involves optimized planning, creation, conduction, capturing, and tracking of customer visits and sales activities.

**New**

Industry popularity

### Value Drivers

- **Increase sales force efficiency**
  
  Support sales reps to effectively capture and track their activities and interactions.

### What’s new in SAP S/4HANA

- **Capture and track activities**
  
  Support effective customer engagements by enabling sales resources to quickly capture and track activities and interactions.

- **Embedded activities management capability**
  
  Fully integrated activity management enabling sales office to track the complete customer engagement details.

### Further Information

<table>
<thead>
<tr>
<th>Details</th>
<th>Additional SAP products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business scenario details »</td>
<td>Customer activity and visit planning »</td>
</tr>
</tbody>
</table>
Inventory Analytics and Control

**Business Scenario Description**

Enable real-time reporting in inventory management with SAP S/4HANA. Better-informed inventory management decisions with real-time and historical data.

**Value Drivers**

- **Improve on-time delivery performance**
  Analyze deviations in delivery plans and schedules and making timely adjustments.

- **Reduce days in inventory**
  Analyze inventory coverage and ensuring inventory is aligned with demand.

- **Reduce spare parts inventory carrying cost**
  Take informed spare parts inventory management decisions based on real-time and historical data.

**What’s new in SAP S/4HANA**

- **Real-time inventory management**
  An overview page presents selected and relevant key performance indicators and charts at a glance.

- **Improved analysis of goods movements**
  This includes the analysis of both the goods receipt blocked stock and stock in transit (as part of predictive analytics and machine learning).

- **“slow or non-moving materials” and “dead stock analysis”**
  Enhancements were made to the SAP Fiori app “slow or non-moving materials” enabling users to display a prediction for slow or non-moving materials with regard to the future development of a material. The new app for inventory analysis displaying obsolete stock is called the “dead stock analysis” app.

**Further Information**

- **Details**
  - Business scenario details
  - Related SAP Fiori apps

- **Additional SAP products**
  - SAP Global Track and Trace
**Opportunity Management**

**Business Scenario Description**

Drive sales from lead to close with opportunity and pipeline management. Leverage a tailored and structured approach to engage with customers regarding longer-term or high-value opportunities.

**Value Drivers**

- **Increase sales force efficiency**
  Analyze the sales pipeline to identify gaps and critical opportunities.

**What’s new in SAP S/4HANA**

- **Opportunity management**
  The opportunity management becomes available with SAP S/4HANA and allows a more integrated management of the sales process.

- **Efficiently manage sales opportunity**
  Capture information about sales prospects, their requested products and services, the sales prospects’ budget, the potential sales volume and an estimated sales probability. Track sales opportunity status along the sales cycle.

**Further Information**

- **Details**
  - Business scenario details »

- **Additional SAP products**
  - Opportunity and pipeline management »

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Sales Lead Management

Business Scenario Description

Streamline lead management to improve sales efficiency and revenue. Gain a complete view across the enterprise by accessing a single source of customer and lead information.

Value Drivers

- **Improve quality of leads generated**
  Generate highly qualified leads based on accurate account information and relevant interactions

- **Increase sales force efficiency**
  Provide key support in generating high quality leads

What's new in SAP S/4HANA

- **Lead generation**
  Generate high-quality leads by coordinating and executing marketing activities. Presales management is now available.

- **Improved lead conversion**
  Improve lead conversion and avoid losing prospects to competitors by accelerating follow-on activities.

Further Information

Details

- Business scenario details »
- Sales lead management »

Additional SAP products

- ...
Solution Billing

Business Scenario Description

Enable business model transformation through a flexible billing process for outcome-based services. Reduce days sales outstanding with accurate and timely billing.

Value Drivers

- **Increase accounts receivable Full-Time Equivalents (FTE) productivity**
  Leverage an efficient solution billing process

- **Reduce days sales outstanding (one - time benefit)**
  Reduce both the bill-creation time and customer complaints

- **Reduce revenue leakage**
  Enable flexible approval process before the bill is created

What’s new in SAP S/4HANA

- **New billing capabilities**
  The billing capacities have been enhanced with new capabilities to base billing on usage data.

- **Integrate invoices**
  With SAP S/4HANA it is possible to combine usage billing with physical goods and services into one invoice.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- SAP Marketing Cloud »
Reimagine Order to Delivery

Traditional Scenario:
- Little visibility into the order-to-delivery process
- Delivery commitments based on a separate system and outdated data resulting in cancelled or delayed orders
- Complex and time-consuming process to get a holistic view of all process-related issues
- Prior communications and decisions cannot be tracked in the system
- Increased safety buffers to make up for the lack of inventory visibility, locking up capital
- Interface needed between ERP and extended warehouse management
- Prior communications and decisions cannot be tracked in the system
- No out-of-the-box event-tracking capabilities
- Analytics and reporting done in a separate business warehousing system with no real-time data update

The New World With SAP:
- An intuitive user experience on any device providing real-time insights into the order-to-delivery process
- Up-to-date inventory information resulting in realistic fulfillment commitments
- Advanced ATP with allocation enforcement and management
- Monitoring of fulfillment status of all sales orders over the whole process
- Relevant insights, contacts, and collaboration features for internal sales
- Single warehousing platform for all warehousing operations
- Minimized safety stock with just-in-time material availability
- Single platform for transportation management with real-time embedded analytics
- Capacity management, planning, collaboration, execution, charge management
- Insights into transportation execution, tracking of goods and assets in transit
- Analysis of vehicle and sensor data in real time, optimizing logistics and improving service

Read the whitepaper »
Before: Challenges and Opportunities

- Increase process consistency and improve reporting capabilities
- Mitigate operational risk and facilitate mergers and acquisitions
- Integrate overseas subsidiaries and address the needs of aging IT infrastructure and software

Why SAP and Woongjin

- Powerful, unified software for finance and controlling, sales, materials management, process orchestration, and master data and landscape management
- Straightforward implementation and expert support from SAP and Woongjin
- Enablement workshops for SAP S/4HANA and knowledge transfer to CJ Logistics’ customers
- Premium engagement services from the SAP Value Assurance program for SAP S/4HANA that provide comprehensive business, product, and system support

After: Value-Driven Results

- Connected and aligned processes and improved governance across the distributed enterprise
- Created an organization-wide framework to enable profit and loss management
- Simplified and accelerated reporting with flexible, agile functionality
- Integrated financial and controlling data and standardized transaction processing
- Enabled mergers, acquisitions, and incorporation of new company codes, thanks to a unified template for rapid system integrations with SAP S/4HANA

"SAP solutions help us reduce costs, improve market efficiency, and realize our vision to connect the world by sea, land, and air"

Eung Joon Lee, Operations Officer, CJ Logistics

Customer satisfaction on reported surveys

77%
Faster average reporting performance

Increased
Visibility into overseas subsidiaries
OPTIMIZE SUPPLY CHAIN:

- Days in Inventory defines the average number of days that the company holds its inventory (finished goods, work-in-progress goods and raw materials) before selling it.
- Days in inventory is calculated as: \[\text{Average Annual Inventory} \times 365 / \text{Cost of Goods Sold}\]

Reduce Days In Inventory
### Supply Chain: Your Current Process Performance in SAP ERP System “PRD”

<table>
<thead>
<tr>
<th>Value Driver: Reduce Days In Inventory</th>
<th>Unrestricted Stock</th>
<th>Sales Order Stock</th>
<th>Customer Consignment Stock</th>
<th>Project Stock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stock level of unrestricted-use stock »</td>
<td>61,610</td>
<td>28</td>
<td>No data</td>
<td>5</td>
</tr>
<tr>
<td>Stock level of sales order stock »</td>
<td></td>
<td></td>
<td>Stock level of customer consignment stock</td>
<td></td>
</tr>
<tr>
<td>Stock level of project stock »</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### How SAP helps:

- Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.

- Inventory Analytics and Control »
- Warehouse Management »
- Extended Warehouse Management »
- Available to Promise »
- Advanced Available to Promise »
**Findings and Benchmark**

What we measured

61,610 materials

**Stock level of unrestricted-use stock**

Absolute number of material/plant/storage location combinations in unrestricted-use stock, which were not moved within the last 6 months.

Learn more »

**Details**

What we measured

**Aging Distribution:**

<table>
<thead>
<tr>
<th>Aging Distribution</th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>19,662</td>
<td>21,918</td>
<td>20,030</td>
</tr>
<tr>
<td>Percent</td>
<td>0%</td>
<td>0%</td>
<td>32%</td>
<td>36%</td>
<td>33%</td>
</tr>
</tbody>
</table>

**Top 5 Material Types:**

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Materials</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIST Other stock</td>
<td>57,885</td>
<td>94%</td>
</tr>
<tr>
<td>HAWA Trading goods</td>
<td>1,491</td>
<td>2%</td>
</tr>
<tr>
<td>FERT Finished products</td>
<td>708</td>
<td>1%</td>
</tr>
<tr>
<td>HALB Semifinished products</td>
<td>497</td>
<td>1%</td>
</tr>
<tr>
<td>HIBE Operating supplies</td>
<td>200</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Implication**

Understand the problem

**Possible Root Causes:**

- Wrong or inaccurate supply chain planning data
- Wrong or inaccurate master data
- Low trust on system-based planning data
- Inconsistencies between the SAP book stock and the real world

**Possible Business Impact:**

- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment

Back to Overview »
FINDINGS

Stock level of sales order stock

Findings and Benchmark

What we measured

28 materials

Stock level of sales order stock

Absolute number of material/plant/storage location combinations in sales order stock, which were not moved within the last 3 months.

Learn more »

Consumer Products Industry Benchmark:

Your Company: 28 materials

Benchmark:

- before 25%
- 25%
- top 25%

Details

What we measured

Aging Distribution:

<table>
<thead>
<tr>
<th>Aging Distribution</th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Top 3 ERP Sales Organizations:

<table>
<thead>
<tr>
<th>ERP Sales Organization</th>
<th>Materials</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRAE MU Asia East</td>
<td>26</td>
<td>93%</td>
</tr>
<tr>
<td>SROC MU Oceania</td>
<td>1</td>
<td>4%</td>
</tr>
<tr>
<td>SRAS MU Africa South</td>
<td>1</td>
<td>4%</td>
</tr>
</tbody>
</table>

Implication

Understand the problem

Possible Root Causes:

- Wrong or inaccurate supply chain planning data
- Wrong or inaccurate master data
- Low trust on system-based planning data
- Inconsistencies between the SAP book stock and the real world

Possible Business Impact:

- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Unnecessary blocked special stock is not available for other transactions

Learn more »
**Findings and Benchmark**

**What we measured**

**5 materials**

**Stock level of project stock**

*Absolute number of material/plant/storage location combinations in project stock, which were not moved within the last 6 months.*

*Learn more »*

**Consumer Products Industry Benchmark:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Materials</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F06 Factory Poland</td>
<td>5</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Aging Distribution:**

- **0-3 months old:** 0%
- **3-6 months old:** 0%
- **6-12 months old:** 100%
- **1-3 years old:** 0%
- **3+ years old:** 0%

**Possible Root Causes:**

- Wrong or inaccurate supply chain planning data
- Wrong or inaccurate master data
- Low trust on system-based planning data
- Inconsistencies between the SAP book stock and the real world

**Possible Business Impact:**

- Low reliability of Material Requirements Planning
- Inaccurate supply chain and replenishment
- Unnecessary blocked special stock is not available for other transactions
The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>YOUR CURRENT USAGE INTENSITY</th>
<th>BASED ON USAGE OF TRANSACTIONS*</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse Management</td>
<td>★★★</td>
<td>57</td>
<td>★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Management</td>
<td>★★★</td>
<td>27</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goods Movement</td>
<td>★★★</td>
<td>7</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Available to Promise</td>
<td>★★★</td>
<td>1</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extended Warehouse Management</td>
<td>★★</td>
<td>Usage of related application area</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Available to Promise</td>
<td>★★</td>
<td>Usage of related application area</td>
<td>New</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation Management</td>
<td>★★</td>
<td>Usage of related application area</td>
<td>New</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = In addition to the used SAP transactions, we found overall 30 used custom code transactions
### Additional SAP S/4HANA Business Scenarios*

The table below shows additional SAP S/4HANA business scenarios you could benefit from.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory Analytics and Control</td>
<td>New</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.
Warehouse Management

Business Scenario Description

Deliver the right products to the right place, on time, with integrated logistics execution processes. Automate operations to improve asset usage, increase throughput, and support on-time, accurate order fulfillment.

Value Drivers

- Reduce warehouse management costs
  Improve workforce productivity and automate warehouse operations.
- Reduce days in inventory
  Conduct real-time reports on inventory positions and flows leading to insight to action
- Reduce inventory carrying costs
  Identify mismatches in inventory levels and turnover rates using intuitive visualizations

What’s new in SAP S/4HANA

- Embedded analytics
  Process control and monitoring is simplified and enhanced with new embedded analytics functionality in SAP S/4HANA.
- Superior data model
  With an improved data model the past table locks can be avoided and processes are accelerated with SAP S/4HANA.
- Automation
  Automation of warehouse operations to improve asset usage has been increased with SAP S/4HANA. This increases throughput, and supports on-time, accurate order fulfillment.

Further Information

Details

- Business scenario details
- Related SAP Fiori apps

Your usage intensity based on 57 used transactions

Industry popularity
Delivery Management

Business Scenario Description

Deliver enhanced orders with integrated delivery management processes. Increase process transparency through stakeholder communication, for example, by sending and receiving advance shipping notifications.

Value Drivers

- **Improve on-time delivery performance**
  Integrate pick, pack, and ship processes.
- **Reduce order fulfillment lead time**
  Use real-time information on timely completion of picking, packing and, shipping activities

What’s new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020**: Enhancements for schedule delivery creation app
  Two enhancements are now available: new job template to schedule the creation of deliveries for return purchase orders and stock transport orders. In addition a new feature now lets you schedule recurring jobs with dynamic calculated date values.
- **Superior data model**
  The data model has been considerably improved and the superior data model includes improved handling and no more table locks.
- **Embedded analytics**
  Embedded analytics are available with SAP S/4HANA.

Further Information

Details
- Business scenario details »

Related SAP Fiori apps »

Additional SAP products
- Yard logistics / gate automation »
- Details

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**Business Scenario Description**

Streamline inbound and outbound logistics processes. Integrate barcode and RFID technology to manage just-in-time availability, unit handling, serial numbers, electronic data exchange, and proof of delivery.

**Value Drivers**

- **Improve supply chain Full-Time Equivalents (FTE) productivity**
  Provide transaction access and information that matters in real-time.

- **Improve on-time delivery performance**
  Improve shipping performance, streamlining material flow and establishing transparency across the outbound logistics operations.

**What’s new in SAP S/4HANA**

- **New business insights**
  Operational excellence has been improved here with operational analytics, enhancements to work-in-process batch functionality for order combinations and the inclusion of batch selection into the goods receipt process.

- **Predictive analytics and machine learning**
  The predictive analytics and machine learning for decision support has been made available with SAP S/4HANA through the inclusion of the predicted delivery date into the creation of stock transport orders.

**Further Information**

- **Business scenario details »**
- **Related SAP Fiori apps »**
- **Intelligent GR/IR account reconciliation »**
Available to Promise

Business Scenario Description

Promise order commitments based on actual stock information to enhance customer satisfaction; according to business rules, taking into account material availability, and enforcing allocations.

Value Drivers

- **Reduce order fulfillment lead time**
  Use real-time information on inventory availability, and projected availability, to provide accurate order commitment dates.

