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| Test Script  SAP S/4HANA - 17-09-20 | public |
| Credit Memo Processing (1EZ\_DE) |

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# Purpose

A credit memo request is created with the amount to be credited, and placed on a billing block for review. It must then be released to become billing relevant and appear on the billing due list. The periodic billing process creates a credit memo to be sent to the customer and posts posts a journal entry.

This document provides a detailed procedure for testing this scope item after solution activation, reflecting the predefined scope of the solution. Each process step, report, or item is covered in its own section, providing the system interactions (test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly. Project-specific steps must be added.

# Prerequisites

This section summarizes all the prerequisites for conducting the test in terms of systems, users, master data, organizational data, other test data and business conditions.

## System Access

|  |  |
| --- | --- |
| System | Details |
| System | Accessible via SAP Fiori launchpad. Your system administrator provides you with the URL to access the various apps assigned to your role. |

## Roles

Assign the following business roles to your individual test users. Alternatively, if available, you can create business roles using the following spaces with pages and predefined apps for the SAP Fiori launchpad and assign the business roles to your individual test users.

Note These roles or spaces are examples provided by SAP. You can use them as templates to create your own roles or spaces.

For more information about business roles, refer to Assigning business roles to a user in the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide) .

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name (Role) | ID (Role) | Description (Space) | ID (Space) | Log on |
| Internal Sales Representative | SAP\_BR\_INTERNAL\_SALES\_REP | Internal Sales | SAP\_BR\_INTERNAL\_SALES\_REP |  |
| Billing Clerk | SAP\_BR\_BILLING\_CLERK | Billing | SAP\_BR\_BILLING\_CLERK |  |
| Business Process Specialist | SAP\_BR\_BUSINESS\_PROCESS\_SPEC | Business Process Management | SAP\_BR\_BUSINESS\_PROCESS\_SPEC |  |
| Configuration Expert - Business Process Configuration | SAP\_BR\_BPC\_EXPERT | Business Process Configuration | SAP\_BR\_BPC\_EXPERT |  |
| Sales Manager | SAP\_BR\_SALES\_MANAGER | Sales Management | SAP\_BR\_SALES\_MANAGER |  |
| Administrator | SAP\_BR\_ADMINISTRATOR | Administration | SAP\_BR\_ADMINISTRATOR |  |

## Master Data and Organizational Data

SAP Best Practices Standard Values based on new global template will be used once available. In the table you still see the master data used for the current baseline.

Essential master and organizational data was created in your SAP S/4HANA system in the implementation phase, such as the data that reflects the organizational structure of your company and master data that suits its operational focus, for example, master data for materials, vendors, and customers.

This master data usually consists of standardized SAP Best Practices default values, and enables you to go through the process steps of this test script.

Note Additional Master Data (Default Values)

You can test the test script with other SAP Best Practices default values that have the same characteristics.

Check your SAP ECC system to find out which other material master data exists.

Note Using Your Own Master Data

You also can use customized values for any material or organizational data for which you have created master data. For more information about creating master data, see the Master Data Procedures documentation.

The organizational structure and master data of your company has been created in your system during activation. The organizational structure reflects the structure of your company. The master data represents materials, customers, and vendors, for example, depending on the operational focus of your company.

Use your own master data or the following sample data to go through the test procedure.

Note Tax Service Partner Solution makes use of tax attributes from Business Place, Business Partner, Material and Service master data, as well as other attributes automatically determined by the system when the appropriate configuration is done. Information related to Tax Service attributes are available in the IJ5 master data documentation.

