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| --- | --- |
|  |  |
| Test ScriptSAP S/4HANA - 17-09-20 | public |
| Customer Returns (BDD\_DE) |

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# Purpose

This scope item describes sales order returns processing.

The process starts with a customer request for authorization to return materials to the plant for credit, referred to as a Return Material Authorization (RMA). The request is approved, and a return sales order is created with reference to the original invoice for the goods. An RMA document is printed, and forwarded to the customer to be attached to the incoming goods. The goods are shipped back, a return delivery is created with reference to the RMA, and the material is received into return stock.

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 |  |
| Shipping Specialist | SAP\_BR\_SHIPPING\_SPECIALIST |  |  |  |
| Billing Clerk | SAP\_BR\_BILLING\_CLERK | Billing | SAP\_BR\_BILLING\_CLERK |  |
| Returns and Refund Clerk | SAP\_BR\_RETURNS\_REFUND\_CLERK |  |  |  |

## Master Data, Organizational Data, and Other 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 S/4 HANA 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 scope item.

Additional Master Data (Default Values)

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

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

Using Your Own Master Data

You can also use customized values for any material or organizational data for which you have created master data.

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Sample Value | Details | Comments |
| Material | TG11 | Trading Good for Reg. Trading (MRP planning)no Serial no.; no batch | See sections Business Conditions and Preliminary Steps. |
| Material | TG12 | Trading Good for Reg. Trading (reorder point planning)no Serial no.; no batch | See sections Business Conditions and Preliminary Steps. |
| Material | TG21 | Trad.Good 21,Reorder Point,Batch-FIFONo serial number, batch controlled (FIFO strategy) | Only use if you have activated the building block Batch Management (BLG) (BLH) (BLJ)(BLP).See sections Business Conditions and Preliminary Steps. |
| Material | TG22 | Trad.Good 22,Reorder Point,Batch-ExpDNo serial number, batch controlled (Exp. Date) | Only use if you have activated the building block Batch Management (BLG) (BLH) (BLJ)(BLP).See sections Business Conditions and Preliminary Steps. |
| 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 |  |
| Ship-to party | 10100001 | Domestic DE Customer 1 |  |
| Payer | 10100001 | Domestic DE Customer 1 |  |
| Plant | 1010 | Plant 1 DE |  |
| Storage Location | 101R | Storage Location Returns |  |
| Shipping Point | 101R | Shipping Point 101R |  |
| Sales organization | 1010 | Dom. Sales Org |  |
| Distribution channel | 10 | Direct Sales |  |
| Division | 00 | Product Division 00 |  |

For more information on creating 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)

Table 1: Master Data Script Reference

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

## Business Conditions

Before this scope item can be tested, the following business conditions must be met.

|  |  |
| --- | --- |
| Scope Item | Business Condition |
| BD9 - Sell from Stock | To run through this scope item, you must already have sold some goods. |

## Preliminary Steps

### 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

The scope item Customer Returns consists of several process steps provided in the table below.

If your system administrator has enabled spaces and pages on the SAP Fiori launchpad, the homepage will only contain the essential apps for performing the typical tasks of a business role.

You can find all other apps not included on the homepage using the search bar.

If you want to personalize the homepage and include the hidden apps, navigate to your user profile and choose Settings > App Finder .

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step, Report or Item | Business Role | Transaction/App | Expected Results |
| [Create Return Order](#unique_9) [page ] 9 | Internal Sales Representative | Create Sales Orders - VA01 (VA01) | Return sales order is created. |
| [Create Attachment for Sales Order (Optional)](#unique_10) [page ] 11 | Returns and Refund Clerk | Manage Customer Returns (F1708) |  |
| [Create Return Delivery](#unique_11) [page ] 13 | Shipping Specialist | Create Outbound Delivery - With Order Reference (VL01N) | Goods receipt is postred for return delivery. |
| [Create Attachment for Delivery (Optional)](#unique_12) [page ] 14 | Shipping Specialist | Display Outbound Delivery (VL03N) |  |
| [Post Goods Receipt](#unique_13) [page ] 15 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Billing block is removed from return sales order. |
| [Remove Billing Block](#unique_14)  [page ] 16 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Billing document is created. |
| [Create Billing Document](#unique_15) [page ] 17 | Billing Clerk | Create Billing Documents - Billing Due List Items | The Create Billing Documents screen displays. |
| [Create Attachment for Billing (Optional)](#unique_16) [page ] 20 | Billing Clerk | Manage Billing Documents (F0797) |  |

# 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 Return Order

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 a return order.

