

Customer Order Management

40-Hour Training

Aimed at sales, delivery, and billing managers, power users, end users, and project team members, this training teaches the student a wide range of functions in the SAP R/3, ECC, and ERP systems, from basic order processes to billing functions, and gives an overview of the customer order management cycle.

Step-1

Customer Order Management Cycle
Pre-Sales Activities
Sales Order Processing
Inventory Sourcing
Delivery
Billing
Customer Payment

Step-2

Sales from Stock - Available
Pre-Sales Activities
Sales Order Processing
Inventory Sourcing
Delivery
Billing
Customer Payment

Step-3

Sales from Stock - Shortage
Pre-sales Activities
Sales Order Processing
Inventory Sourcing
Delivery
Billing
Customer Payment

Step-4

Make-to-Order
Pre-sales Activities
Inventory Sourcing
Delivery
Billing
Customer Payment

Step-5

Contracts and Scheduling Agreements
Pre-sales Activities
Sales Order Processing
Inventory Sourcing
Delivery

Billing
Customer Payment

Step-6

Returns and Credits
Pre-sales Activities
Inventory Sourcing
Delivery
Billing
Customer Payment

Step-7

Reporting and Analysis
List Processing
Sales Processing System