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Sample Value | Details | Comments |
| Material | TG11 | Trading Good for Reg. Trading (MRP planning)  No serial number, no batch. |  |
| Material | TG12 | Trading Good for Reg. Trading (reorder point planning)  No serial number, no batch. |  |
| Material | TG21 | Trad.Good 21,Reorder Point,Batch-FIFO  No serial number, batch controlled (FIFO strategy). | Only use if you have activated the building block Batch Management (BLG) (BLH)(BLJ)(2EG) (BLP). |
| Material | TG22 | Trad.Good 22,Reorder Point,Batch-ExpD  No serial number, batch controlled (Exp. Date) | Only use if you have activated the building block Batch Management (BLG) (BLH)(BLJ)(2EG)(BLP). |
| Material | SM0001 | Service Material 01 |  |
| Material | NS0002 | Non-Stock Material 02 |  |
| Material | CM-FL-V00 | Forklift | Only use if you have activated the scope item Make-to-Order Production with Variant Configuration (1YT). |
| Sold-to party | 10100001 | Customer domestic 01 | You can test the scope item using another domestic customer. |
| Ship-to party | 10100001 | Domestic DE Customer 1 |  |
| Payer | 10100001 | Domestic DE Customer 1 |  |
| Plant | 1010 | Plant 1 DE |  |
| Storage Location | 101A | Std. storage 1 |  |
| Shipping Point | 1010 | Shipping Point 1010 |  |
| Sales organization | 1010 | Dom. Sales Org |  |
| Distribution channel | 10 | Direct Sales |  |
| Division | 00 | Product Division 00 |  |

For more information on creating these master data objects, see the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm) Scripts (MDS):

Table 1: Master Data Script Reference

|  |  |
| --- | --- |
| Master Data Script ID | Description |
| BNF | Create Product Master of Type "Trading Good" |
| BND | Create Customer Master |

## Preliminary Steps

### Create Reference Order or Billing (Optional)

Purpose

As an option, you can create Reference or Billing Orders to use when creating credit memo requests.

Follow procedures described in following process documents to create Reference Orders or Billing Orders:

|  |  |
| --- | --- |
| IDs | Titles |
| BD9 | Sell from Stock |
| BD3 | Sales Processing using Third-Party with Shipping Notification |
| BDK | Sales Processing using Third-Party without Shipping Notification |
| BDN | Sales of Non-Stock Item with Order-Specific Procurement |
| BDH | Sales Order Entry with One-Time Customer |
| BKJ | Sales Order Processing with Customer Down Payment |
| BKA | Free Goods Processing |
| BKZ | Sales Order Processing with Invoice List and Collective Billing |

### Preliminary Steps for Credit Memo Request (Optinal)

#### Implement Cloud BADI

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

Note Please finish the steps of remove billing block for CMR and Define and Assign reasons for approval requests following the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide) (Chapter Removing the billing block for Credit Memo Requests to enable CMR approval workflow, and Define and assign reasons for approval requests to enable SD approval workflow).

The Business Add-In (BADI) SD\_APM\_SET\_APPROVAL\_REASON is called whenever a sales document is saved by a business user. It determines whether a sales document needs to be sent to an approver and, if so, set an approval request reason on sales document header level.

This means that if you want to use the workflow for the approval of sales documents, implementing this BADI is a prerequisite. In the Manage Credit Memo Requests (F1989) app, you define additional preconditions and approval steps.

When the system sets an approval request reason for a sales document, the approval workflow is triggered automatically.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Administrator. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open  Custom Fields and Logic (F1481). | The Custom Fields and Logic screen displays. |  |
| 3 | Navigate to Custom Logic | In the menu bar at the top, choose Custom Logic. | The Enhancement Implementations section displays. |  |
| 4 | Create Enhancement Implementation | Choose Create.  Make the following entries and choose Create:   * Business Context: Sales： Sales Document * BADI Description: Set Approval Request Reasons for Sales Documents * Implementation Description: for example, Set Approval Reason for Sales Documents * Implementation ID： Generated by default | The Draft Logic section displays. |  |
| 5 | Add Coding | Choose Draft, implement your logic in Draft Logic section, for example:  if salesdocument-sddocumentcategory = 'K' and salesdocument-sddocumentreason = '005'.  salesdocapprovalreason = 'ZCR1'.  endif.  It is possible to have sales document approvals for other categories of sales documents. The coding above can be taken as independent coding which can be added to the BAdI implementation without removing possible other coding. |  |  |
| 6 | Save and Publish | Choose Save Draft.  Choose Publish. | Custom logic is published. |  |