- **Improve customer satisfaction**
  Fulfill orders as promised, thanks to real-time information

What’s new in SAP S/4HANA

- **New algorithm**
  An algorithm that calculates faster and more efficiently has been implemented.

- **Extended functionality available**
  This functionality is available with the new SAP S/4HANA solution for advanced available to promise.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »
- Back to innovation overview »
Extended Warehouse Management

Business Scenario Description

Deliver the optimal order through extended warehouse management. Streamline location management and material handling operations with predefined business process integration.

Value Drivers

- **Reduce warehouse management cost**
  Improve workforce productivity and automate processes for full control of warehouse operations.
- **Reduce days in inventory**
  Provide real-time visibility into inventory positions.
- **Reduce revenue loss due to stock-outs**
  Improve accuracy and visibility of warehouse inventory and activities as well as of impacting supply and demand.

What’s new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020:** Enhanced picking, new rack, manage towing vehicles
  Picking confirmation on desktop as alternative to confirmation via RF (radio frequency). New RF transaction “NEXT” to create new rack with same attributes automatically, if a rack is full. Seamless parking and switching of towing vehicles in case of break, shift change or damage.
- **Enhanced posting and analysis**
  Synchronous stock postings between inventory management and SAP Extended Warehouse Management. The alternative-based confirmation analysis of products is based on confirmed warehouse tasks.
- **New replenishment strategy using Kanban**
  With the usage of Kanban in warehouse, the tasks to replenish a Kanban container are automatically created, when you set the Kanban container to empty.

Further Information

<table>
<thead>
<tr>
<th>Details</th>
<th>Video</th>
<th>Additional SAP products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business scenario details »</td>
<td>Related SAP Fiori apps »</td>
<td>Enhanced outbound processing »</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SAP Global Batch Traceability »</td>
</tr>
</tbody>
</table>
Advanced Available to Promise

Business Scenario Description

Commit to orders accurately to meet business rules in real time and enhance customer satisfaction. Order promising involves providing commitment dates to orders, reflecting material availability, and enforcing allocations.

Value Drivers

- **Reduce days in inventory**
  Leverage real time information regarding inventory availability to shortening replenishment cycles and to respond to demand on a frequent basis.

- **Reduce order fulfillment lead time**
  Use real-time information on inventory availability, and projected availability, to provide accurate order commitment dates.

- **Improve on-time delivery performance**
  Replenish inventories frequently based on the latest information about stock levels and demand forecasts.

What’s new in SAP S/4HANA

- **Extended functionality for advanced available to promise (aATP) and more**
  Extended functionality for advanced available to promise. This allows further vertical consumption strategies within product allocation sequences. In the backorder processing, we support re-evaluation of alternatives in backorder processing.

- **Back-order processing and release for delivery**
  Improved with an automation on fallbacks, visualization for constraints and multiple time zones.

- **Alternative-based confirmation**
  This is available to configure alternative control and substitution strategy, determine the delivering plant with best availability.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

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Transportation Management

Business Scenario Description

Streamline your company’s transportation planning and execution for better process efficiency. Center transportation around sales orders, taking transportation constraints into consideration.

Value Drivers

- **Improve on-time delivery performance**
  Integrate pick, pack and ship processes.
- **Reduce transportation spend**
  Automate processes for inbound and outbound shipment.
- **Improve supply chain full-time equivalents (FTE) productivity**
  Provide transaction access and information that matters in real-time.

What’s new in SAP S/4HANA

- **Integration of process substantially increased**
  The integration of the whole process has been largely enhanced providing integration between the activities in the warehouse; including pick & pack and the shipping execution.

Further Information

- **Details**
  - Business scenario details »
  - Related SAP Fiori apps »
- **Additional SAP products**
  - Intelligent allocation management »

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Inventory Analytics and Control

Business Scenario Description
Enable real-time reporting in inventory management with SAP S/4HANA. Better-informed inventory management decisions with real-time and historical data.

Value Drivers
- **Improve on-time delivery performance**
  Analyze deviations in delivery plans and schedules and making timely adjustments.
- **Reduce days in inventory**
  Analyze inventory coverage and ensuring inventory is aligned with demand.
- **Reduce spare parts inventory carrying cost**
  Take informed spare parts inventory management decisions based on real-time and historical data.

What’s new in SAP S/4HANA
- **Real-time inventory management**
  An overview page presents selected and relevant key performance indicators and charts at a glance.
- **Improved analysis of goods movements**
  This includes the analysis of both the goods receipt blocked stock and stock in transit (as part of predictive analytics and machine learning).
- **“slow or non-moving materials” and “dead stock analysis”**
  Enhancements were made to the SAP Fiori app “slow or non-moving materials” enabling users to display a prediction for slow or non-moving materials with regard to the future development of a material. The new app for inventory analysis displaying obsolete stock is called the “dead stock analysis” app.

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products
- SAP Global Track and Trace »

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Reimagine Plan to Position

Traditional Scenario:

- Alignment between sales plan and capacity plan excluding inventory targets
- Limited financial alignment with business plan
- Classical statistical forecasting and consensus demand planning process based on historical data, often leading to unsatisfactory accuracy
- Propagation of supply requirements through company’s network with limited consideration of business priorities and no connection to fulfillment planning
- Use of emails, phone calls, and spreadsheets to resolve issues when there is a supply disruption or a demand change to determine how to respond

The New World With SAP:

- Holistic alignment to business plan including financials and inventory target setting, supported by internal collaboration
- Demand plans consider demand signals from orders, shelf, and web with intelligent adjustments to eliminate bias and determine optimum forecast parameters
- Finite planning based on optimization or business priority rules, coordinated electronically with trading partners, with full pegging visibility and generation of allocation plans to govern order promising
- Full visibility to demand and supply across the extended network, to simulate changes to plan, with root cause analysis to understand and resolve issues

Read the whitepaper »
### Objectives
- Simplify, automate, and streamline business processes
- Achieve real-time integration of business processes across logistics, supply chain, manufacturing, and finance
- Determine profitability of different product categories across regions

### Resolution
- Deployed SAP S/4HANA by partnering with Infiniti Techlabs LLP
- Integrated the manufacturing business process with other areas of logistics, procurement, and finance
- Automated freight determination based on customer region from point of delivery, as well as order-wise tracking in pricing, enabling immediate reconciliation of bills payable to the freight vendor
- Implemented controlling and profitability analysis, enabling top managers to evaluate market segments across products, customers, and orders
- Automated the contract management system through SMS and e-mails

### Benefits
- Reduced reconciliation efforts by integrating the weighbridge with SAP solutions for all inward and outward goods movement
- Eliminated the need for reconciliation between warehouse and accounts, resulting in fully integrated inventory and accounting transactions
- Eliminated the need to exercise credit controls manually through the automation of blocking and unblocking customers by system

---

**Company**
Lohiya Group

**Headquarters**
Hyderabad, India

**Industry**
Consumer products

**Products and Services**
Shortening, table oils, margarine, and other edible fats and oils

**Employees**
500

**Revenue**
Rs 22 billion (US$232 million)

**Web Site**
www.lohiyagroup.in

**Partner**
Infiniti Techlabs LLP
www.infinititl.com

---

"SAP S/4HANA is very strategic to our current operations and growth plans. The simplicity of usage and real-time visibility has greatly improved our operational efficiency and overall productivity."

J. Gopala krishna, CFO, Lohiya Group

---

>1,200
Worker days saved per year

60%
Faster transaction processing time

100%
Visibility of inventory across all locations

Clear
Visibility for customers into material deliveries and payment realization through automated SMS alerts
**OPTIMIZE MANUFACTURING:**

- **Accelerate Manufacturing Cycle Time**
  - Manufacturing cycle time is the time of actual production from when a customer order is released to the plant floor for a particular product through to the completion of all manufacturing, assembly, and testing for that specific product (does not include front-end order-entry time or engineering time spent on customized configuration of nonstandard items, or time in finished goods inventory).

- **Reduce Total Manufacturing Costs**
  - Total manufacturing cost is the sum of costs of all resources consumed in the process of making a product.
  - The manufacturing cost is classified into the following categories:
    - Direct materials cost
    - Direct labor cost
    - Manufacturing overhead
    - Manufacturing extraordinary costs
    - Outsourced manufacturing costs

[Go to findings »](#)
### Manufacturing: Your Current Process Performance in SAP ERP System “PRD”

#### Value Drivers:

<table>
<thead>
<tr>
<th>Driver</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accelerate Manufacturing Cycle Times</strong></td>
<td>409 Planned but not converted in time</td>
</tr>
<tr>
<td><strong>Reduce Total Manufacturing Costs</strong></td>
<td>13% Production orders automatically created</td>
</tr>
<tr>
<td></td>
<td>24 days Lead time: Prod. order creation to release</td>
</tr>
<tr>
<td></td>
<td>331 Failed goods movements during prod. order confirmation</td>
</tr>
<tr>
<td></td>
<td>133 Overdue prod. orders assigned to sales</td>
</tr>
</tbody>
</table>

#### How SAP helps:

- Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.
- **Material Requirements Planning**
- **Demand-Driven Replenishment**
- **Constraint Based Production Planning**
- **Production Control**
- **Production Execution**
### Findings and Benchmark
What we measured

409 documents
Planned but not converted in time

Absolute number of planned orders not converted into production orders, although the planned delivery date is already in the past.

Learn more »

### Details
What we measured

#### Aging Distribution:

<table>
<thead>
<tr>
<th></th>
<th>0-3 months old</th>
<th>3-6 months old</th>
<th>6-12 months old</th>
<th>1-3 years old</th>
<th>3+ years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>391</td>
</tr>
<tr>
<td>Percent</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>96%</td>
</tr>
</tbody>
</table>

#### Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F04</td>
<td>299</td>
<td>73%</td>
</tr>
<tr>
<td>F05</td>
<td>49</td>
<td>12%</td>
</tr>
<tr>
<td>F20</td>
<td>16</td>
<td>4%</td>
</tr>
<tr>
<td>F21</td>
<td>12</td>
<td>3%</td>
</tr>
<tr>
<td>F22</td>
<td>1</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Implication
Understand the problem

#### Possible Root Causes:
- Low trust on system-based planning data
- Production without production planning or outside of SAP-system
- Poor housekeeping: Non-deleted documents from inactive plants/materials

#### Possible Business Impact:
- Inaccurate supply chain and replenishment
- Low production control (e.g. risk of double production)
- Higher workload for manual planning and production order entry
### Production orders automatically created

#### Findings and Benchmark

**What we measured**

**13%**

**Production orders automatically created**

*Share of production orders created last week by system versus communication users.*

[Learn more »](#)

#### Details

**What we measured**

**Top 5 Plants:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>F05 Factory India</td>
<td>133</td>
<td>31%</td>
</tr>
<tr>
<td>F25 Factory USA I</td>
<td>37</td>
<td>41%</td>
</tr>
<tr>
<td>F24 Factory Italy I</td>
<td>20</td>
<td>30%</td>
</tr>
<tr>
<td>F22 Factory Brazil II</td>
<td>9</td>
<td>11%</td>
</tr>
<tr>
<td>F02 Factory Germany II</td>
<td>2</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### Implication

**Understand the problem**

**Possible Root Causes:**
- Low trust on system-based planning data
- Production without production planning
- Production planning outside of SAP system

**Possible Business Impact:**
- Low reliability of Material Requirements Planning
- High manual workload

---

### Consumer Products Industry Benchmark*

*Data from SAP customers using automation*

**Your Company:** 13%

**Bottom 25%**

98% 99% 100%
**Lead time: Prod. order creation to release**

**Findings and Benchmark**
What we measured

**24 days**

**Lead time: Prod. order creation to release**

Duration (in days) between production order creation and release for orders that were released last week.

*Learn more »*

**Details**
What we measured

**Top 5 Plants:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>F05 Factory India</td>
<td>266</td>
<td>1</td>
</tr>
<tr>
<td>F23 Factory Turkey</td>
<td>45</td>
<td>42</td>
</tr>
<tr>
<td>F25 Factory USA I</td>
<td>23</td>
<td>0</td>
</tr>
<tr>
<td>F26 Factory Argentina</td>
<td>20</td>
<td>48</td>
</tr>
<tr>
<td>F24 Factory Italy I</td>
<td>20</td>
<td>0</td>
</tr>
</tbody>
</table>

**Implication**
Understand the problem

**Possible Root Causes:**

- Production planners lack trust on system-based planning data
- Production without production planning or outside of SAP-system

**Possible Business Impact:**

- Working capital: Higher safety stock for components
- Lower flexibility for production adjustments
- Production resources blocked unnecessarily

Consumer Products Industry Benchmark:

Your Company 24 days
**Production orders automatically released**

**Findings and Benchmark**

**What we measured**

**4%**

Production orders automatically released

Share of production orders immediately released last week when saving the order.

*Learn more »*

**Consumer Products Industry Benchmark*:**

<table>
<thead>
<tr>
<th>Benchmark</th>
<th>Your Company</th>
<th>4%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11%</td>
<td>93%</td>
</tr>
</tbody>
</table>

* Data from SAP customers using automation

**Details**

**What we measured**

**Top 5 Plants:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>F05</td>
<td>Factory India</td>
<td>266</td>
</tr>
<tr>
<td>F23</td>
<td>Factory Turkey</td>
<td>45</td>
</tr>
<tr>
<td>F25</td>
<td>Factory USA I</td>
<td>23</td>
</tr>
<tr>
<td>F24</td>
<td>Factory Italy I</td>
<td>20</td>
</tr>
<tr>
<td>F26</td>
<td>Factory Argentina</td>
<td>20</td>
</tr>
</tbody>
</table>

**Implication**

Understand the problem

**Possible Root Causes:**

- Low trust on system-based planning data
- Production without production planning
- Production planning outside of SAP system

**Possible Business Impact:**

- Low reliability of Material Requirements Planning
- High manual workload

[SAP Business Scenario Recommendations](#)
## Lead time: Prod. order release to confirmation

### Findings and Benchmark

**What we measured**

### Details

#### Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>F05</td>
<td>195</td>
<td>1</td>
</tr>
<tr>
<td>F23</td>
<td>70</td>
<td>1</td>
</tr>
<tr>
<td>F24</td>
<td>23</td>
<td>9</td>
</tr>
<tr>
<td>F22</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>F25</td>
<td>11</td>
<td>2</td>
</tr>
</tbody>
</table>

### Implication

**Understand the problem**

#### Possible Root Causes:

- Missing or unavailable production resources (components, machine/labor capacities)

#### Possible Business Impact:

- Working capital: Higher safety stock for components
- Lower flexibility for production adjustments
- Production resources blocked unnecessarily
- Delays in production process

**Consumer Products Industry Benchmark:**

- **Your Company:** 1 days
- **Bottom 25%:**
  - Benchmark: [9, 4, 1]
  - Top 25%:
Failed component consumptions during prod. order confirmation

Findings and Benchmark
What we measured

331 documents
Failed component consumptions during prod. order confirmation
Absolute number of failed automatic goods movements (goods receipts and component consumption postings) during production order confirmation.