Prerequisites

You must have a reference invoice number and a billing document according to Sell from Stock (BD9).

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 Create Sales Orders - VA01 (VA01). | The Create Sales Orders screen displays. |  |
| 3 | Enter Sales Document Type | Make the following entries and choose :* Sales Document TypeCreate with Reference: <sales order type>, for example, CBRE
* Sales Organization: 1010
* Distribution channel: 10
* Division: 00

Note Create withAlternatively, system supports to create return order without reference: After entering necessary data on initial screen, choose Enter to directly navigate to Create Customer Return: Overview screen, skip next steps 4 and 5, enter other needed data besides those mentioned below. | The Create with Reference dialog box displays. |  |
| 4 | Enter reference billing document | Make the following entries and choose Item selection:Billing Document: <Billing document number to be referenced> | The Create with Reference screen displays. |  |
| 5 | Copy | Select the items to be referenced in which open quantity is not equal to ‘0’ and choose Copy: | The Create Customer Return: Overview screen displays. |  |
| 6 | Enter Order Details | Make the following entries:Order reason: <Order Reason, such as Poor Quality.> |  |  |
| 7 | Enter Storage Location | Select the item, choose Display Item Detail.Navigate to Shipping tab.Enter 101R in Storage Location field to ensure that it is the correct storage for returned goods. |  |  |
| 8 | Maintain Batch Number | Only relevant for material TG21 and TG22:Double click the item and maintain the batch number on Sales A tab. |  |  |
| 9 | Save | Choose Save.Note Please ignore any dialog boxes. | The return order has been created. |  |

Note If you have installed the Free Goods Processing (BKA) scope item in your system and you use material TG11 and customer 10100001, the following warning may appear: Minimum quantity 1.000 PC of free goods has not been reached. To skip this warning, choose Enter.

## 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 upload an 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 a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |  |
| 3 | Navigate to Display Return Order Screen | On the Manage Customer Returns screen, enter the respective order number created in previous step in the Customer Returns field and choose Go.Choose the return order line that displays. |  |  |
| 4 | Create Attachment | From the top menu bar, choose Services for Object and Create Attachment.Note If Services for Object does not display, select More to expand the dropdown list. | The Import file screen displays. |  |
| 5 | Import File | Choose OK in the File Upload pop-up screen.In the Open view, choose local path and file, and choose Open. | The attachment was successfully created. |  |
| 6 | Check Attachment | Choose Services for Object on the top menu bar and choose Attachment List.Note If Services for Object does not display, select the More dropdown list. | Attachment shows up in the Service: Attachment list view. |  |

## Create Return Delivery

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 a return delivery.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. |  |  |
| 2 | Access the App | Open Create Outbound Deliveries - From Sales Orders (F0869A). | The Create Outbound Deliveries screen displays. |  |
| 3 | Search Sales Order | Make the following entries and choose Enter :* Shipping Point: <Shipping point>, for example, 101R
* Planned Creation Date: <Delivery selection date>
* Sales Document: <Sales order number created previously>
 |  |  |
| 4 | Create Delivery | Select your sales order and choose Create Deliveries. | A delivery is triggered to create. |  |
| 5 | Check Details | Choose Display Log. | The Analyze Delivery Logs screen displays.A delivery is created successfully with delivery number shown on Deliveries tab. |  |

Note With the Analyze Delivery Logs app, you can display an overview about the logs of all delivery creation in system. You can search for logs according to different filter criteria, such as created by or additional settings. You can see detailed log information through selecting the arrow on the right of each delivery log entry. If a delivery is created successfully, the delivery number is displayed on Deliveries tab. Otherwise, you can display the exact message type, text and the related sales document on Messages tab.