#### Manage Teams and Responsibilities

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to maintain the teams and responsibilities for credit memo workflow.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Business Process Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Teams and Responsibilities (F2412). | The Manage Teams and Responsibilities screen displays. |  |
| 3 | Create A New Team | Choose Create. | The Team screen displays. |  |
| 4 | Enter General Information | Make the following entries and press Enter:   * Name: credit memo workflow * Description: credit memo workflow * Status: Enabled * Type: SALES | Users created a new team and appropriate function(s) have been assigned to the business user(s) to be configured as approver(s).  The Select: Business Partner screen displays. |  |
| 5 | Add Team Members | In Team Members, choose Create.  From the Items section, select a Business Partner checkbox and choose OK.  Business Partner: Select from F4 help | The Team screen displays. |  |
| 6 | Add Function to Team Members | In the Functions field, choose Select. In the Select: Functions dialog box, choose the following functions, and choose OK.   * CMR1LVLA: Sales Document Approver - Level 1 * CMR2LVLA: Sales Document Approver - Level 2   Choose Save to save the team. | Team is saved. |  |
| 7 | Check Team Status | Chosse Save. | Team status is ready to use. |  |

The user for Business Partner must be an employee user.

For the steps of user configuration, please refer to the Chapter Creating Approvers in the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide).

#### Set up Workflow

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to set up workflow.

In below example, if net amount of the credit memo request is more than EUR 1000, "Sales Document Approver - Level 2" can approve. If net amount of the credit memo request is more than EUR 500 but less than EUR 1000, "Sales Document Approver - Level 1" can approve. If net value of the credit memo request is less than EUR 500, no approval is required.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Configuration Expert - Business Process Configuration. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open  Manage Sales Document Workflows (F2190). | The Manage Workflows screen displays. |  |
| 3 | Create Workflows | Choose Workflows for Credit Memo Requests next to Workflow.  Choose Add.  Note If the workflow has already been defined, skip step 4 to 10. | The New Workflow screen displays. |  |
| 4 | Maintain workflow for 2nd level approve | Make the following entries.  In the Header tab:  Name: <Second Approver- Net Value over 1000 EUR> |  |  |
| 5 | Set Preconditions | On the Preconditions tab, choose Net Amount is greater than, then enter below data:   * Currency: EUR * Amount: 1000 | Preconditions are set. |  |
| 6 | Add Steps | From the Steps section, choose Add.  Make the following entries.  In the Header tab:   * Type: Release of credit memo request   In the Recipients tab:   * Assignment By: Role * Role: Sales Document Approver - Level 2   In the Exception Handling tab:   * Name: Rework Credit Memo Request * Required Action: Rework of Credit Memo Request * Action Result: Restart Workflow   Choose Add to append this step to the workflow and choose Save. | The first workflow is created. |  |
| 7 | Create Another Workflow | Choose Back to the Manage Workflows screen.  Choose Add. | The New Workflow screen displays. |  |
| 8 | Maintain Workflow for 1st Level Approve | Make the following entries.  In the Header tab:   * Name: First Approver- No conditions |  |  |
| 9 | Add Steps | From the Steps section, choose Add.  Make the following entries.  In the Header tab:   * Type: Release of credit memo request   In the Recipients tab: Assignment By: Role   * Role: Sales Document Approver - Level 1   In the Exception Handling tab:   * Name: Rework Credit Memo Request * Required Action: Rework of Credit Memo Request * Action Result: Restart Workflow   Choose Add to append this step to the workflow and choose Save. | The first level approve workflow is created. |  |
| 10 | Activate Workflows | Choose Back to the Manage Workflow screen.  Choose Define Order. Adjust the order as below:   * Second Approver - Net Value over EUR 1000: Order 1 * First Approver- Net Value over EUR 500: Order 2   Choose Activate to active the workflows. | Workflows are activated. |  |

### Create Condition Records (Optional)

Purpose

In case you have finetuned the access sequence of SAP pre-shipped condition types, the relative condition records should be created accordingly.