Learn more »

Details
What we measured

Aging Distribution:

<table>
<thead>
<tr>
<th>Days Old</th>
<th>0-3 months</th>
<th>3-6 months</th>
<th>6-12 months</th>
<th>1-3 years</th>
<th>3+ years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>114</td>
<td>15</td>
<td>31</td>
<td>12</td>
<td>159</td>
</tr>
<tr>
<td>Percent</td>
<td>34%</td>
<td>5%</td>
<td>9%</td>
<td>4%</td>
<td>48%</td>
</tr>
</tbody>
</table>

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F01 Factory China I</td>
<td>115</td>
<td>35%</td>
</tr>
<tr>
<td>F02 Factory Germany II</td>
<td>103</td>
<td>31%</td>
</tr>
<tr>
<td>F03 Factory Italy II</td>
<td>44</td>
<td>13%</td>
</tr>
<tr>
<td>F04 Factory Portugal</td>
<td>32</td>
<td>10%</td>
</tr>
<tr>
<td>F05 Factory India</td>
<td>15</td>
<td>5%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Temporarily missing stock of production components

Possible Business Impact:
- Inconsistent stock information for components between the SAP book stock and the real world
- Wrong and inaccurate supply chain planning data
- Incorrect production costs (COGM, COGS)

Back to Overview »
Findings and Benchmark
What we measured

2 days
Lead time: Prod. order release to delivery

Duration (in days) between production order release and delivery for orders that were delivered last week.

Learn more »

Details
What we measured

Implication
Understand the problem

Possible Root Causes:
- Missing or unavailable production resources (components, machine/labor capacities)

Possible Business Impact:
- Working capital: Higher safety stock for components
- Lower flexibility for production adjustments
- Production resources blocked unnecessarily
- Delays in production process

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>F05 Factory India</td>
<td>122</td>
<td>1</td>
</tr>
<tr>
<td>F23 Factory Turkey</td>
<td>25</td>
<td>1</td>
</tr>
<tr>
<td>F22 Factory Brazil II</td>
<td>22</td>
<td>14</td>
</tr>
<tr>
<td>F24 Factory Italy I</td>
<td>21</td>
<td>14</td>
</tr>
<tr>
<td>F25 Factory USA I</td>
<td>11</td>
<td>2</td>
</tr>
</tbody>
</table>

Consumer Products Industry Benchmark:

- Your Company
- 2 days
- before 25%
- 11
- top 25%
- 2
- 5
**Findings and Benchmark**

What we measured

133 documents

Overdue production orders assigned to sales

Absolute number of production orders neither finally delivered nor technically closed assigned to sales orders (make to order) where the basic finish date is already in the past.

*Learn more →*

**Consumer Products Industry Benchmark:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Company</td>
<td>133</td>
<td>100%</td>
</tr>
<tr>
<td>Before 25%</td>
<td>620</td>
<td>47%</td>
</tr>
<tr>
<td>Top 25%</td>
<td>33</td>
<td>2%</td>
</tr>
<tr>
<td>Benchmark</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Details**

What we measured

**Aging Distribution:**

<table>
<thead>
<tr>
<th>Months Old</th>
<th>0-3</th>
<th>3-6</th>
<th>6-12</th>
<th>1-3</th>
<th>3+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>133</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Percent</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Top 4 Plants:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F05 Factory India</td>
<td>85</td>
<td>64%</td>
</tr>
<tr>
<td>F23 Factory Turkey</td>
<td>15</td>
<td>11%</td>
</tr>
<tr>
<td>F24 Factory Italy I</td>
<td>9</td>
<td>7%</td>
</tr>
<tr>
<td>F25 Factory USA I</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Implication**

Understand the problem

Possible Root Causes:

- Low trust on system-based planning data
- Production without production planning
- Production planning outside of SAP system
- Missing information exchange between sales and production departments

Possible Business Impact:

- Lower flexibility for production adjustments
- Production resources blocked unnecessarily
- Delays in production process and in delivery to customer
- Incorrect production costs (impact on COGM, COGS)

Learn more →
Recommended SAP S/4HANA Business Scenarios – Based on Your Current SAP Usage

The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>YOUR CURRENT USAGE INTENSITY</th>
<th>BASED ON USAGE OF TRANSACTIONS*</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
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<tbody>
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<td>★★★★</td>
<td></td>
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</tr>
<tr>
<td>Demand-Driven Replenishment</td>
<td>★★★</td>
<td>Usage of related application area</td>
<td>New</td>
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* = In addition to the used SAP transactions, we found overall 30 used custom code transactions.
Additional SAP S/4HANA Business Scenarios*

The table below shows additional SAP S/4HANA business scenarios you could benefit from.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
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<td>Repetitive Manufacturing</td>
<td>★ ★ ★</td>
<td></td>
<td></td>
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<tr>
<td>Constraint Based Production Planning</td>
<td>New</td>
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<tr>
<td>Extended Production Operations</td>
<td>New</td>
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<tr>
<td>Kanban</td>
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<tr>
<td>Manufacturing Engineering</td>
<td>New</td>
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</tbody>
</table>

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.
Production Execution

Business Scenario Description
Move quality products faster through production execution. Streamline production schedules based on real-time data. Monitor released production and process orders efficiently.

Value Drivers
- **Improve on-time delivery performance**
  Adjust capacity planning to demand.
- **Reduce manufacturing cycle time**
  Ensure optimal resource commitments.
- **Reduce total manufacturing costs**
  Integrate all required information to reduce buffer times.

Further Information

What’s new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020: Reference designators for visual instances of components**
  For serialized products, you can now use reference designators to define a meaningful name for visual instances of components to better track and trace the physical location of visual instances of components.

- **Material requirements planning (MRP with demand-driven MRP and cockpit) and dashboards**
  Production planning and demand scheduling (PPDS) integrated into SAP S/4HANA. New demand-driven material requirements planning (MRP). New dashboards for manufacturing process tracking are available.

- **New functions for process manufacturing**
  A new make-to-stock production is available for process manufacturing. Notably with co- and by-products, silo materials and more.

Details

- Business scenario details »
- Related SAP Fiori apps »
- SAP Manufacturing Execution »
External Processing

**Business Scenario Description**

Manage external processing – from planning to execution and monitoring. Avoid capacity bottlenecks and reduce inventory volumes. Integrate financials and other business areas with external manufacturing processes.

Your usage intensity based on 6 used transactions »

Industry popularity

**Value Drivers**

- **Improve on-time delivery performance**
  Improve the electronic data interchange infrastructure.
- **Reduce days in inventory**
  Optimize inventory volumes at required locations.
- **Reduce procurement function costs**
  Automate and streamlining standard processes.

**What’s new in SAP S/4HANA**

- **Processing of sourcing procedures**
  With SAP S/4HANA, the processing of sourcing procedures has been simplified.
- **Analytical dashboards**
  New and enhanced analytical dashboards are now available and increase monitoring capacities of this process with SAP S/4HANA.

**Further Information**

Details Additional SAP products

Business scenario details » SAP Manufacturing Execution »
Quality Inspection

Business Scenario Description

Increase efficiency through rigorous quality management execution. Prepare, execute, and monitor different types of quality inspections, for example, in purchasing, production, or sales scenarios.

Value Drivers

- **Reduce complaints and returns cost**
  Improve responsiveness and accuracy of information.
- **Reduce the cost to support quality management**
  Improve quality processes and information

What’s new in SAP S/4HANA

- **Improved processes**
  The quality inspection related processes have been optimized and enhanced.
- **Improved user interface (UI)**
  The usability has been enhanced and improved using modern UI-technology.
- **New enhancements: Machine learning propose perfect codes in QM and more**
  New machine learning scenario to propose defect codes while creating a defect notification in the system. Nonconformance management and SAP Fiori analytical apps for quality management are now available.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »
### Production Control

**Business Scenario Description**

Take control of production to support high-quality, efficient manufacturing. Coordinate manufacturing with engineering, sales, purchasing, and production.

- Improve on-time delivery performance
- Adjust capacity planning to demand.
- Reduce manufacturing cycle time
- Ensure optimal resource assignments
- Reduce order fulfillment lead time
- Leverage real-time information to control your production hence reducing buffer times

Your usage intensity based on 4 used transactions »

Industry popularity

**Value Drivers**

**What’s new in SAP S/4HANA**

- Dashboards for manufacturing process
  New dashboards for manufacturing process tracking are now available with SAP S/4HANA.
- Material requirements planning cockpit; embedded production planning and scheduling
  A fully new material requirements planning (MRP) cockpit is available, along with production planning and demand scheduling (PPDS) integrated into SAP S/4HANA, which was previously in a separate system.
- Demand driven material requirements planning (MRP), new production engineering and operations
  This functionality includes a new demand-driven material requirements planning (MRP) and new production engineering and operations.

Further Information

<table>
<thead>
<tr>
<th>Details</th>
<th>Video</th>
<th>Additional SAP products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business scenario details »</td>
<td>IoT driven supply chain »</td>
<td>SAP Manufacturing Execution »</td>
</tr>
</tbody>
</table>

Related SAP Fiori apps »

Back to innovation overview »
Subcontracting

Business Scenario Description

Manage the subcontracting process from planning to execution and monitoring and integrate your business network. Plan, execute, and monitor the entire subcontracting process flawlessly.

Value Drivers

- **Reduce total manufacturing costs**
  Outsource activities that are not the company's core competency. Increase flexibility of production capacities.
- **Reduce procurement function costs**
  Automate basic processes
- **Improve on-time delivery performance**
  Provide an electronic data interchange infrastructure

What’s new in SAP S/4HANA

- **Simplified sourcing procedures**
  The processing of sourcing procedures has been optimized and simplified with SAP S/4HANA.
- **Analytical dashboards**
  New and enhanced analytical dashboards are available to better control this process within SAP S/4HANA.
- **New subcontracting cockpit**
  New subcontracting cockpit in procurement available to prioritize outsourcing of production scenarios.

Further Information

Details

- Business scenario details »
- Additional SAP products
  - SAP Manufacturing Execution »

Back to innovation overview »
Material Requirements Planning

Business Scenario Description
Use sophisticated material requirements planning balances to optimize services and cost reduction. Gain visibility across the supply chain to monitor stock-outs and automatically create procurement proposals.

Value Drivers
- **Reduce days in inventory**
  Consider all inventory data, lead times, and procurement timing in calculations.
- **Reduce revenue loss due to stock-outs**
  Monitor inventory and automating the creation of procurement proposals.
- **Improve on-time delivery performance**
  Leverage MRP logic to ensure that materials are in stock and manufacturing is scheduled on time to meet delivery goals and order commitments.

What’s new in SAP S/4HANA
- **New material requirements planning cockpit**
  The whole material requirements planning cockpit has been renewed and redesigned.
- **Embedded production planning and demand scheduling**
  With SAP S/4HANA the production planning and demand scheduling (PPDS) functionality is now embedded in the SAP S/4HANA core.
- **Predictive material and resource planning (pMRP) application and process manufacturing**
  A completely new predictive material and resource planning (pMRP) application is available incl. simulation which reduces inventory carrying costs. Also the make-to-stock production - process manufacturing is now available.

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products
- SAP Integrated Business Planning »

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Capacity Planning

Business Scenario Description

Help ensure the feasibility of production plans with integrated production scheduling. Gain a real-time view of inventory, capacity, and material flow.

Value Drivers

- **Reduce days in inventory (work-in-progress)**
  Integrate scheduling and execution to gain a consistent, real-time view of inventory and product data.

- **Reduce manufacturing cycle time**
  Instantly adapt production schedules to current plant conditions

What’s new in SAP S/4HANA

- **New MRP cockpit**
  The whole material requirements planning cockpit has been renewed and redesigned.

- **Embedded production planning and demand scheduling**
  With SAP S/4HANA the production planning and demand scheduling (PPDS) functionality, which was outside the ERP system in APO-PPDS is now embedded.

- **New demand driven MRP & capacity production visualization**
  The material requirements planning run has now been enhanced with demand-driven material requirements planning. Capacity production visualization was not available in ERP. Production capacity leveling is now available.

Further Information

- Business scenario details »
- Related SAP Fiori apps »
- SAP Integrated Business Planning »

Your usage intensity based on 2 used transactions »

Industry popularity
Just-In-Time Processing

Business Scenario Description

Synchronize the flow of components with consumption using just-in-time processing to reduce inventory levels. Request and replenish components just-in-time for production from internal sources or external suppliers, according to lean principles.

Value Drivers

- **Improve on-time delivery performance**
  Monitor production supply in real time.
- **Reduce days in inventory**
  Optimize inventory levels to meet customer demand.
- **Reduce revenue loss due to stock-outs**
  Replenish stock based on your customers’ production planning demand.

What’s new in SAP S/4HANA

- **Out-of-the-box just-in-time process**
  The out-of-the-box just-in-time process is supported with simplified user experience. Just-in-time supply to customer from stock is now available.
- **Non-automotive customers**
  This functionality becomes available also for non-automotive customers with SAP S/4HANA.
- **NEW with SAP S/4HANA 2020: Just-In-Time (JIT) supply to production and to customer enhancements**
  To production: You can e.g. map control cycles to communication group for external replenishment from a supplier. There are also more replenishment control options available. To customer: You can now track components, component groups assigned to JIT calls. You can maintain delivery sequences to ensure that deliveries in response to sequenced JIT calls.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products

- SAP Manufacturing Execution »
**Business Scenario Description**

Leverage out-of-the-box analytics for key manufacturing figures, amounts, and product specifications. Close the loop between global enterprise strategy and execution at local plants.

★ ★ ★

Your usage intensity based on 1 used transactions »

★ ★ ★

Industry popularity

**Value Drivers**

- **Reduce business & operations analysis/reporting costs**
  Use out-of-the-box analytics and functionality to create your own reports.

**What’s new in SAP S/4HANA**

- **Dashboards for manufacturing process**
  New dashboards for better monitoring of the manufacturing process tracking have been made available.

- **New material requirements planning cockpit, production planning, demand scheduling and predictive material requirements planning**
  A new material requirements planning (MRP) cockpit is available in SAP S/4HANA with a fully embedded production planning and demand scheduling (PPDS) and not in a separate system.

- **Demand driven material requirements planning, new production engineering and operations**
  This has been fully reengineered and improved and can now be used to optimize these processes.
Quality Improvement

Business Scenario Description
Enable quality improvement through more visible key performance indicators. Improve your processes and products by gaining better insights into your quality-related data and thereby reach your corporate quality goals.

Value Drivers
- **Improve customer satisfaction**
  Reduce quality issues and increase responsiveness.
- **Reduce total manufacturing costs**
  Improve quality monitoring and control across the manufacturing function

What’s new in SAP S/4HANA
- **Improved processes**
  The quality improvement related processes have been optimized and enhanced. SAP Fiori analytical apps for quality management is now available.
- **Improved user interface (UI)**
  The usability has been enhanced and improved using modern UI-technology.
- **Machine learning and nonconformance management**
  New machine learning scenario to propose defect codes while creating a defect notification in the system. Nonconformance management is now available.

Further Information

Details
- Business scenario details »
- Related SAP Fiori apps »

Additional SAP products
- Predictive quality »

Your usage intensity based on 1 used transactions »

Industry popularity
Production BOM Management

**Business Scenario Description**

Accelerate time to market with efficient production BOM management. Improve transfer of design intent to distributed manufacturing sites. Synchronize master data and product structures continuously.

**Value Drivers**

- **Reduce engineering change costs**
  Leverage enhancements in product structure management.

**What’s new in SAP S/4HANA**

- **NEW with SAP S/4HANA 2020: Migration of classic bills of materials (BOMs) and routings for unitized materials**
  This feature enables you to migrate your classic bills of materials (BOMs) and routings for unitized materials into unitized version-controlled BOMs and routings used in SAP S/4HANA Manufacturing for production engineering and operations (PEO).

- **Analytics**
  Analytics capacities have been optimized and simplified.

- **Structured handover between bills of material**
  This functionality includes a structured handover from engineering bill of material to manufacturing bill of material. Change manufacturing bill of material for production and mass change manufacturing bill of material for productions are now available.