## Create Attachment for Delivery (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 delivery.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Display Outbound Delivery (VL03N). | The Display Outbound Delivery: Initial screen displays. |  |
| 3 | Enter Outbound Delivery Number | In the Outbound Delivery field, enter <the outbound delivery number created in previous step> and choose Continue. | The Display Outbound Delivery xxx: Overview screen displays. |  |
| 4 | Create Delivery Attachment | Choose Services for Object on the top right corner of screen, choose Create and 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 was successfully created. |  |
| 6 | Check Attachment | Choose Services for Object on the top right corner of screen, then choose Attachment List. | Attachment shows up on Service: Attachment List screen. |  |

## Post Goods Receipt

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 post a goods receipt.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. |  |  |
| 2 | Access the App | Open Manage Outbound Deliveries - VL06O (VL06O\_CLOUD). | The Manage Outbound Deliveries screen displays. |  |
| 3 | Open Outbound Delivery Monitor | Choose For Goods Issue.Make the following entry, and choose Execute.Shipping Point: 101R |  |  |
| 4 | Post Good Issue | Mark the relevant delivery and choose Post Goods Issue.Select today’s date from the dialog box and choose Continue. | The goods issue is posted. |  |

## Remove Billing Block

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 remove billing clocks from a sales order.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |  |
| 3 | Navigate to Display Return Order Screen | On the Manage Customer Returns screen, enter the respective order number created in previous step in the Customer Return field, and choose Go.Choose the return order line that displays. | The Display Return Order screen displays. |  |
| 4 | Navigate to Change Return Order Screen | Choose Change. | The Change Return Order screen displays. |  |
| 5 | Remove Billing Block | On the Sales tab, remove Check Credit Memo in the Billing Block field, then choose Save. | Billing block is removed from return order. |  |

## Create Billing Document

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 handle billing activity.

Procedures

Create Billing Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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. | The Create Billing Documents screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Setting in bottom bar.There are four settings, we should make all of these settings to ON.1. Enter Billing Data before billing
2. Separate Billing Documents for Each Billing Due List Item.
3. Automatically Post Billing Documents
4. Display Billing Document after creation.
 |  |  |
| 4 | Search Billing List | In the search condition, use criteria if necessary. | Sales document(s) will display in the result. |  |
| 5 | Choose SD Document | Select the row of return delivery document created previously and choose Create. | The Create Billing Document screen displays. |  |
| 6 | Maintain Billing Type and Date | Choose billing type Credit Memo for Returns (CBRE) and maintain Billing Date, for example <current date>, then press OK. | The draft billing document is created. |  |
| 7 | Save Billing Document | In the Billing Document screen, choose Save.The draft 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) | 41000000Rev Domestic Prod10100001 Rcvbls Domestic DE 1 | 22000000Output tax (MWS)21730000 (optional)Freight Clrg MM | none |

Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Access the App | Open Manage Billing Documents (F0797). | The Manage Billing Document screen displays. |  |
| 2 | Search for Billing Document | Enter the billing document number recorded previously in the Billing Document field, and choose Enter. | The billing document which create in previous step displays. |  |
| 3 | Display Billing Document | Select the billing document item, and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document screen, go to the last assignment block, Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENTOnly After implement the [2790427](https://launchpad.support.sap.com/#/notes/2790427) Billing Document Output Management, then process the output procedure steps in this section. |  |
| 5 | Display Print Preview | On the Billing Document screen, and choose Preview. | Preview for PDF document displays. |  |
| 6 | Cancel Billing Document (Optional) | On the Billing Documentscreen, select certain billing document and choose Cancel Billing Document | There is a log display: Billing Document Canceled. |  |
| 7 | Update New Attachment (Optional) | In the Edit mode, add, delete and update the attachments. Save your changes by pressing Save in the footer bar. |  |  |
| 8 | 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. |

Purpose

This process step shows you how to create an attachment for a billing document.

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 Manage Billing Documents (F0797). | The Manage Billing Document screen displays. |  |
| 3 | Search Billing | Make the following entry, and choose Enter:Billing Document: <Billing Document Number Created Previously> |  |  |
| 4 | Choose Billing Number | On the Manage Billing Documents screen, select your billing document created in the previous step, and choose Display. | The Billing Document screen displays. |  |
| 5 | Edit | On the Billing Documents screen, choose Edit. |  |  |
| 6 | Create Billing Attachment | Scroll down and choose Upload in the ATTACHMENTS section. | The Open File screen displays. |  |
| 7 | Import File | In the Open window, select a local path or file and choose Open.Choose Save. | The attachment is successfully created. |  |
| 8 | Check Attachment | In the ATTACHMENTS section, you can see the uploaded document. Choose the document you want to open. |  |  |