You can find general information on how to create master data objects in the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm) :

Table 2: Master Data Script Reference

|  |  |
| --- | --- |
| Master Data ID | Description |
| BET | Create Sales Pricing Condition |

# Overview Table

This scope item consists of several process steps provided in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| Process step | Business Role | Transaction/App | Expected Results |
| [Create Credit Memo Requests](#unique_12) [page ] 16 | Internal Sales Representative | Manage Credit Memo Requests (F1989) | The Manage Credit Memo Requests screen displays. |
| [Create Attachment for Sales Order (Optional)](#unique_13) [page ] 18 | Internal Sales Representative | Manage Credit Memo Requests (F1989) |  |
| Process Credit Memo request Approval (Optional) | | | |
| [Withdraw from Approval](#unique_14) [page ] 19 | Internal Sales Representative | Manage Credit Memo Requests (F1989) |  |
| [Approve/Reject/Rework Credit Memo Request](#unique_15) [page ] 21 | Sales Manager | My Inbox - All Items (F0862) | Make the decision to approve, reject and rework the credit memo request. |
| Rework Credit Memo Request | | | |
| [Check the Notifications](#unique_16) [page ] 23 | Internal Sales Representative | My Inbox - All Items (F0862) |  |
| [Change Credit Memo Request](#unique_17) [page ] 24 | Internal Sales Representative | Manage Credit Memo Requests (F1989) |  |
| [Create Credit Memo](#unique_18) [page ] 25 | Billing Clerk | Create Billing Documents (F0798) | The Create Billing Document screen displays. |
| [Create Attachment for Billing (Optional)](#unique_19) [page ] 28 | Billing Clerk. | Display Billing Documents - Missing translation in language EN (VF03) |  |

# Test Procedures

This section describes procedures for each process step that belongs to this scope item.

The Enterprise Search function provides a central entry point for finding business objects in your company from different sources using a single search request. You can search for objects such as: apps, fact sheets for business objects. From the data found, you can go directly to the respective apps and fact sheets to display, edit the data or find related objects.

How to access and check a fact sheet:

1. Log on to the SAP Fiori launchpad as a respective user, for example, Internal Sales Representative.
2. Access the Enterprise Search Bar by choosing the magnifying glass icon in the upper right corner.
3. The Enterprise Search bar displays two filter fields next to the search icon: all dropdown menu and a search field. Enter your Search Criteria and choose the business object type, for example, select Sales orders from the dropdown menu, and enter a sales order number in the search field and choose Search, the sales order lists.
4. Choose the sales order number link. The system navigates to the fact sheet screen and sales order related information is integrated and summarized in one Fiori page. You can get detailed data by choosing the corresponding links.

There are fact sheets available for the following objects (visible depending on the assigned role):

* Sales order
* Quotation
* Billing document
* Credit Memo
* Debit Memo
* Customer 360 Fact sheet