---

**Further Information**

- **Details**
  - Business scenario details »
  - SAP Manufacturing Execution »

- **Additional SAP products**
  - SAP Manufacturing Execution »
Business Scenario Description

Support sophisticated quality planning from the start. Ensure the quality of your products, processes, and services right from the start.

Value Drivers

- **Increase customer satisfaction**
  Reduce quality issues and increase responsiveness.

- **Optimize total PLM costs**
  Embed quality engineering in the product design process.

- **Reduce the cost to support quality management**
  Improve quality processes and information.

What’s new in SAP S/4HANA

- **Improved processes**
  The quality planning related processes have been optimized and enhanced.

- **Improved user interface (UI)**
  The usability has been enhanced and improved using modern UI-technology.

- **Machine learning propose defect codes in quality management**
  New machine learning scenario to propose defect codes while creating a defect notification in the system.

Further Information

Details

- Business scenario details »
- Related SAP Fiori apps »

Your usage intensity based on 1 used transactions »

Industry popularity
**Demand-Driven Replenishment**

**Business Scenario Description**
Promote material flow with strategically-placed buffers, reducing inventory and improving service. Manage variability by strategically locating and sizing stock buffers to decouple the supply chain into segments.

**Value Drivers**
- **Improve on-time delivery performance**
  Replenish buffers based on a consumption logic and make clear replenishment priorities to production and procurement.
- **Reduce days in inventory**
  Size stock buffers based on demand-and-supply variability, dynamically adjusting them as demand and lead time change.
- **Reduce inventory obsolescence**
  Uncouple supply chain with strategically placed stock buffers.

**What’s new in SAP S/4HANA**
- **New demand-driven material requirements planning (MRP) embedded in SAP S/4HANA**
  Use demand-driven replenishment to flexibly prebuffer components based on incoming and predictive demand.
- **Strategic inventory planning through demand-driven material requirements planning**
  Demand-driven material requirements planning (MRP) is fully embedded in existing material requirements planning (MRP) run logic.

**Further Information**
- Details
- Additional SAP products
  - SAP Integrated Business Planning

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**Business Scenario Description**

Accelerate time to market with recipe/routing management. Enable production planning by specifying details about work centers where operations are carried out and listing required production resources and tools.

---

**Value Drivers**

- **Reduce engineering change cost**
  Leverage enhancements in product structure management.

- **Reduce penalties and costs of product recalls/design issues**
  Handle accurately the distribution of any changes in recipe or bill of material.

- **Reduce time to market for new products**
  Use granular recipe/routing information to accelerate hand-over.

---

**What’s new in SAP S/4HANA**

- **Simplified user interface**
  A simplified user interface allows easier access and better usage of the recipe.

- **Analytics**
  The analytics abilities have been simplified and it is easier to access them.

- **Improved processes and visualization**
  Structured engineering processes are available and 3D visualization is possible.

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**Further Information**

<table>
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<th>Details</th>
<th>Additional SAP products</th>
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</thead>
<tbody>
<tr>
<td>Business scenario details »</td>
<td>SAP Manufacturing Execution »</td>
</tr>
</tbody>
</table>
Repetitive Manufacturing

Business Scenario Description

Adjust your repetitive manufacturing production schedules flexibly. Support both configurable and non-configurable products with control in repetitive, make-to-stock, or make-to-order environments.

Value Drivers

- **Improve profitability**
  Adjust production to market demand.
- **Reduce inventory carrying cost**
  Provide increased visibility of exact line-side stock.
- **Reduce manufacturing cycle time**
  Automate data capture and integration into associated business processes.

What’s new in SAP S/4HANA

- **Incoming and outgoing payments**
  With SAP S/4HANA, a new variant configuration has been made available for make-to-order production and simulation.
- **Dashboards for manufacturing**
  The dashboards for manufacturing have been enhanced to allow process tracking.
- **New material requirements planning cockpit with embedded production planning and demand scheduling**
  The material requirements planning cockpit has been completely redesigned. Production planning and demand scheduling has been embedded in SAP S/4HANA.

Further Information

Details

- Business scenario details

Additional SAP products

- SAP Manufacturing Execution
**Constraint Based Production Planning**

**Business Scenario Description**

Shorten lead times at low cost with constraint-based production planning using SAP S/4HANA by linking advanced planning processes to manufacturing execution. Instantly react to changes on the plant floor using one system.

**Value Drivers**

- **Reduce manufacturing cycle time**
  Transition from infinite to finite planning and instantly identify production bottlenecks.
- **Reduce raw material & work in progress days in inventory**
  Integrate scheduling and execution to gain a consistent, real-time view of inventory and product data.
- **Reduce revenue loss due to stock-outs**
  Improve flexibility through fast and responsive production planning closely linked to manufacturing execution.

**What’s new in SAP S/4HANA**

- **New material requirements planning cockpit**
  A new material requirements planning (MRP) cockpit with enhanced / improved functions and embedded production planning and demand scheduling (PPDS) is available.
- **Predictive material requirements planning**
  Simulate potential capacity & planning issues, before they arise and fix it, before material requirements planning creates the orders.
- **Visualize capacity issues in web based Gantt charts**
  Embedded production planning and demand scheduling (PPDS) and predictive material requirements planning runs the material requirements planning in simulation mode to evaluate the impact on fixed capacity & constraints.

**Further Information**

- **Details**: Business scenario details, Related SAP Fiori apps
- **Additional SAP products**: SAP Integrated Business Planning

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### Extended Production Operations

#### Business Scenario Description

Manage shop-floor operations with real-time insight, monitoring, data collection, and analytics. Optimize monitoring with automatic issue detection, root-cause analysis, and decision support.

#### Value Drivers

- **Reduce days in inventory (raw material)**
  Improve material flow.
- **Reduce manufacturing cycle time**
  Prioritize operations based on product and material availability and reducing idle time.
- **Reduce total manufacturing costs**
  Get near real-time insight on resource and process availability.

#### What's new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020:** Core data services views for shop floor control
  Several CDS (Core Data Services) views to manage data for shop floor control have now been released.
- **Production engineering & operations and new embedded scenario**
  Production engineering & operations (PEO) is fully embedded in SAP S/4HANA for enhanced functionalities like three-dimensional (3D) models, embedded instructions, signoff procedures and change logs. The new embedded scenario can cover complex manufacturing scenarios.
- **New functionality in production processes**
  The production operations have been enhanced with a new functionality which allows a structured handover from development BOM to manufacturing BOM.

### Further Information

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<tbody>
<tr>
<td><a href="#">Business scenario details »</a></td>
<td><a href="#">SAP Manufacturing Execution »</a></td>
</tr>
<tr>
<td><a href="#">Related SAP Fiori apps »</a></td>
<td></td>
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</tbody>
</table>

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Business Scenario Description

Drive lean Kanban execution that reduces operating costs. Establish a continuous Kaizen improvement approach; use Kanban processing in lean replenishment for external and internal material flows.

Value Drivers

- **Reduce inventory carrying cost**
  Determine production supply according to the actual demand of the customer.

- **Reduce manufacturing cycle time**
  Ensure optimal resource commitments and continuous process improvements.

- **Reduce total manufacturing costs**
  Support lean execution principles based on standardized pull processes and tight integration of lean execution to IT.

What’s new in SAP S/4HANA

- **Out-of-the-box Kanban process**
  The out-of-the-box Kanban process is supported with simplified user experience.

- **Non-automotive customers**
  This functionality becomes newly available also for non-automotive customers with SAP S/4HANA.

- **New replenishment strategy**
  A new replenishment strategy is available for stock transfer, using Kanban. Having this replenishment strategy in place, warehouse tasks to replenish a Kanban container are automatically created when you set the Kanban container to empty.

Further Information

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<td>SAP Manufacturing Execution »</td>
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</tbody>
</table>
Business Scenario Description

Simplify, enrich, and extend digital collaboration between product design and manufacturing engineering. Facilitate digital collaboration of manufacturing master data, design structures handovers and process planning.

Value Drivers

- **Improve manufacturing planning function efficiency**
  Integrate design, process planning and manufacturing change management collaboration capabilities.
- **Reduce engineering change cost**
  Provide a real-time, integrated environment that enables all stakeholders to collaborate in the change process.
- **Reduce time to market for new products**
  Create dramatic efficiencies that accelerate innovation and expedite production operations.

Further Information

**Details**
- Business scenario details »
- Related SAP Fiori apps »

**Additional SAP products**
- SAP Manufacturing Execution »

What’s new in SAP S/4HANA

- **NEW with SAP S/4HANA 2020:** Additional production engineering and operations (PEO) features in the SAP 3D Visual Enterprise Manufacturing Planner
  You can now use a range of new PEO-specific features in the SAP 3D Visual Enterprise Manufacturing Planner.
- **Simplified user interface and analytics**
  The user interface has been simplified and streamlined. Analytics capacities have been optimized and simplified.
- **Structured handover between bills of material**
  Manufacturing engineering is enhanced with a new functionality which allows a structured handover from development bill of material (BOM) to manufacturing bill of material (BOM).
Reimagine Personalized Order to Production

Traditional Scenario:
- Customer can select only from defined product variants
- Additional personalization requires engineering effort. It is delivered with high cost, long lead time, and varying quality
- Significant investment of labor and resources to fulfill the order
- Low customer satisfaction and inability to scale personalized offerings

The New World With SAP:
- Personalized order from customer through e-commerce; real-time feedback on feasibility
- Confirmation of commitment and lead time based on manufacturing/supplier network guidance
- Advanced variant configuration enables real-time product and production engineering
- Scheduling production in a single system
- Traceability and serialization enabled by integration of SAP Manufacturing Execution with digital core
- Fulfillment of personalized order with short lead time, low cost, and high customer satisfaction
Sample Inc.

System: PRD

EXECUTIVE

SUMMARY

MANUFACTURING

OVERVIEW

FINANCE

SALES

SOURCING AND PROCUREMENT

SUPPLY CHAIN

ASSET MANAGEMENT

NEXT STEPS

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SAP Business Scenario Recommendations

FINDINGS

INTRODUCTION

Before: Challenges and Opportunities

• Accurately track the availability of material for made-to-order products
• Migrate from an Oracle-based PowerTerm solution for better insight into financial and procurement operations
• Gain better control over inventory using live tracking and valuation
• Reduce supply chain risk and the risk of procurement errors

Why SAP and KPIT Technologies

• SAP S/4HANA for a single source of data on inventory turnover, material flow, and stock transfers
• SAP Fiori apps for an any-device, mobile-first, role-based user experience that simplifies employee engagement and boosts productivity
• Faster project completion with expertise and best practices from KPIT Technologies

After: Value-Driven Results

• Optimized supply chain with real-time inventory visibility, from purchase requisition to goods receipt
• Faster production using touch-screen technology that allows workers to order consumables instantly
• Improved visibility of raw-material consumption and goods-in-transit stock
• Better non-destructive testing quality controls using automated monitoring and reporting

“Real-time intelligence helps us eliminate errors and reduce risk.”

Harbir Singh, Head of Operations, Isgec Hitachi Zosen Ltd.

Company

Isgec Hitachi Zosen Ltd. (IHZL)

Headquarter

Gujarat, India

Website

www.isgec.com
/processsequipment
/ba-pe-hitachi.php

Industry

Mill products

Products and Services

Manufacture of critical equipment for refinery, fertilizer, and petrochemical industries

Employees

4,000

Revenue

US$450 million

SAP® Solutions

SAP S/4HANA®, SAP Fiori® apps

50%

Reduction in manufacturing cycle time

30%

Reduction in order lead time

50%

Faster material requirements planning

CUSTOMER REFERENCE
This value driver focuses on reduction of financial losses caused by asset downtime or outages. This includes:

- Unplanned outages
- Prolonged downtimes caused by bad asset management
- Better transparency and management of such unplanned outages

Reduction of asset data management cost is about:

- Better control of asset data
- Integrated and automated processes to manage asset data in a lean way

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### Asset Management: Your Current Process Performance in SAP ERP System “PRD”

#### Value Drivers:
- **Reduce Unplanned Downtime Or Outage**
  - 3,921 Notifications open and overdue
  - 60% Work orders automatically created
- **Reduce Asset Data Management Cost**
  - 0% Notifications automatically created

#### How SAP helps:
Build an intelligent enterprise with recommended SAP S/4HANA business scenarios.

#### Maintenance Execution
- **Maintenance Planning and Scheduling**
- **Multiresource Planning and Scheduling**
- **Maintenance Safety and Permit to Work**
- **Health & Safety**

#### Work Order Statistics
- **Notification creation**: 3,921 Notification creation notifications open and overdue
- **Work order creation**: 1 Work orders created not released
- **Work order release**: 784 Work orders released not completed
- **Work order completion**: No data
- **Work order settlement**: 51 Work orders not settled

#### Lead Time:
- Work order creation to release: No data
- Notification creation to completion: No data
- Work order release to completion: No data
- Work order completion to settlement: No data

---

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Findings and Benchmark
What we measured

3,921 documents
Total number of notifications open & overdue

Absolute number of PM/CS notifications not completed where the required end date is more than 7 days in the past.

Learn more »

Consumer Products Industry Benchmark:

Your Company: 3,921 documents

Top 5 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F39 Factory CIS</td>
<td>2,273</td>
<td>58%</td>
</tr>
<tr>
<td>F27 Factory France I</td>
<td>471</td>
<td>12%</td>
</tr>
<tr>
<td>F29 Factory Netherlands</td>
<td>92</td>
<td>2%</td>
</tr>
<tr>
<td>F44 Factory USA IV</td>
<td>6</td>
<td>0%</td>
</tr>
<tr>
<td>F43 Factory Indonesia</td>
<td>1</td>
<td>0%</td>
</tr>
</tbody>
</table>

Details
What we measured

Aging Distribution:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3 months old</td>
<td>125</td>
<td>3%</td>
</tr>
<tr>
<td>3-6 months old</td>
<td>297</td>
<td>8%</td>
</tr>
<tr>
<td>6-12 months old</td>
<td>348</td>
<td>9%</td>
</tr>
<tr>
<td>1-3 years old</td>
<td>1,974</td>
<td>50%</td>
</tr>
<tr>
<td>3+ years old</td>
<td>1,177</td>
<td>30%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Users are not completing their tasks in the SAP system
- Missing or unavailable maintenance/service resources

Possible Business Impact:
- Unnecessary high manual workload
- Un-planned downtime or outages
- Decrease of asset availability
- Delays in subsequent supply chain processes (production)
Notifications automatically created

Findings and Benchmark
What we measured

0%
Notifications automatically created
Share of PM/CS orders created last week by system/communication users.
Learn more »

Details
What we measured

Top 3 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>F39 Factory CIS</td>
<td>92</td>
<td>0%</td>
</tr>
<tr>
<td>F27 Factory France I</td>
<td>47</td>
<td>0%</td>
</tr>
<tr>
<td>F29 Factory Netherlands</td>
<td>18</td>
<td>0%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

Possible Business Impact:
- Unnecessary high manual workload
- Higher maintenance/service operations costs

Consumer Products Industry Benchmark*:

<table>
<thead>
<tr>
<th>Your Company</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0%</td>
</tr>
</tbody>
</table>

* Data from SAP customers using automation

Back to Overview »
### Work orders in phase created

#### Findings and Benchmark

**What we measured**

1 documents

**Work orders in phase created**

*Absolute number of PM/CS orders not released where the creation date is more than 7 days in the past.*

*Learn more »*

#### Consumer Products Industry Benchmark:

- **Your Company**
  - 8.639
  - 992
  - 97

- **Top 25%**
  - 1 documents

#### Details

**What we measured**

**Aging Distribution:**

<table>
<thead>
<tr>
<th>Age (months)</th>
<th>0-3</th>
<th>3-6</th>
<th>6-12</th>
<th>1-3</th>
<th>3+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Percent</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Top 1 Plant:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory CIS</td>
<td>1</td>
<td>100%</td>
</tr>
</tbody>
</table>

#### Implication

**Understand the problem**

**Possible Root Causes:**

- Missing or inaccurate master data
- Users are not completing their tasks in the SAP system
- Missing or unavailable maintenance/service resources

**Possible Business Impact:**

- Unnecessary high manual workload
- Higher maintenance/service operations costs
- Decrease of asset availability
- Delays in subsequent supply chain processes (production)

Back to Overview »
## Work orders automatically created

### Findings and Benchmark
What we measured

<table>
<thead>
<tr>
<th>Findings and Benchmark</th>
<th>What we measured</th>
</tr>
</thead>
<tbody>
<tr>
<td>60%</td>
<td>Work orders automatically created</td>
</tr>
</tbody>
</table>

**Share of PM/CS notifications created last week by system/communication users.**

*Learn more »*

### Details
What we measured

#### Top 3 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Automation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory CIS</td>
<td>96</td>
<td>94%</td>
</tr>
<tr>
<td>Factory France I</td>
<td>40</td>
<td>0%</td>
</tr>
<tr>
<td>Factory Netherlands</td>
<td>24</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Implication
Understand the problem

**Possible Root Causes:**
- Missing or inaccurate master data
- Missing or wrong configuration of automation capabilities
- Automation capabilities are not or not correctly enabled in all organizational units

**Possible Business Impact:**
- Unnecessary high manual workload.
- Higher maintenance/service operations costs

---

### Consumer Products Industry Benchmark*:

<table>
<thead>
<tr>
<th>Your Company</th>
<th>60%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td></td>
</tr>
<tr>
<td>below 25%</td>
<td>57%</td>
</tr>
<tr>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>top 25%</td>
<td>98%</td>
</tr>
</tbody>
</table>

* Data from SAP customers using automation
Lead time: Work order creation to release

Findings and Benchmark
What we measured

0 days
Lead time: Work order creation to release

Duration (in days) between PM/CS order creation and release for orders that were released last week.