# Appendix

## Process Integration

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

### Succeeding Processes

After completing the activities in this test script, you can continue testing the following business processes:

|  |  |
| --- | --- |
| Process | Business Condition |
| Accounts Receivable (J59) | Post the incoming payment.Using the master data from this document, complete the following activities described in the test script:* Accounts Receivable(J59) (Section Post Incoming Payments)
 |
| Return to Supplier (BMK) (optional) | Dispose of the inventory by returning to the vendor. Do not process any other activities in this document after running the external process.Using the master data from this document, complete the following activities described in the test script:* Return to Supplier (BMK)
 |
| Core Inventory Management(BMC) (Optional) | Returned material can be blocked or scrapped.Using the master data from this document, complete the following activities described in the test script:* Core Inventory Management(BMC)
 |
| Rework Processing - Stock-Manufactured Material(BJN) (optional) | Rework activities and material postings after production execution for the original material (including goods receipt of the product) with an additional rework production order.Using the master data from this document, complete the following activities described in the test script:* Rework Processing - Stock-Manufactured Material (BJN)
 |
| Sales Order Fulfillment Monitoring(BKK) (optional) | Collection of periodic activities such as day ending activities.Using the master data from bthis document, complete the following activities described in the test script:* Sales Order Fulfillment Monitoring(BKK) (Sections on Review Sales Documents blocked for billing, Review Billing Due List, Review Log of collective invoice creation and Review List Blocked (for accounting) Billing Documents)
 |

## Limitations

Please consider a number of limitations in Customer Returns(BDD) when using sales document type CBRE.

When running one of the outlined return process variants below please use Accelerated Returns Management with sales document type CBAR, since Customer Returns(BDD) is not supporting these:

* BKP: Accelerated Customer Returns [sales document type: CBAR]
	+ Return of sales kits as documented in Sales Order Processing for Sales Kits (31Q)
	+ Return of trading goods with milestone-billing plan [item category: CBAO]
	+ Return of free-of-charge goods [item category: CBXN, CBLN]
	+ Return of make-to-order goods with milestone-billing plan [item category: CBTA]
	+ Return of bought-in good [item category: CBAB]
	+ Return with selection of an alternative replacement material (and plant)
* 1Z3: Accelerated Third-Party Returns [sales document type: CBAR]
	+ Direct return of 3rd party goods [item category: CB2, CB3, CB4]
* 3QD: Accelerated Third-Party Returns from Seller to Supplier [sales document type: CBAR]
	+ Return of 3rd party goods [item category: CB2, CB3, CB4] via seller to supplier – using a Return Purchase Order with Return Material Authorization
* 3TE: Return Order Processing for Non-Stock Material [sales document type: CBAR]
	+ Return of non-stock good [item category: TAX]
	+ Return of non-stock good with milestone-billing plan [item category: CTAX]
	+ Return of free-of-charge non-stock goods [item category: TAXN]
	+ Return of service [item-category: TAD] with Credit Memo in context of Return Order
	+ Return of free-of-charge service [item category]
	+ Return of service with milestone-billing plan [item category: CTAD]
* 2F4: Intercompany Process for Customer Returns [sales document type: CBAR]
	+ Return and refunds using affiliated plants

Due to these limitations in Customer Returns(BDD) , it is recommended to directly start with Accelerated Returns Management. This also brings the advantage that the Sales & Refund clerk can decide on immediate compensation options without waiting for inspection results.

## Scheduling Job (alternative)

### Job Scheduling for Delivery 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 creating outbound deliveries.

This app can be used as an alternative instead of the manual creation of outbound deliveries.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Delivery Creation (F2228). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Delivery Creation Schedule | Choose New to define a new job. | The New Job screen displays. The Job Template should be defaulted as Schedule Delivery Creation. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary, then choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A delivery creation job is scheduled. Screen goes back to Application Jobs. |  |
| 6 | Check Delivery Creation Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Status symbol in the Log column.Note Choose the Magnifier, and the job list will refresh. | The job log details displays. |  |

### Job Scheduling for Goods Issue Deliveries (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 goods issue posting with reference to outbound deliveries.

This app can be used as an alternative instead of the manual goods issue posting for outbound deliveries.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Goods Issue For Deliveries (F2259). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Goods Issue Deliveries Schedule | Choose New to define a new job. | The New Job screen displays. The Job Template should be defaulted as Schedule goods issue for Deliveries. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary, then choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A schedule goods issue for deliveries job is scheduled. The screen goes back to Application Jobs. |  |
| 6 | Check Goods Issue Deliveries Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Status symbol in the Log column.Note Choose the Magnifier, and the job list will refresh. | The job log details are displayed. |  |

### 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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