## Create Credit Memo Requests

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to generate a billing document and credit the customer's account.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Internal Sales Representative. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Credit Memo Requests (F1989). | The Manage Credit Memo Requests screen displays. |  |
| 3 | Navigate to Create Credit Memo Request | Choose Create Credit Memo Request. | The Create Sales Documents screen displays. |  |
| 4 | Enter Sales Document Type | Make the following entries and choose Continue.  Order Type: CR (Credit Memo Request)  Note Regarding an existing order or billing document: Choose Create with Reference. Enter the billing document number or sales order number and choose Copy. | The Create Credit Memo Request Overview screen displays. |  |
| 5 | Enter Order Quantity | Make the following entries and choose Enter:   * Sold-to Party: 10100001 * Ship-to Party: 10100001 * Customer Reference: <Customer Reference Number> * Material Number : <Material Number> * Target Quantity: <For example, 1 PC>   Note If you create the credit memo request regarding an existing order or billing document, input the quantity: for example, 1 PC. | The input-order quantities are entered. |  |
| 6 | Enter Order Reason | On the Sales tab, enter an order reason, for example, Damaged in transit. | The order reason is recorded. |  |
| 7 | Save Entries | Save your entries. | The order is saved and a billing block is assigned to the Credit Memo. |  |

In the Manage Credit Memo Requests (F1989) app, you can navigate to a fact sheet screen:

1. On the Manage Credit Memo Requests (F1989) screen, enter search terms in the filter bar and choose Go.
2. In search result, select your credit memo request number and choose Sales Order Number.

## Create Attachment for Sales Order (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create attachment for a sales order.

Procedure

Note In order to perform following steps, user parameter "SD\_SWU\_ACTIVE" has to be to "X".

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Internal Sales Representative. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Credit Memo Requests (F1989). | The Manage Credit Memo Requests screen displays. |  |
| 3 | Navigate to Display Credit Memo Request Screen | On the Manage Credit Memo Requests screen, enter the respective order number created in previous step in the Cedit Memo Requests and choose Go.  Choose the credit memo request line that displays. |  |  |
| 4 | Create Attachment for Credit Memo Request | Choose Services for Object on the top right corner of screen, choose Create Attachment. | The Import File screen displays. |  |
| 5 | Import File | Choose OK in the File Upload dialog box.  In the Open view, choose local path and file, and choose Open. | The attachment is successfully created. |  |
| 6 | Check Attachment | Choose Services for Object on top right corner of screen, choose Attachment List. | Attachment brings up in the Service: Attachment list screen. |  |

## Process Credit Memo Request Approval (Optional)

Note Only relevant if below conditions are fulfilled:

1. Approval reason(s) is defined and assigned, details refer to the Define and Assign Approval Reasons chapter.
2. The Cloud BADI that returns an approval reasons are implemented, details refer to the Implement Cloud BADI chapter.
3. Total amount of the order is not less than EUR 500.

### Withdraw from Approval

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, the internal sales representative withdraw sales order approval.

Prerequisite

Sales manager doesn’t make approval decision yet.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Internal Sales Representative. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Credit Memo Requests (F1989). | The Manage Credit Memo Requests screen displays. |  |
| 3 | Navigate to Manage Credit Memo Requests | On the Manage Credit Memo Request, enter the respective credit memo request number created in previous step in the Credit Memo Requests and choose Go.  Choose the credit memo request line that displays and choose the arrow. | The Display Credit Memo Request xxx: Overview screen displays. |  |
| 4 | Withdraw Approval Request | In the menu bar at the top, choose More > Edit > Additional Functions > >Withdraw Approval Request .  Choose Continue to confirm the information shown as The approval request for sales document XXXXXXX was withdrawn. | The approval request is withdrawn. |  |
| 5 | Change Credit Memo Request | On the Change Credit Memo Request: Overview screen, make some changes, for example:  Valid to: <Enter a Date> | Approval status is changed to In Approval. |  |

### Approve/Reject/Rework Credit Memo Request

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, sales manager makes approval decision: release, reject or request rework.