Learn more »

Details
What we measured

Top 3 Plants:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Total Items</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>F39 Factory CIS</td>
<td>96</td>
<td>0</td>
</tr>
<tr>
<td>F27 Factory France I</td>
<td>40</td>
<td>0</td>
</tr>
<tr>
<td>F29 Factory Netherlands</td>
<td>24</td>
<td>0</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Users are not completing their tasks in the SAP system
- Missing or unavailable maintenance/service resources

Possible Business Impact:
- Higher maintenance/service operations costs
- Un-planned downtime or outages
- Decrease of asset availability
- Delays in subsequent supply chain processes (production)
Findings and Benchmark
What we measured

784 documents
Work orders in phase released

Absolute number of PM/CS orders not technically completed where the release is more than 90 days in the past.

Learn more »

Consumer Products Industry Benchmark:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F39 Factory CIS</td>
<td>541</td>
<td>69%</td>
</tr>
<tr>
<td>F29 Factory Netherlands</td>
<td>135</td>
<td>17%</td>
</tr>
<tr>
<td>F27 Factory France I</td>
<td>108</td>
<td>14%</td>
</tr>
</tbody>
</table>

Implication
Understand the problem

Possible Root Causes:
- Missing or inaccurate master data
- Users are not completing their tasks in the SAP system
- Missing or unavailable maintenance/service resources

Possible Business Impact:
- Unnecessary high manual workload
- Higher maintenance/service operations costs
- Un-planned downtime or outages
- Delays in subsequent supply chain processes (production)
**Findings and Benchmark**

**What we measured**

51 documents

**Work orders not settled**

Absolute number of PM/CS orders not settled where the technical completion is more than 30 days in the past.

Learn more »

**Consumer Products Industry Benchmark:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>F27</td>
<td>51</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Aging Distribution:**

- 0-3 months old: 0% (0 documents)
- 3-6 months old: 2% (1 document)
- 6-12 months old: 4% (2 documents)
- 1-3 years old: 94% (48 documents)
- 3+ years old: 0% (0 documents)

**Top 1 Plant:**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Documents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory France I</td>
<td>51</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Implication**

Understand the problem

**Possible Root Causes:**

- Missing or inaccurate master data
- Wrong configuration

**Possible Business Impact:**

- Unnecessary high manual workload
- Higher maintenance/service operations costs
- Inaccurate maintenance/service costs
## SAP Business Scenario Recommendations

The table below shows SAP S/4HANA business scenarios that are enhancing process areas which you are already running.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>YOUR CURRENT USAGE INTENSITY</th>
<th>BASED ON USAGE OF TRANSACTIONS*</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiresource Maintenance Planning and Scheduling</td>
<td>★★★</td>
<td>5</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance Planning and Scheduling</td>
<td>★★★</td>
<td>4</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance Execution</td>
<td>★★★</td>
<td>4</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance Safety and Permit to Work</td>
<td>★★★</td>
<td>3</td>
<td>★★★★</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = In addition to the used SAP transactions, we found overall 30 used custom code transactions.
### Additional SAP S/4HANA Business Scenarios*

The table below shows additional SAP S/4HANA business scenarios you could benefit from.

<table>
<thead>
<tr>
<th>SAP S/4HANA BUSINESS SCENARIO</th>
<th>INDUSTRY POPULARITY</th>
<th>DETAILS</th>
<th>SAP FIORI APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>EHS Incident Management</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment Management</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and Safety Management</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management of Change</td>
<td>★★★</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = No SAP standard usage detected in your SAP ERP system. Business scenario possibly runs outside of the SAP ERP system or is a custom-developed solution.
**Multiresource Maintenance Planning and Scheduling**

### Business Scenario Description

Plan and schedule maintenance task planning, cost control, and budgeting

Your usage intensity based on 5 used transactions ★★★

Industry popularity ★★★★★

### Value Drivers

- **Increase asset availability**
  Manage asset maintenance holistically to lead this process in an integrated way

- **Reduce fixed asset service and maintenance costs**
  Have an efficient maintenance strategy in place and execute it flawlessly

- **Increase asset availability**
  Manage asset maintenance holistically to lead this process in an integrated way

- **Reduce fixed asset service and maintenance costs**
  Have an efficient maintenance strategy in place and execute it flawlessly

### What’s new in SAP S/4HANA

- **New SAP Fiori apps**
  New SAP Fiori apps for scheduling and dispatching maintenance activities across work centers are now available with the additional license for SAP S/4HANA Asset Management for resource scheduling.

- **Simplified data model**
  Full integration and simplification has been made available with the more concise and updated data model of SAP S/4HANA.

- **New transparency level available**
  There is now transparency available around workload at work-center level, taking maintenance plans into account.

### Further Information

**Details**

- Business scenario details »

**Additional SAP products**

- Related SAP Fiori apps »
  - SAP Asset Intelligence Network »

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New with SAP S/4HANA 2020:
Classify operations into pre-, main-, and post-work and new SAP Fiori apps
As part of the maintenance planning overview page operations can be classified into pre-, main-, and post-work. Several new SAP Fiori apps are available: e.g. view maintenance schedule for assets. Many more SAP Fiori apps have been enhanced.

Improved usability with mass update and SAP Fiori-based frontends
New mass update of the material availability status for maintenance orders. Also the SAP Fiori-based user experience has been made available across all process steps.

Overview page to support maintenance planners
An overview page presents selected and relevant key performance indicators as well as charts at a glance, including technical failure analysis.

Value Drivers
- **Increase revenue through improved asset utilization**
  Know all relevant data and have it at hand to lead the processes in asset handling
- **Reduce fixed asset service and maintenance costs**
  Synchronize labor, material, equipment, and schedules based on maintenance requirements
- **Reduce unplanned downtime or outages**
  Leverage preventive or condition-based maintenance strategies

Maintenance Planning and Scheduling

Business Scenario Description
Plan and schedule maintenance tasks synchronizing labor, material, equipment and schedules

Further Information
Details | Additional SAP products
--- | ---
Business scenario details » | SAP Asset Intelligence Network »
Related SAP Fiori apps »

What’s new in SAP S/4HANA

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**Business Scenario Description**

Help ensure optimal operation and maintenance execution of enterprise assets

**Value Drivers**

- **Reduce unplanned downtimes or outages**
  Leverage preventive or condition-based maintenance strategies to keep assets in a high-performance status.

- **Reduce fixed asset service and maintenance costs**
  Support easy mobile access to work orders from any device, eliminate overhead and delays.

- **Increase asset availability**
  Use a proactive maintenance strategy to keep assets in top shape and highly available.

**What’s new in SAP S/4HANA**

- **New SAP Fiori apps for the maintenance technician**
  New SAP Fiori apps for the maintenance technician have been made available also to allow or better enable mobile work.

- **New core data services view**
  A core data services view for several objects has been made available with SAP S/4HANA. This includes damage analysis, location analysis, object statistics, planner group analysis, and manufacturer analysis.

- **Enhancement of technical object breakdown analysis**
  The technical object breakdown analysis has been enhanced with SAP S/4HANA.
**Business Scenario Description**

Controlling maintenance work through clear safety instructions and permits

**Value Drivers**

- **Reduce EH&S penalties and fines**
  Enable streamlined work order planning and execution, including effective safety measures

- **Reduce fixed asset service and maintenance costs**
  Enable streamlined work order planning and execution, while including effective safety measures

- **Reduce unplanned downtime or outages**
  Control maintenance work through permits and lock-out or tag-out procedures

**What’s new in SAP S/4HANA**

- **SAP Fiori–based user experience**
  The SAP Fiori–based user experience has been enhanced across all process steps.

- **Improved handling for user processing**
  Improved handling (notably a more streamlined flow with fewer clicks) for user processing of safety certificates has been made available.

- **New app for dedicated mobile work clearance management**
  There is a dedicated mobile work clearance management app available for lock-out/tag-out procedures.

**Further Information**

Details

- **Business scenario details »**
EHS Incident Management

Business Scenario Description

Identifying and resolving safety issues and learning from incidents

Value Drivers

- **Increase employee engagement**
  Encourage employee participation so that they can have a voice and help create a culture of safety
- **Reduce EH&S penalties & fines**
  Support comprehensive recording and managing of incidents and safety issues
- **Reduce unplanned downtime or outages**
  Proactively address safety issues to help ensure production processes run more smoothly and equipment gets more reliable

What’s new in SAP S/4HANA

- **Improved daily incident management data processing**
  The performance of daily incident management data processing has been accelerated with SAP S/4HANA.
- **Core data services-based analytics available**
  Core data services-based analytics have been made available for the detailed analysis of incidents, injuries, and illnesses data.
- **SAP Fiori–based user experience**
  The SAP Fiori-based user experience has been enhanced across all process steps.
Environment Management

**Business Scenario Description**

Reduce your environmental impact with comprehensive environment management

**Value Drivers**

- **Reduce EH&S penalties and fines**
  Meet regulatory, industry, and corporate needs for emissions and other environmental regulations

- **Reduce uncollectible accounts receivable write-offs**
  Understand and plan for regulatory and emissions risk management properly to avoid unnecessary financial losses

**What’s new in SAP S/4HANA**

- **Enhanced environmental data processing**
  The performance of daily environmental data processing has been accelerated.

- **Graphical user interface and delivered example methodologies for greenhouses**
  A graphical user interface to manage emission data as well as for delivering example methodologies for greenhouse gas emission calculations have been made available.

- **Emissions forecasting capability**
  The new emissions forecasting capability as part of environment, health & safety helps to visualize environmental risks. Based on historical data, the system forecasts the emission data values via machine learning time-series predictive models.

**Further Information**

Details

- Business scenario details »
- Related SAP Fiori apps »
**Health and Safety Management**

**Business Scenario Description**
Reduce risks by taking a proactive approach to health and safety management

⭐⭐⭐
Industry popularity

**Value Drivers**
- **Increase employee engagement**
  Provide clear instructions to workers so that they can take proper action to control risks
- **Reduce EH&S penalties & fines**
  Provide systematic ways in the system to identify, analyze, and control risks for penalties
- **Reduce unplanned downtime or outages**
  Proactively address safety issues to help ensure production processes run more smoothly and equipment gets more reliable

**What’s new in SAP S/4HANA**
- **Detailed analysis of materials and chemicals in stock**
  Core data services views for detailed analysis of materials and chemicals in stock have been made available, including greenhouse gas classification and reflecting hazardous ingredients.
- **NEW with SAP S/4HANA 2020: New and enhanced SAP Fiori Apps**
  The SAP Fiori–based user experience has been extended with two new apps manage incidents, manage incident summary reports. Many more have been enhanced, e.g. related to import compliance, tasks and risks.

**Further Information**
Details

- Business scenario details »
- Related SAP Fiori apps »

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**Management of Change**

**Business Scenario Description**
Managing operational changes with thorough review, risk mitigation, and documentation approval

★ ★ ★
Industry popularity

**Value Drivers**
- **Reduce EH&S penalties and fines**
  Approve changes that contain appropriate risk mitigations and help ensure compliance with all defined safety precautions
- **Reduce unplanned downtime or outages**
  Plan and properly monitor all necessary actions related to a change and increase process quality and corrective actions
- **Reduce fixed asset service and maintenance costs**
  Plan and execute technical changes that increase asset reliability and reduce maintenance inefficiencies

**What’s new in SAP S/4HANA**
- **New core data services view**
  A core data services view for several objects has been made available with SAP S/4HANA. This includes damage analysis, location analysis, object statistics, planner group analysis, and manufacturer analysis.

**Further Information**
- Details
- Business scenario details »
- Related SAP Fiori apps »
Anticipate Maintenance

Traditional Scenario:

- Work order process is triggered by static preventive maintenance plans or failure notes
- Maintenance work order is manually scheduled and then printed
- Asset status is determined on-site; required spare parts or resources might be missing
- Second visit to the asset is required to perform maintenance work
- Maintenance work order is manually scheduled and then printed

The New World With SAP:

- Work order process is triggered by asset health predictions based on granular sensor data or by real-time condition monitoring
- Precise knowledge of the asset status allows automatic allocation of the right resources and spare parts and optimizes the route
- Maintenance work is confirmed, and asset status is updated in real time via the mobile asset management application
## SAP Business Scenario Recommendations

### Introduction

**Company**
Kaeser Kompressoren SE

**Headquarter**
Coburg, Germany

**Website**
www.kaeser.com

**Industry**
Industrial machinery and components

**Products and Services**
Compressed air systems and compressed air consulting services

**Employees**
5,500

**SAP® Solutions and Services**
SAP® Leonardo Internet of Things (IoT) capabilities, SAP Asset Intelligence Network, SAP Predictive Maintenance and Service solution

### Findings

**Before: Challenges and Opportunities**
- Service team unable to access calibration data and other equipment-specific information, which was stored in on-premise systems
- No solution to meet the needs of dealers and companies’ service providers
- Need for track-and-trace capabilities with selected suppliers to scale up potential

**Why SAP**
- Strategic partnership and co-innovation with SAP
- SAP Asset Intelligence Network based on SAP S/4HANA® Cloud for use in maintenance of equipment information and greater transparency over usage
- Standard integration between SAP S/4HANA, SAP Predictive Maintenance and Service, the SAP Manufacturing Execution application, and third-party solutions
- Ability to establish a "digital twin" to build entirely new data-driven business models

**After: Value-Driven Results**
- Increased service efficiency with one single source of product, component, spare-part, and service information
- Higher customer and dealer satisfaction with an up-to-date digital replica and improved supplier collaboration
- Greater transparency across the company's installed base, enabling it to offer additional digitalservices and new business models
- Enhanced flexibility of a cloud-based solution

**Falko Lameter, CIO, Kaeser Kompressoren SE**

"SAP Leonardo technologies provide the framework for different applications that can be easily combined to orchestrate your own business model."

### Recommendations

**New**
Business models based on real-time data

**Higher**
Customer lifetime value and service efficiency

**>1 million**
Measurements per day to avoid unplanned downtime

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Your Journey to the Transition to the Intelligent Enterprise with SAP S/4HANA has just started!

Get prepared

In preparation for your meeting review the available videos and assets available at:
www.s4hana.com »

Where to start?

Review the content included in the report to identify the most prominent line of business where opportunities are shown.
A good way is to look at the process performance indicators that shows highest improvement potential compared to your industry peers.

What shall I do?

Discuss the report with your line of business stakeholders.
Typical roles to be involved would be:
• Line of business managers and executives
• Business analysts
• Application experts

Review the content of the next steps »

The next steps section will guide you through the most relevant offerings from SAP to help you on your journey to the Intelligent Enterprise.
We have grouped the offerings into five different phases:
1. Analyze → Understand where you are and how you are running your core processes
2. Define your strategy → Understand the potential of the intelligent enterprise
3. Make the case → Understand the value and the return of your investment
4. Consider your options → Select your technical options to run your project successfully
5. Build your future → Start your project in the best way

The possible offerings are grouped into three different options that can be considered either individually or matched together:

Join the SAP S/4HANA Movement! »
### Next Steps:

**TOOLS »**
- SAP Solution Manager
- Business Value Advisor
- SAP Roadmaps
- SAP Value Lifecycle Manager
- SAP Transformation Navigator
- SAP Readiness Check

**FREE OFFERINGS »**
- SAP Enterprise Support Value Map for SAP S/4HANA

**ADDITIONAL OFFERINGS »**
- SAP S/4HANA Value Mining service
- Discovery workshop for SAP S/4HANA
- Explore services for Intelligent Enterprise

**Find out how SAP can Help**

- **TOOLS »**
  - SAP Solution Manager
  - Business Value Advisor
  - SAP Roadmaps
  - SAP Value Lifecycle Manager
  - SAP Transformation Navigator
  - SAP Readiness Check

- **FREE OFFERINGS »**
  - SAP Enterprise Support Value Map for SAP S/4HANA

- **ADDITIONAL OFFERINGS »**
  - SAP S/4HANA Value Mining service
  - Discovery workshop for SAP S/4HANA
  - Explore services for Intelligent Enterprise
As a first step, if you are looking at how you can move forward by yourself leveraging tools that are available from SAP for free, here you can find the most relevant ones that will help along the different phases.

- **SAP Solution Manager**
  - Business process monitoring
  - Business process improvement
  - Learn more:
    - Overview
    - Process Wiki
    - Application Help
    - Guided-Discovery Tutorials
    - Expert-Guided Implementation
    - Meet-the-Expert (replays)

- **Business Value Advisor**
  - Discover and learn how other SAP customer realized value from their transition to SAP S/4HANA and the intelligent enterprise.
  - Learn more »

- **SAP Road Maps**
  - SAP Road Maps support the journey to SAP's future product portfolio and the intelligent enterprise.
  - Learn more »

- **SAP Value Lifecycle Manager**
  - Assess process maturity
  - Benchmark with industry peers
  - Build your business case
  - Learn more »

- **SAP Readiness Check**
  - Evaluate the steps Needed for your Move to SAP S/4HANA with SAP Readiness Check
  - Learn more »

- **SAP Transformation Navigator**
  - Choose the right SAP products and solutions for your journey to the intelligent enterprise
  - Learn more »

**FREE OFFERINGS »**

**ADDITIONAL OFFERINGS »**
Take Advantage of your SAP Support Agreement

Next Steps:

**ANALYZE**

**DEFINE STRATEGY**

**MAKE THE CASE**

**CONSIDER OPTIONS**

**BUILD FUTURE**

**TOOLS**

**FREE OFFERINGS**

Your SAP Support agreement is providing additional services that can further help along the journey. Be aware that some restrictions may apply according to your support contract.

**SAP Enterprise Support Value Map for Business Process Improvement**

Learning programs:
- Discover »
- Prepare and Explore »
- Run »
- Realize and Deploy »

**SAP Enterprise Support Value Map for SAP S/4HANA**

Leverage the learning programs available for SAP Enterprise Support customers:
- Plan your digital transformation journey with SAP »

**ADDITIONAL OFFERINGS**

**SAP Enterprise Support Guides**

This program helps from the prepare phase through your SAP S/4HANA go-live.

- Prepare your custom code for SAP S/4HANA »
- Prepare your transactional data and master data for migration to SAP S/4HANA »

Learn more »
Get some extra help from SAP Services

Next Steps:

<table>
<thead>
<tr>
<th>ANALYZE</th>
<th>DEFINE STRATEGY</th>
<th>MAKE THE CASE</th>
<th>CONSIDER OPTIONS</th>
<th>BUILD FUTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOOLS</strong></td>
<td></td>
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<tr>
<td><strong>FREE OFFERINGS</strong></td>
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</tr>
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</table>

**ADDITIONAL OFFERINGS**

If you wish to gather additional professional support from SAP here we have listed few of the services you might find interesting. We do recommend to discuss such additional offerings directly with your SAP sales representative.

Additional or similar offerings might also be available from your system integrator, which we encourage you to contact for further information.

<table>
<thead>
<tr>
<th><strong>SAP S/4HANA value mining service</strong></th>
<th>Discovery workshop for SAP S/4HANA</th>
<th>Explore services for intelligent enterprise</th>
<th>SAP Advanced Deployment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three root-cause analyze sessions for business representatives with SAP experts (remote) to identify business benefit potentials with SAP S/4HANA vs. “housekeeping” in SAP ERP. SAP Solution Manager configuration with up to 12 value drivers, six lines of business and up to 80 corresponding process performance indicators.</td>
<td>With the SAP S/4HANA discovery workshop service, customers can assess the relevant scope of SAP S/4HANA and the readiness to adopt it. Using a value-based approach, an on-site workshop provides guidance about the benefits and transformation paths of adopting SAP S/4HANA.</td>
<td>Explore service for intelligent ERP provide guidance around adopting SAP S/4HANA in combination with intelligent technologies, like machine learning, conversational AI, and robotic process automation through interactive workshops.</td>
<td>Work with SAP as your primary partner and lead for your deployment project.</td>
</tr>
<tr>
<td><strong>Contact us &gt;</strong></td>
<td><strong>Learn more &gt;</strong></td>
<td><strong>Learn more &gt;</strong></td>
<td><strong>Learn more &gt;</strong></td>
</tr>
</tbody>
</table>

**SAP Solution Manager**

Configuration with up to 12 value drivers, six lines of business and up to 80 corresponding process performance indicators.

**Discovery workshop for SAP S/4HANA**

With the SAP S/4HANA discovery workshop service, customers can assess the relevant scope of SAP S/4HANA and the readiness to adopt it. Using a value-based approach, an on-site workshop provides guidance about the benefits and transformation paths of adopting SAP S/4HANA.

**Explore services for intelligent enterprise**

Explore service for intelligent ERP provide guidance around adopting SAP S/4HANA in combination with intelligent technologies, like machine learning, conversational AI, and robotic process automation through interactive workshops.

**SAP Advanced Deployment**

Work with SAP as your primary partner and lead for your deployment project.

**SAP Value Assurance**

Service packages that complement the services of your IT team or a system integrator.

**SAP Model Company**

Get a reference solution with preconfigured processes and data for your industry and line of business.
## Appendix – All Relevant Transactions*

### Financial Accounting

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABAON</td>
<td>Asset Sale Without Customer</td>
</tr>
<tr>
<td>ACACPSDOCITEMS</td>
<td>Display Line Items in ACAC</td>
</tr>
<tr>
<td>ACACTREE02</td>
<td>Edit Accrual Objects</td>
</tr>
<tr>
<td>AR01</td>
<td>Call Asset List</td>
</tr>
<tr>
<td>AS01</td>
<td>Create Asset Master Record</td>
</tr>
<tr>
<td>AS02</td>
<td>Change Asset Master Record</td>
</tr>
<tr>
<td>AS03</td>
<td>Display Asset Master Record</td>
</tr>
<tr>
<td>AW01N</td>
<td>Asset Explorer</td>
</tr>
<tr>
<td>F.05</td>
<td>Foreign Currency Valuation</td>
</tr>
<tr>
<td>F.08</td>
<td>G/L: Account Balances</td>
</tr>
<tr>
<td>F.13</td>
<td>Automatic Clearing without Currency</td>
</tr>
<tr>
<td>F.14</td>
<td>ABAP/4 Report: Recurring Entries</td>
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<tr>
<td>F.80</td>
<td>Mass Reversal of Documents</td>
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<tr>
<td>F.01</td>
<td>Enter Sample Document</td>
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<tr>
<td>F.02</td>
<td>Enter G/L Account Posting</td>
</tr>
<tr>
<td>F.03</td>
<td>Clear G/L Account</td>
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<td>F.04</td>
<td>Post with Clearing</td>
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<tr>
<td>F.47</td>
<td>Down Payment Request</td>
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<tr>
<td>F.51</td>
<td>Post with Clearing</td>
</tr>
<tr>
<td>F.53</td>
<td>Post Outgoing Payments</td>
</tr>
<tr>
<td>F.58</td>
<td>Payment with Printout</td>
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<th>Transaction Name</th>
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<tr>
<td>F-59</td>
<td>Payment Request</td>
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<tr>
<td>FB00</td>
<td>Accounting Editing Options</td>
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<tr>
<td>FB01</td>
<td>Post Document</td>
</tr>
<tr>
<td>FB02</td>
<td>Change Document</td>
</tr>
<tr>
<td>FB03</td>
<td>Display Document</td>
</tr>
<tr>
<td>FB05</td>
<td>Post with Clearing</td>
</tr>
<tr>
<td>FB08</td>
<td>Reverse Document</td>
</tr>
<tr>
<td>FB41</td>
<td>Post Tax Payable</td>
</tr>
<tr>
<td>FB50</td>
<td>G/L Acct Pstg: Single Screen Trans.</td>
</tr>
<tr>
<td>FBD1</td>
<td>Enter Recurring Entry</td>
</tr>
<tr>
<td>FBD2</td>
<td>Change Recurring Entry</td>
</tr>
<tr>
<td>FBD3</td>
<td>Display Recurring Entry</td>
</tr>
<tr>
<td>FBD5</td>
<td>Realize Recurring Entry</td>
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<tr>
<td>FBD9</td>
<td>Enter Recurring Entry</td>
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<tr>
<td>FBL1N</td>
<td>Vendor Line Items</td>
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<tr>
<td>FBL3</td>
<td>Display G/L Account Line Items</td>
</tr>
<tr>
<td>FBL3N</td>
<td>G/L Account Line Items</td>
</tr>
<tr>
<td>FBL5N</td>
<td>Customer Line Items</td>
</tr>
<tr>
<td>FBR2</td>
<td>Post Document</td>
</tr>
<tr>
<td>FBRA</td>
<td>Reset Cleared Items</td>
</tr>
</tbody>
</table>

... and 34 additional transactions

*Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.

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Back to business scenario »
### Appendix – All Relevant Transactions*

#### Delivery Management

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>COWBPACK</td>
<td>Packing in production orders</td>
</tr>
<tr>
<td>HU02</td>
<td>Creating and Changing Handling Units</td>
</tr>
<tr>
<td>HU03</td>
<td>Display of HUs</td>
</tr>
<tr>
<td>HU04</td>
<td>Creation of HUs with stock</td>
</tr>
<tr>
<td>HUMO</td>
<td>HU Monitor</td>
</tr>
<tr>
<td>POF1</td>
<td>Create Pkg Instruction Determination</td>
</tr>
<tr>
<td>POP1</td>
<td>Create Packing Instruction</td>
</tr>
<tr>
<td>V.21</td>
<td>Log of Collective Run</td>
</tr>
<tr>
<td>VL01</td>
<td>Create Delivery</td>
</tr>
<tr>
<td>VL01N</td>
<td>Create Outbound Dlv. with Order Ref.</td>
</tr>
<tr>
<td>VL01NO</td>
<td>Create Outbound Dlv. w/o Order Ref.</td>
</tr>
<tr>
<td>VL02N</td>
<td>Change Outbound Delivery</td>
</tr>
<tr>
<td>VL03</td>
<td>Display Outbound Delivery</td>
</tr>
<tr>
<td>VL03N</td>
<td>Display Outbound Delivery</td>
</tr>
<tr>
<td>VL04</td>
<td>Process Delivery Due List</td>
</tr>
<tr>
<td>VL06</td>
<td>Delivery Monitor</td>
</tr>
<tr>
<td>VL06L</td>
<td>Outbound Deliveries to be Loaded</td>
</tr>
<tr>
<td>VL06O</td>
<td>Outbound Delivery Monitor</td>
</tr>
<tr>
<td>VL10</td>
<td>Edit User-specific Delivery List</td>
</tr>
<tr>
<td>VL10A</td>
<td>Sales Orders Due for Delivery</td>
</tr>
<tr>
<td>VL10B</td>
<td>Purchase Orders Due for Delivery</td>
</tr>
<tr>
<td>VL10C</td>
<td>Order Items Due for Delivery</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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</thead>
<tbody>
<tr>
<td>VL10D</td>
<td>Purch. Order Items due for Delivery</td>
</tr>
<tr>
<td>VL32N</td>
<td>Change Inbound Delivery</td>
</tr>
<tr>
<td>VL33N</td>
<td>Display Inbound Delivery</td>
</tr>
<tr>
<td>VL71</td>
<td>Output from Outbound Deliveries</td>
</tr>
<tr>
<td>VL74</td>
<td>Output from Handling Units</td>
</tr>
</tbody>
</table>

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## Appendix – All Relevant Transactions*

### Sales Billing

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>VF01</td>
<td>Create Billing Document</td>
</tr>
<tr>
<td>VF02</td>
<td>Change Billing Document</td>
</tr>
<tr>
<td>VF03</td>
<td>Display Billing Document</td>
</tr>
<tr>
<td>VF04</td>
<td>Maintain Billing Due List</td>
</tr>
<tr>
<td>VF05</td>
<td>List Billing Documents</td>
</tr>
<tr>
<td>VF07</td>
<td>Display bill. document from archive</td>
</tr>
<tr>
<td>VF11</td>
<td>Cancel Billing Document</td>
</tr>
<tr>
<td>VF23</td>
<td>Display Invoice List</td>
</tr>
<tr>
<td>VF25</td>
<td>List of Invoice Lists</td>
</tr>
<tr>
<td>VFX3</td>
<td>List Blocked Billing Documents</td>
</tr>
</tbody>
</table>

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## Appendix – All Relevant Transactions*

### Accounts Payable

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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<tbody>
<tr>
<td>F110</td>
<td>Parameters for Automatic Payment</td>
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<tr>
<td>F-43</td>
<td>Enter Vendor Invoice</td>
</tr>
<tr>
<td>FB60</td>
<td>Enter Incoming Invoices</td>
</tr>
<tr>
<td>FBL1</td>
<td>Display Vendor Line Items</td>
</tr>
<tr>
<td>FBZ0</td>
<td>Display/Edit Payment Proposal</td>
</tr>
<tr>
<td>FCH2</td>
<td>Display Payment Document Checks</td>
</tr>
<tr>
<td>FCH8</td>
<td>Reverse Check Payment</td>
</tr>
<tr>
<td>FDTA</td>
<td>TemSe/REGUT Data Administration</td>
</tr>
<tr>
<td>FK01</td>
<td>Create Vendor</td>
</tr>
<tr>
<td>FKMT</td>
<td>FI Acct Assignment Model Management</td>
</tr>
</tbody>
</table>

*Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
## Appendix – All Relevant Transactions*

### Profitability Analysis

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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</thead>
<tbody>
<tr>
<td>KB11N</td>
<td>Enter Manual Repostings of Costs</td>
</tr>
<tr>
<td>KB13N</td>
<td>Display Manual Repostings of Costs</td>
</tr>
<tr>
<td>KB14N</td>
<td>Reverse Manual Repostings of Costs</td>
</tr>
<tr>
<td>KB63</td>
<td>Display Reposting of CO Line Items</td>
</tr>
<tr>
<td>KCH6N</td>
<td>EC-PCA: Display Standard Hierarchy</td>
</tr>
<tr>
<td>KE30</td>
<td>Execute profitability report</td>
</tr>
<tr>
<td>KE52</td>
<td>Change Profit Center</td>
</tr>
<tr>
<td>KE53</td>
<td>Display Profit Center</td>
</tr>
<tr>
<td>KE5Z</td>
<td>Profit Center: Actual Line Items</td>
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## Appendix – All Relevant Transactions*

### Accounts Receivable

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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<tbody>
<tr>
<td>F-22</td>
<td>Enter Customer Invoice</td>
</tr>
<tr>
<td>F-28</td>
<td>Post Incoming Payments</td>
</tr>
<tr>
<td>F-32</td>
<td>Clear Customer</td>
</tr>
<tr>
<td>FBL5</td>
<td>Display Customer Line Items</td>
</tr>
<tr>
<td>FD01</td>
<td>Create Customer</td>
</tr>
<tr>
<td>FD10N</td>
<td>Customer Balance Display</td>
</tr>
<tr>
<td>OB52</td>
<td>C FI Maintain Table T001B</td>
</tr>
<tr>
<td>OBVU</td>
<td>C FI Maintain View</td>
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*Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
## Appendix – All Relevant Transactions*

### Overhead Cost Management

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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<tbody>
<tr>
<td>KO8G</td>
<td>Act. Settlement: Int./Maint. Orders</td>
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<tr>
<td>KSB1</td>
<td>Cost Centers: Actual Line Items</td>
</tr>
<tr>
<td>KSU5</td>
<td>Execute Actual Assessment</td>
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<td>OKB9</td>
<td>Change Automatic Account Assignment</td>
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* Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
### Appendix – All Relevant Transactions*

#### Financial Reporting

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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</thead>
<tbody>
<tr>
<td>FS10</td>
<td>G/L Account Balance</td>
</tr>
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<td>GR33</td>
<td>Display report</td>
</tr>
<tr>
<td>GRR3</td>
<td>RW: Display formula</td>
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<tr>
<td>RFBILA00</td>
<td>Financial Statements</td>
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* Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
## Appendix – All Relevant Transactions*

### Cash and Liquidity Management

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
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<tbody>
<tr>
<td>FB03</td>
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<tr>
<td>FD33</td>
<td>Display Customer Credit Management</td>
</tr>
<tr>
<td>FEBAN</td>
<td>Bank statement postprocessing</td>
</tr>
<tr>
<td>FI12</td>
<td>Change House Banks/Bank Accounts</td>
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*Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.*
## Appendix – All Relevant Transactions*

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* Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
Sales Order Management and Processing

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<th>Transaction Name</th>
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</tr>
<tr>
<td>V_V2</td>
<td>Updating Sales Documents by Material</td>
</tr>
<tr>
<td>VA01</td>
<td>VA01 new</td>
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<td>VA02</td>
<td>Change Sales Order</td>
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<tr>
<td>VA03</td>
<td>Display Sales Order</td>
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<td>List of Sales Orders</td>
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<tr>
<td>VA05N</td>
<td>List of Sales Orders</td>
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<td>VA21</td>
<td>Create Quotation</td>
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<td>VA22</td>
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<td>VA23</td>
<td>Display Quotation</td>
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<td>VA25</td>
<td>Quotations List</td>
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<tr>
<td>VA31</td>
<td>Create Scheduling Agreement</td>
</tr>
<tr>
<td>VA32</td>
<td>Change Scheduling Agreement</td>
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<td>Display Scheduling Agreement</td>
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<td>Output from Billing Documents</td>
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<td>VKM1</td>
<td>Blocked SD Documents</td>
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<td>VRRE</td>
<td>Returns Delivery for RMA Order</td>
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<tr>
<td>VV22</td>
<td>Change output: Shipping</td>
</tr>
<tr>
<td>VV33</td>
<td>Display Output: Billing</td>
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<tr>
<td>V.14</td>
<td>Sales Orders Blocked for Delivery</td>
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<tr>
<td>V.15</td>
<td>Display Backorders</td>
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<table>
<thead>
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<th>Transaction Name</th>
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<td>Release Orders for Billing</td>
</tr>
<tr>
<td>V.25</td>
<td>Release Customer Expected Price</td>
</tr>
<tr>
<td>V.26</td>
<td>Selection by Object Status</td>
</tr>
<tr>
<td>V_R2</td>
<td>Display List of Backorders</td>
</tr>
<tr>
<td>V_RA</td>
<td>Backorder Processing: Selection List</td>
</tr>
<tr>
<td>V_V2</td>
<td>Updating Sales Documents by Material</td>
</tr>
<tr>
<td>V-02</td>
<td>Create Quotation</td>
</tr>
<tr>
<td>V23</td>
<td>Sales Documents Blocked for Billing</td>
</tr>
<tr>
<td>VA01</td>
<td>VA01 new</td>
</tr>
<tr>
<td>VA02</td>
<td>Change Sales Order</td>
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<tr>
<td>VA03</td>
<td>Display Sales Order</td>
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<tr>
<td>VA03</td>
<td>Display Sales Order</td>
</tr>
<tr>
<td>VA05</td>
<td>List of Sales Orders</td>
</tr>
<tr>
<td>VA05N</td>
<td>List of Sales Orders</td>
</tr>
<tr>
<td>VA07</td>
<td>Compare Sales - Purchasing</td>
</tr>
<tr>
<td>VA08</td>
<td>Compare Sales - Purchasing</td>
</tr>
<tr>
<td>VA11</td>
<td>Create Inquiry</td>
</tr>
<tr>
<td>VA12</td>
<td>Change Inquiry</td>
</tr>
<tr>
<td>VA13</td>
<td>Display Inquiry</td>
</tr>
<tr>
<td>VA15</td>
<td>Inquiries List</td>
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<tr>
<td>VA21</td>
<td>Create Quotation</td>
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<tr>
<td>...</td>
<td>and 26 additional transactions</td>
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* Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
## Appendix – All Relevant Transactions*

### Product Costing

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<td>Variances - Product Cost by Lot</td>
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## Appendix – All Relevant Transactions*

### Purchase Order Processing

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<thead>
<tr>
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<td>Create Purchase Order</td>
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<td>Create Purchase Order</td>
</tr>
<tr>
<td>ME22</td>
<td>Change Purchase Order</td>
</tr>
<tr>
<td>ME22N</td>
<td>Change Purchase Order</td>
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<tr>
<td>ME23N</td>
<td>Display Purchase Order</td>
</tr>
<tr>
<td>ME27</td>
<td>Create Stock Transport Order</td>
</tr>
<tr>
<td>ME2A</td>
<td>Monitor Confirmations</td>
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<td>ME2C</td>
<td>Purchase Orders by Material Group</td>
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<tr>
<td>ME2K</td>
<td>Purch. Orders by Account Assignment</td>
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<tr>
<td>ME2L</td>
<td>Purchase Orders by Vendor</td>
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<tr>
<td>ME2M</td>
<td>Purchase Orders by Material</td>
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<td>ME2N</td>
<td>Purchase Orders by PO Number</td>
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<tr>
<td>MEB2</td>
<td>Change Reb. Arrangs.</td>
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### Appendix – All Relevant Transactions*

#### Purchase Contract Management

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>ME11</td>
<td>Create Purchasing Info Record</td>
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<td>ME12</td>
<td>Change Purchasing Info Record</td>
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<tr>
<td>ME13</td>
<td>Display Purchasing Info Record</td>
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<tr>
<td>ME15</td>
<td>Flag Purch. Info Rec. for Deletion</td>
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<tr>
<td>ME1L</td>
<td>Info Records per Vendor</td>
</tr>
<tr>
<td>ME1M</td>
<td>Info Records per Material</td>
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<tr>
<td>ME31K</td>
<td>Create Contract</td>
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<td>ME32K</td>
<td>Change Contract</td>
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<tr>
<td>ME33K</td>
<td>Display Contract</td>
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<tr>
<td>MEK1</td>
<td>Create Conditions</td>
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<td>MEK2</td>
<td>Change Conditions</td>
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<tr>
<td>MEK3</td>
<td>Display Conditions</td>
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<tr>
<td>MEK4</td>
<td>Create Conditions</td>
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## Appendix – All Relevant Transactions*

### Invoice Processing

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<td>MIR4</td>
<td>Call MIRO - Change Status</td>
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<td>MIR6</td>
<td>Invoice Overview</td>
</tr>
<tr>
<td>MIR7</td>
<td>Park Invoice</td>
</tr>
<tr>
<td>MIRO</td>
<td>Enter Incoming Invoice</td>
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<tr>
<td>MR8M</td>
<td>Cancel Invoice Document</td>
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<td>MR90</td>
<td>Messages for Invoice Documents</td>
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<tr>
<td>MRBR</td>
<td>Release Blocked Invoices</td>
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<td>MRRL</td>
<td>Evaluated Receipt Settlement</td>
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## Appendix – All Relevant Transactions*

### Real-Time Reporting and Monitoring

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<tr>
<td>MC$4</td>
<td>PURCHIS: Vendor PurchVal Selection</td>
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<tr>
<td>MCE3</td>
<td>PURCHIS: Vendor Analysis Selection</td>
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<tr>
<td>MCSK</td>
<td>Call Standard Analyses of Stocks</td>
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<tr>
<td>ME2O</td>
<td>SC Stock Monitoring</td>
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<tr>
<td>ME80</td>
<td>Purchasing Reporting</td>
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<tr>
<td>ME80FN</td>
<td>General Analyses</td>
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Appendix – All Relevant Transactions*

Spend Visibility

<table>
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<tbody>
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<td>MCE3</td>
<td>PURCHIS: Vendor Analysis Selection</td>
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<tr>
<td>ME80</td>
<td>Purchasing Reporting</td>
</tr>
<tr>
<td>ME80FN</td>
<td>General Analyses</td>
</tr>
<tr>
<td>MCD9</td>
<td>PURCHIS: Display Eval. Structure</td>
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<tr>
<td>MCE+</td>
<td>PURCHIS: Reporting - Subseq. Settlmt</td>
</tr>
<tr>
<td>MCE3</td>
<td>PURCHIS: Vendor Analysis Selection</td>
</tr>
<tr>
<td>MCE5</td>
<td>PURCHIS: MatGrp Analysis Selection</td>
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<tr>
<td>MCE7</td>
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<tr>
<td>ME06</td>
<td>Analyze Source List</td>
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<td>ME80</td>
<td>Purchasing Reporting</td>
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<td>ME80F</td>
<td>Purchasing Reporting: POs</td>
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<td>OMRY</td>
<td>EDI Program Parameters</td>
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# Appendix – All Relevant Transactions*

## Requirements Processing

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<td>ME52N</td>
<td>Change Purchase Requisition</td>
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Appendix – All Relevant Transactions*

Sales Master Data Management

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<tr>
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<td>BuPR: Relationship Categories</td>
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<td>FD01</td>
<td>Create Customer</td>
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<td>FD02</td>
<td>Change Customer</td>
</tr>
<tr>
<td>FD03</td>
<td>Display Customer</td>
</tr>
<tr>
<td>FD05</td>
<td>Block Customer</td>
</tr>
<tr>
<td>MM01</td>
<td>Create Material &amp;</td>
</tr>
<tr>
<td>MM02</td>
<td>Change Material &amp;</td>
</tr>
<tr>
<td>MM03</td>
<td>Display Material &amp;</td>
</tr>
<tr>
<td>MM04</td>
<td>Display Material Change Documents</td>
</tr>
<tr>
<td>MM17</td>
<td>Mass Maintenance: Indus. Matl Master</td>
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<tr>
<td>MMPV</td>
<td>Close Periods</td>
</tr>
<tr>
<td>V/I6</td>
<td>Display conditions using index</td>
</tr>
<tr>
<td>V/LD</td>
<td>Execute pricing report</td>
</tr>
<tr>
<td>V+21</td>
<td>Create Sales Prospect</td>
</tr>
<tr>
<td>VBN1</td>
<td>Free goods - Create</td>
</tr>
<tr>
<td>VBN2</td>
<td>Free goods - Change</td>
</tr>
<tr>
<td>VBN3</td>
<td>Free goods - Display</td>
</tr>
<tr>
<td>VBO1</td>
<td>Create Rebate Agreement</td>
</tr>
<tr>
<td>VBO2</td>
<td>Change Rebate Agreement</td>
</tr>
<tr>
<td>VBOF</td>
<td>Rebate: Update Billing Documents</td>
</tr>
<tr>
<td>XD01</td>
<td>Create Customer</td>
</tr>
<tr>
<td>XD02</td>
<td>Change Customer</td>
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<tr>
<td>XD03</td>
<td>Display Customer</td>
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<tr>
<td>XD05</td>
<td>Block customer</td>
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<tr>
<td>XD06</td>
<td>Mark customer for deletion</td>
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<td>XD99</td>
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## Appendix – All Relevant Transactions*

### Delivery Management

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<tr>
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<td>Packing in production orders</td>
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<tr>
<td>HU02</td>
<td>Creating and Changing Handling Units</td>
</tr>
<tr>
<td>HU03</td>
<td>Display of HUs</td>
</tr>
<tr>
<td>HU04</td>
<td>Creation of HUs with stock</td>
</tr>
<tr>
<td>HUMO</td>
<td>HU Monitor</td>
</tr>
<tr>
<td>POF1</td>
<td>Create Pkg Instruction Determination</td>
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<tr>
<td>POP1</td>
<td>Create Packing Instruction</td>
</tr>
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<td>V.21</td>
<td>Log of Collective Run</td>
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<tr>
<td>VL01</td>
<td>Create Delivery</td>
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<tr>
<td>VL01N</td>
<td>Create Outbound Dlv. with Order Ref.</td>
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<td>Create Outbound Dlv. w/o Order Ref.</td>
</tr>
<tr>
<td>VL02N</td>
<td>Change Outbound Delivery</td>
</tr>
<tr>
<td>VL03</td>
<td>Display Outbound Delivery</td>
</tr>
<tr>
<td>VL03N</td>
<td>Display Outbound Delivery</td>
</tr>
<tr>
<td>VL04</td>
<td>Process Delivery Due List</td>
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<tr>
<td>VL06</td>
<td>Delivery Monitor</td>
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<tr>
<td>VL06L</td>
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<tr>
<td>VL06O</td>
<td>Outbound Delivery Monitor</td>
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<td>VL10</td>
<td>Edit User-specific Delivery List</td>
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<td>VL10B</td>
<td>Purchase Orders Due for Delivery</td>
</tr>
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<td>VL10C</td>
<td>Order Items Due for Delivery</td>
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### Back to business scenario »

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## Appendix – All Relevant Transactions*