Prerequisite

Approval status of the Credit Memo Request is In Approval.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Sales Manager. | The SAP Fiori launchpad displays. |  |
| 2 | Receive Notification | Open My Inbox - All Items (F0862).  You can also choose the Notifications icon on the top right corner to navigate to the My Inbox screen. | The Inbox screen displays. |  |
| 3 | Refresh | Choose Refresh if necessary. | Inbox is refreshed. |  |
| 4 | Approve/Reject/Rework | You receive the notification of the credit memo request. Choose one from the options on the bottom bar.   * Option 1: Release * Option 2: Reject * Option 3: Request Rework | The Submit Decision dialog box displays. |  |
| 5 | Sumbit | Enter some comments and choose Submit. | Based on above decisions, choose next steps accordingly:   * Release: the whole process ends, no subsequent step is needed. * Reject: the whole process ends, no subsequent step is needed. * Request Rework: go to the Rework Credit Memo Requests chapter. |  |

### Rework Credit Memo Request

Note Only relevant if the workflow is set as Request Rework by sales manager previously.

#### Check the Notifications

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, internal sales representative check the notifications.

Prerequisite

Approval status of the sales order is To be reworked.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Internal Sales Representative. | The SAP Fiori launchpad displays. |  |
| 2 | Receive Notification | Open My Inbox - All Items (F0862).  You can also choose Notifications icon on the top right corner to navigate to the My Inbox screen. | The Inbox screen displays. |  |
| 3 | Refresh | Choose Refresh if necessary. | Inbox is refreshed. |  |
| 4 | Check Inbox | Check the inbox items with relative Credit Memo Request. | Orders which needs to be reworked are displayed.  If rework is not required, sales representative can be set "Rework not Required" in the inbox.  If rework is required, go to the Change Credit Memo Request chapter. |  |

#### Change Credit Memo Request

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, internal sales representative change the credit memo request.

Prerequisite

Approval status of the credit memo request is rework.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log on | Log on to the SAP Fiori launchpad as an Internal Sales Representative. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Credit Memo Requests (F1989). | The Credit Memo Requests screen displays. |  |
| 3 | Navigate to Credit Memo Request | On the Manage Credit Memo Request screen, enter the respective credit memo request number created in previous step, and choose Go.  Choose the arrow icon of the sales order line that displays. | The Display Credit Memo Request xxx: Overview screen displays. |  |
| 4 | Navigate to Credit Memo Request | Choose Change. | The Change Credit Memo Request xxx: Overview screen displays. |  |
| 5 | Change Credit Memo Request | On the Change Credit Memo Request xxx: Overview screen, make some changes and save, for example:  Order Quantity: <Enter a New Quantity> | Approval status is changed to In Approval if the order amount is higher than amount set in the Implement Cloud BADI chapter.  If amount > EUR 500, go to the Process Credit Memo Request Approval chapter. |  |

## Create Credit Memo

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to generate a billing document and credit the customer’s account.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Setting in the bottom bar.  You can make the following settings as below:   * Set billing date and type before billing: ON * Create separate billing document for each item of billing due list: OFF * Automatically Post Billing Documents: ON * Display Billing Document After Creation: ON |  |  |
| 4 | Search for Billing List | From the search condition, enter a criteria if necessary. | Sales documents display. |  |
| 5 | Choose Individual Billing Document | Select a row of SD document created previously.  Choose Create. | The Create Billing Documents (F0798) screen displays. |  |
| 6 | Maintain Billing Date | Choose billing type Credit Memo (G2) and maintain billing date, for example, <current date>.  Choose OK. | The new billing document is created. |  |
| 7 | Display Billing Document after Creation | On the Billing Document (F1901) screen, choose Save.  The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx.  Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | The system generates an invoice for billing. |  |

Financial Postings

|  |  |  |  |
| --- | --- | --- | --- |
| Material | Debited Accounts | Credited Accounts | Cost Element / CO Object |
| Trading Good (HAWA) | 41000000 Rev Domestic Prod  10100001 Inlandskunde DE 1 | 41000000 Rev Domestic Prod  22000000 Output tax (MWS) | none |

Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Access the App | Open Manage Billing Documents (F0797) ． | The Manage Billing Document screen displays. |  |
| 2 | Search for Previously Created Document | The populated billing document number will be recorded in the previous step. | The billing document displays. |  |
| 3 | Display Billing Document | Select the billing document item.  Choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document (F1901) screen, choose the last assignment block - Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document (F1901) screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Update New Attachment (Optional) | In the Edit mode, you can add, delete, and update the attachments.  Save your changes by choosing Save in the footer bar. |  |  |
| 7 | Update New Text (optional) | In the Edit mode, you can add, delete, and update these texts.  Save your changes by choosing Save in the footer bar. |  |  |

## Create Attachment for Billing (Optional)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

This optional process step shows you how to create attachment for billing.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Display Billing Documents - Missing translation in language EN (VF03). | The Display Billing Documents - Missing translation in language EN (VF03) screen displays. |  |
| 3 | Enter the Billing Number | On the Display Billing Document screen, enter the respective invoice number created in previous step and choose Continue. | The Credit Memo xxx Display: Overview of Billing Items screen displays. |  |
| 4 | Create Attachment | Choose Services for Object in the top right corner of the screen, choose Create Attachment. | The Import File screen displays. |  |
| 5 | Import File | Choose OK in the File Upload dialog box.  On the Open screen, choose local path and file, choose Open. | The attachment was successfully created. |  |
| 6 | Check Attachment | Choose Services for Object in the top right corner of the screen, choose Attachment list. | Attachment displays on the Service: Attachment list screen. |  |

# Appendix

## Process Integration

The process to be tested in this test script is part of a chain of integrated processes.

## Succeeding Processes

|  |  |
| --- | --- |
| Process | Business Condition |
| Accounts Receivable(J59) (optional) | Post a Customer Invoice in Accounting, etc.  Using the master data from this document, complete the following activities described in the test script:   * Posting a Customer Invoice in Accounting * Overdue Receivables, Display Customer Balances * Manage Customer Line Items |
| Sales Order Fulfillment Monitoring(BKK) | This test script describes the collection of periodic activities, such as day’s ending activities.  Using the master data from this document, complete the following activities described in the test script:  Sales Order Fulfillment Monitoring (BKK) (sections Review Sales Documents Blocked for Billing, Review Billing Due List, Review Log of Collective Invoice Creation and Review List of Blocked (for accounting) Billing Documents) |

## Scheduling Job (Alternative)

### Job Scheduling for Billing Creation (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for creation billing documents.

This app can be used as an alternative instead of the manual creation of billing documents.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a . | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Billing Creation (F1519). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Billing Creation Schedule | Choose New to define a new job for billing creation. | The New Job screen displays. Job Template should default as Schedule Billing Creation. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary.  Choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A billing creation job is scheduled. Screen goes back to Application Jobs. |  |
| 6 | Check Billing Creation Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Job Log.  Note Choose the Magnifier, and the job list will refresh. | The log details display. |  |

### Job Scheduling for Billing Release (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for release billing documents to accounting.

This app can be used as an alternative instead of the manual release to accounting for billing documents.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Billing Release (F1518). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Billing Release Schedule | Choose New to define a new job for billing creation. | The New Job screen displays. Job Template defaultly should be Schedule Billing Release. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary.  Choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A billing release job is scheduled. Return to Application Jobs. |  |
| 6 | Check Billing Release Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Job Log.  Note Choose Magnifier, and the job list will refresh. | The log details displays. |  |

### Job Scheduling for Billing Output (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for when and how billing documents are sent to customer.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Billing Output (F1510). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Billing Output Schedule | Choose New to define a new job for billing creation. | The New Job screen displays. Job Template should default as Schedule Billing Output. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary.  Choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A billing release job is scheduled. Return to Application Jobs. |  |
| 6 | Check Billing Output Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Job Log.  Note Choose Magnifier, and the job list will refresh. | The log details display. |  |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.  Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

|  |
| --- |
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