### Price Management

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<td>V/LD</td>
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</tr>
<tr>
<td>VBN1</td>
<td>Free goods - Create</td>
</tr>
<tr>
<td>VBN2</td>
<td>Free goods - Change</td>
</tr>
<tr>
<td>VBN3</td>
<td>Free goods - Display</td>
</tr>
<tr>
<td>VBO1</td>
<td>Create Rebate Agreement</td>
</tr>
<tr>
<td>VBO2</td>
<td>Change Rebate Agreement</td>
</tr>
<tr>
<td>VBOF</td>
<td>Rebate: Update Billing Documents</td>
</tr>
<tr>
<td>VK11</td>
<td>Create Condition</td>
</tr>
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<td>VK12</td>
<td>Change Condition</td>
</tr>
<tr>
<td>VK13</td>
<td>Display Condition</td>
</tr>
<tr>
<td>VK14</td>
<td>Create Condition with Reference</td>
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<td>VK33</td>
<td>Condition Maintenance: Display</td>
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## Appendix – All Relevant Transactions*

### Sales Billing

<table>
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<td>VF02</td>
<td>Change Billing Document</td>
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<tr>
<td>VF03</td>
<td>Display Billing Document</td>
</tr>
<tr>
<td>VF04</td>
<td>Maintain Billing Due List</td>
</tr>
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<td>VF05</td>
<td>List Billing Documents</td>
</tr>
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<td>VF07</td>
<td>Display bill. document from archive</td>
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<tr>
<td>VF11</td>
<td>Cancel Billing Document</td>
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<td>Display Invoice List</td>
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<td>VFX3</td>
<td>List Blocked Billing Documents</td>
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## Appendix – All Relevant Transactions*

### Sales Monitoring and Analytics

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</tr>
<tr>
<td>MCTA</td>
<td>SIS: Customer Analysis - Selection</td>
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<tr>
<td>MCTE</td>
<td>SIS: Sales Org. Analysis - Selection</td>
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<tr>
<td>MCTG</td>
<td>SIS: Sales Office Analysis Selection</td>
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## Appendix – All Relevant Transactions*

### Sales Order Management and Processing

<table>
<thead>
<tr>
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<th>Transaction Name</th>
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<tbody>
<tr>
<td>V.15</td>
<td>Display Backorders</td>
</tr>
<tr>
<td>V_V2</td>
<td>Updating Sales Documents by Material</td>
</tr>
<tr>
<td>VA01</td>
<td>VA01 new</td>
</tr>
<tr>
<td>VA02</td>
<td>Change Sales Order</td>
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<tr>
<td>VA03</td>
<td>Display Sales Order</td>
</tr>
<tr>
<td>VA05</td>
<td>List of Sales Orders</td>
</tr>
<tr>
<td>VA05N</td>
<td>List of Sales Orders</td>
</tr>
<tr>
<td>VA21</td>
<td>Create Quotation</td>
</tr>
<tr>
<td>VA22</td>
<td>Change Quotation</td>
</tr>
<tr>
<td>VA23</td>
<td>Display Quotation</td>
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<tr>
<td>VA25</td>
<td>Quotations List</td>
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<td>VA31</td>
<td>Create Scheduling Agreement</td>
</tr>
<tr>
<td>VA32</td>
<td>Change Scheduling Agreement</td>
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<td>Display Scheduling Agreement</td>
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<td>Output from Billing Documents</td>
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<td>Returns Delivery for RMA Order</td>
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<td>VV22</td>
<td>Change output: Shipping</td>
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<td>VV33</td>
<td>Display Output: Billing</td>
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<td>V.14</td>
<td>Sales Orders Blocked for Delivery</td>
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<td>Display Backorders</td>
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### Additional Transactions

<table>
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<tbody>
<tr>
<td>V.23</td>
<td>Release Orders for Billing</td>
</tr>
<tr>
<td>V.25</td>
<td>Release Customer Expected Price</td>
</tr>
<tr>
<td>V.26</td>
<td>Selection by Object Status</td>
</tr>
<tr>
<td>V_R2</td>
<td>Display List of Backorders</td>
</tr>
<tr>
<td>V_RA</td>
<td>Backorder Processing: Selection List</td>
</tr>
<tr>
<td>V_V2</td>
<td>Updating Sales Documents by Material</td>
</tr>
<tr>
<td>V-02</td>
<td>Create Quotation</td>
</tr>
<tr>
<td>V23</td>
<td>Sales Documents Blocked for Billing</td>
</tr>
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<td>VA01 new</td>
</tr>
<tr>
<td>VA02</td>
<td>Change Sales Order</td>
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<td>VA03</td>
<td>Display Sales Order</td>
</tr>
<tr>
<td>VA05</td>
<td>List of Sales Orders</td>
</tr>
<tr>
<td>VA05N</td>
<td>List of Sales Orders</td>
</tr>
<tr>
<td>VA07</td>
<td>Compare Sales - Purchasing</td>
</tr>
<tr>
<td>VA08</td>
<td>Compare Sales - Purchasing</td>
</tr>
<tr>
<td>VA11</td>
<td>Create Inquiry</td>
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<tr>
<td>VA12</td>
<td>Change Inquiry</td>
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<td>Display Inquiry</td>
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<tr>
<td>VA15</td>
<td>Inquiries List</td>
</tr>
<tr>
<td>VA21</td>
<td>Create Quotation</td>
</tr>
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</table>

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### Appendix – All Relevant Transactions*

**Sales Quotation Management**

<table>
<thead>
<tr>
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<th>Transaction Name</th>
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<td>VA21</td>
<td>Create Quotation</td>
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<td>Create Competitor</td>
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## Appendix – All Relevant Transactions*

**Sales Contract Management**

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<td>VA42</td>
<td>Change Contract</td>
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# Appendix – All Relevant Transactions*

Available to Promise

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<th>Transaction Code</th>
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<td>VBOF</td>
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<td>Condition Table: Create Rebate</td>
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<td>Create Material Listing/Exclusion</td>
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<td>Rebate: Update Billing Documents</td>
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## Appendix – All Relevant Transactions*

### Warehouse Management

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<td>LM00</td>
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<td>Display Transfer Order</td>
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<td>LM01</td>
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<td>Display Transfer Order / Stor. Type</td>
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<td>LT24</td>
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<td>LRF1</td>
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<td>Display Quants</td>
<td>MB03</td>
<td>Display Material Document</td>
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<td>Display Quants for Material</td>
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<td>Create Reservation</td>
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<td>Display Quants per Storage Bin</td>
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<td>Display Reservation</td>
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<td>LS33</td>
<td>Display storage unit</td>
<td>MB52</td>
<td>List of Warehouse Stocks on Hand</td>
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<td>Create Transfer Order</td>
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<td>Consignment Stocks</td>
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<td>Create TO for Inventory Difference</td>
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<td>Stocks for Posting Date</td>
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<td>Create TO for Delivery</td>
<td>MB5SIT</td>
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<td>Stock in Transit on Key Date</td>
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<td>ID point function for storage units</td>
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<td>LT10</td>
<td>Create Transfer Order from List</td>
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... and 15 additional transactions

[Back to business scenario »]
## Appendix – All Relevant Transactions*

### Delivery Management

<table>
<thead>
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<td>Packing in production orders</td>
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<td>Purch. Order Items due for Delivery</td>
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<td>HU02</td>
<td>Creating and Changing Handling Units</td>
<td>VL32N</td>
<td>Change Inbound Delivery</td>
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<td>Display of HUs</td>
<td>VL33N</td>
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<td>Creation of HUs with stock</td>
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<td>Output from Outbound Deliveries</td>
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<td>HU Monitor</td>
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<td>Output from Handling Units</td>
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<td>POP1</td>
<td>Create Packing Instruction</td>
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<td>V.21</td>
<td>Log of Collective Run</td>
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<td>VL01</td>
<td>Create Delivery</td>
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<td>VL10C</td>
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### Appendix – All Relevant Transactions*

#### Goods Movement

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<td>Other Goods Receipts</td>
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<td>MIGO_GI</td>
<td>Goods Movement</td>
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<td>Change Outbound Delivery</td>
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<td>VL32N</td>
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#### Production Execution

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<td>CS01</td>
<td>Create Material BOM</td>
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<td>Create Material Cost Estimate</td>
<td>CS02</td>
<td>Change Material BOM</td>
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<td>Price Update with Cost Estimate</td>
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<td>Display Material BOM</td>
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<td>Analyze batch where-used list</td>
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<td>Change Production Order</td>
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<td>Price Change</td>
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<td>Display Production Order</td>
<td>MSC1N</td>
<td>Create Batch</td>
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<td>CO11N</td>
<td>Single Screen Entry of Confirmations</td>
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<td>Display Batch</td>
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<td>CO12</td>
<td>Collective Entry of Confirmations</td>
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<td>CO13</td>
<td>Cancel confirmation of prod. order</td>
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<td>Display confirmation of prod. order</td>
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<td>Conv.plan.ord.to prod.ord.part.redct</td>
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<td>CO60</td>
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<td>COGI</td>
<td>Postprocess Faulty Goods Movements</td>
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<td>COHV</td>
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## Appendix – All Relevant Transactions*

### External Processing

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<td>CO02</td>
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<td>Display Production Order</td>
</tr>
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<td>ME22N</td>
<td>Change Purchase Order</td>
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## Appendix – All Relevant Transactions*

### Quality Inspection

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<td>Change Inspection Lot</td>
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<td>QA03</td>
<td>Display inspection lot</td>
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<td>QAC3</td>
<td>Reset sample</td>
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<td>QE01</td>
<td>Record characteristic results</td>
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<td>QE51</td>
<td>Results recording worklist</td>
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### Appendix – All Relevant Transactions*

#### Production Control

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<td>COOIS</td>
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<td>CS01</td>
<td>Create Material BOM</td>
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## Appendix – All Relevant Transactions*

### Subcontracting

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## Appendix – All Relevant Transactions*

### Material Requirements Planning

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<td>MD04</td>
<td>Display Stock/Requirements Situation</td>
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<td>MD07</td>
<td>Current Material Overview</td>
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<td>Change Planned Order</td>
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<td>MDBT</td>
<td>MRP Run In Batch</td>
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## Appendix – All Relevant Transactions*

### Capacity Planning

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<tr>
<td>COOIS</td>
<td>Production Order Information System</td>
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## Appendix – All Relevant Transactions*

### Just-In-Time Processing

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### Appendix – All Relevant Transactions*

**Manufacturing Analytics**

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## Appendix – All Relevant Transactions*

### Quality Improvement

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### Appendix – All Relevant Transactions*

Production BOM Management

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### Appendix – All Relevant Transactions*

#### Quality Planning

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## Appendix – All Relevant Transactions*

**Multiresource Maintenance Planning and Scheduling**

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<td>Change PM Notification</td>
</tr>
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<td>IW31</td>
<td>Create Order</td>
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<tr>
<td>IW33</td>
<td>Display PM Order</td>
</tr>
<tr>
<td>IW21</td>
<td>Create PM Notification - General</td>
</tr>
<tr>
<td>IW22</td>
<td>Change PM Notification</td>
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<td>Create Order</td>
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<td>IW33</td>
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<tr>
<td>IW38</td>
<td>Change PM Orders</td>
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### Appendix – All Relevant Transactions*

#### Maintenance Planning and Scheduling

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<td>IW38</td>
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<td>Create Order</td>
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<td>IW38</td>
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</tbody>
</table>

* Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
## Appendix – All Relevant Transactions*

### Maintenance Execution

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>IQ02</td>
<td>Change Material Serial Number</td>
</tr>
<tr>
<td>IQ03</td>
<td>Display Material Serial Number</td>
</tr>
<tr>
<td>IW31</td>
<td>Create Order</td>
</tr>
<tr>
<td>IW45</td>
<td>Cancel PM Order Confirmation</td>
</tr>
<tr>
<td>IQ01</td>
<td>Create PM Order Confirmation</td>
</tr>
<tr>
<td>IQ02</td>
<td>Change Material Serial Number</td>
</tr>
<tr>
<td>IQ03</td>
<td>Display Material Serial Number</td>
</tr>
<tr>
<td>IW31</td>
<td>Create Order</td>
</tr>
<tr>
<td>IW45</td>
<td>Cancel PM Order Confirmation</td>
</tr>
</tbody>
</table>

*Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
# Appendix – All Relevant Transactions *

## Maintenance Safety and Permit to Work

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Transaction Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>IQ02</td>
<td>Change Material Serial Number</td>
</tr>
<tr>
<td>IQ03</td>
<td>Display Material Serial Number</td>
</tr>
<tr>
<td>IW45</td>
<td>Cancel PM Order Confirmation</td>
</tr>
<tr>
<td>IQ01</td>
<td>Create Material Serial Number</td>
</tr>
<tr>
<td>IQ02</td>
<td>Change Material Serial Number</td>
</tr>
<tr>
<td>IQ03</td>
<td>Display Material Serial Number</td>
</tr>
<tr>
<td>IW45</td>
<td>Cancel PM Order Confirmation</td>
</tr>
</tbody>
</table>

* Transactions listed here are currently used in your ERP system and triggered the recommendation of this SAP S/4HANA scenario.
The table below shows the top custom code transactions and reports (Z- and Y-objects) by number of dialog steps. All custom code objects need to be assessed for potential adjustment needs during an SAP S/4HANA transformation project. We recommend to start with these heavily used objects.

<table>
<thead>
<tr>
<th>Report or Transaction Name</th>
<th>Number of Dialog Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Z_Custom_Code_01</td>
<td>7003118</td>
</tr>
<tr>
<td>Z_Custom_Code_02</td>
<td>1255443</td>
</tr>
<tr>
<td>Z_Custom_Code_03</td>
<td>961889</td>
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<tr>
<td>Z_Custom_Code_04</td>
<td>522286</td>
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<tr>
<td>Z_Custom_Code_05</td>
<td>520803</td>
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<tr>
<td>Z_Custom_Code_06</td>
<td>501117</td>
</tr>
<tr>
<td>Z_Custom_Code_07</td>
<td>460772</td>
</tr>
<tr>
<td>Z_Custom_Code_08</td>
<td>398307</td>
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<tr>
<td>Z_Custom_Code_09</td>
<td>383027</td>
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<tr>
<td>Z_Custom_Code_10</td>
<td>361786</td>
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<td>Z_Custom_Code_11</td>
<td>311223</td>
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<td>Z_Custom_Code_12</td>
<td>221134</td>
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<td>Z_Custom_Code_13</td>
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<td>200764</td>
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<td>Z_Custom_Code_16</td>
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<td>Z_Custom_Code_18</td>
<td>142158</td>
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<td>Z_Custom_Code_19</td>
<td>132158</td>
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<tr>
<td>Z_Custom_Code_20</td>
<td>129452</td>
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<tr>
<td>Z_Custom_Code_21</td>
<td>127956</td>
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<tr>
<td>Z_Custom_Code_22</td>
<td>119532</td>
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<tr>
<td>Z_Custom_Code_23</td>
<td>118167</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Report or Transaction Name</th>
<th>Number of Dialog Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Z_Custom_Code_24</td>
<td>113847</td>
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<tr>
<td>Z_Custom_Code_25</td>
<td>109130</td>
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<tr>
<td>Z_Custom_Code_26</td>
<td>107607</td>
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<tr>
<td>Z_Custom_Code_27</td>
<td>102266</td>
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<tr>
<td>Z_Custom_Code_28</td>
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<td>Z_Custom_Code_29</td>
<td>94636</td>
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<tr>
<td>Z_Custom_Code_30</td>
<td>90634</td>
</tr>
</tbody>
</table>
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