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| Test Script  SAP S/4HANA - 17-09-20 | public |
| Order-to-Cash Performance Monitoring (BKN\_DE) |

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# Purpose

For order-to-cash process performance scenarios, this scope item provides key figures about the duration of certain process steps and event occurrences that were triggered during process execution. With these key figures, you can easily determine the performance and conformity of your sales processes and quickly discover trends and potential areas of improvement. An SAP Fiori overview page is also provided to analyze the order-to-process performance based on some of the key sales order KPIs and so on. The findings can be shared with the person responsible for process execution in a sales organization or the relevant manager. Detailed process information helps them to identify internal sales representatives who can help to resolve issues.

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 |
| Order-to-Cash Process Manager | SAP\_BR\_SALES\_PROCESS\_MANAGER |  |  |  |

## Business Conditions

Follow the procedures described in the following scope items for creating the corresponding business data if needed.

|  |  |
| --- | --- |
| Scope Item | Business Condition |
| BD3 - Sales Processing using Third-Party with Shipping Notification | Follow the scope item to create the corresponding business data. |
| BD9 - Sell from Stock | Follow the scope item to create the corresponding business data. |
| BDA - Free of Charge Delivery | Follow the scope item to create the corresponding business data. |
| BDH - Sales Order Entry with One-Time Customer | Follow the scope item to create the corresponding business data. |
| BDK - Sales Processing using Third-Party without Shipping Notification | Follow the scope item to create the corresponding business data. |
| BDN - Sales of Non-Stock Item with Order-Specific Procurement | Follow the scope item to create the corresponding business data. |
| BKJ - Sales Order Processing with Customer Down Payment | Follow the scope item to create the corresponding business data. |
| BDW - Returnables Processing | Follow the scope item to create the corresponding business data. |
| BKA - Free Goods Processing | Follow the scope item to create the corresponding business data. |
| BKZ - Sales Order Processing with Invoice List and Collective Billing | Follow the scope item to create the corresponding business data. |

# Overview Table

This scope item 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 | Business Role | Transaction/App | Expected Results |
| [Order-to-Cash Performance - Last 28 Days](#unique_7) [page ] 10 | Order-to-Cash Process Manager | Order-to-Cash Performance - Last 28 Days (F2005) | The report with data is displayed correctly. |
| [Order-to-Cash Performance - Time Series](#unique_8) [page ] 11 | Order-to-Cash Process Manager | Order-to-Cash Performance - Time Series (F2006) | The report with data is displayed correctly. |
| [Sales Order Fulfillment](#unique_9)  [page ] 12 | Order-to-Cash Process Manager | Sales Order Fulfillment – Analyze Issues (F0029) | The report with data is displayed correctly. |
| [Order-to-Cash Performance - Overview](#unique_10)  [page ] 13 | Order-to-Cash Process Manager | Order-to-Cash Performance - Overview (F2242) | The report with data is displayed correctly. |

See below the list of KPIs.

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| M02 | Order Items Created |
| M08 | Order Items Rejected |
| M09 | Applied Delivery Blocks per Order Item |
| M10 | Applied Billing Blocks per Order Item |
| M22 | Order Items Delivered |
| M31 | Order Items Invoiced |

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| O01 | Orders Created |
| O02 | Order Items Created |
| O03 | Order Updates |
| O04 | Order Item Updates |
| O05 | Incomplete Saves of Order |
| O06 | Incomplete Saves of Order Item |
| O07 | Orders completely rejected |
| O08 | Order Items Rejected |
| O09 | Delivery Blocks Applied |
| O11 | Critical Field Changes in Order |
| O12 | Changes to Confirmed Delivery Date in Order Item |

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| P22 | Order Items Delivered |
| P24 | Delivery Items Deleted |
| P25 | Pickings |
| P26 | Goods Issues per Order Item |
| P27 | Canceled Goods Issues per Order Item |

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| N01 | Orders Created |
| N07 | Orders Completely Rejected |
| N09 | Delivery Blocks Applied |
| N10 | Billing Blocks Applied |
| N21 | Orders Delivered |
| N31 | Orders Invoiced |

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| H01 | Order to Invoice |
| H02 | Order Readiness |
| H03 | Order Ready to Fully Goods Issued |
| H04 | Order Fully Goods Issued to Billing Completed |
| H05 | Order Completion |
| H06 | First Delivery to Fully Delivered |
| H07 | Order Ready to First Delivery |
| H08 | Order Ready to First Goods Issue |
| H09 | Delivery Block Removal Billing |
| H10 | Block Removal |
| H11 | Order Fully Goods Issued to First Invoice |
| H12 | Order Ready to First Invoice |
| H13 | Order Ready to Billing Completed |
| I01 | Order Item to Invoice |
| I02 | Order Item Readiness |
| I03 | Order Item Ready to Fully Goods Issued |
| I04 | Order Item Fully Goods Issue to Billing Completed |
| I05 | Order Item Completion |
| I06 | First Delivery to Item Fully Delivered |
| I07 | Order Item Ready to First Delivery |
| I08 | Order Item Ready to First Goods Issue |
| I11 | Order Item Fully Goods Issued to First Invoice |
| I12 | Order Item Ready to First Invoice |
| I13 | Order Item Ready to Billing Completed |

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| P22 | Order Items Delivered |
| P24 | Delivery Items Deleted |
| P25 | Pickings |
| P26 | Goods Issues per Order Item |
| P27 | Canceled Goods Issues per Order Item |

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| N01 | Orders Created |
| N07 | Orders Completely Rejected |
| N09 | Delivery Blocks Applied |
| N10 | Billing Blocks Applied |
| N21 | Orders Delivered |
| N31 | Orders Invoiced |

Duration KPIs

|  |  |
| --- | --- |
| KPI Def ID | KPI |
| H01 | Order to Invoice |
| H02 | Order Readiness |
| H03 | Order Ready to Fully Goods Issued |
| H04 | Order Fully Goods Issued to Billing Completed |
| H05 | Order Completion |
| H06 | First Delivery to Fully Delivered |
| H07 | Order Ready to First Delivery |
| H08 | Order Ready to First Goods Issue |
| H09 | Delivery Block Removal |
| H10 | Billing Block Removal |
| H11 | Order Fully Goods Issued to First Invoice |
| H12 | Order Ready to First Invoice |
| H13 | Order Ready to Billing Completed |
| I01 | Order Item to Invoice |
| I02 | Order Item Readiness |
| I03 | Order Item Ready to Fully Goods Issued |
| I04 | Order Item Fully Goods Issue to Billing Completed |
| I05 | Order Item Completion |
| I06 | First Delivery to Item Fully Delivered |
| I07 | Order Item Ready to First Delivery |
| I08 | Order Item Ready to First Goods Issue |
| I11 | Order Item Fully Goods Issued to First Invoice |
| I12 | Order Item Ready to First Invoice |
| I13 | Order Item Ready to Billing Completed |

# Test Procedures

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

## Order-to-Cash Performance - Last 28 Days

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 app shows all process performance KPIs aggregated over the last 28 days. It uses the SAP Smart Business generic drill-down. As an end user, you can also set filters for attributes, such as the KPI definition or the sales organization, and save it as a tile in your personal launchpad.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Order-to-Cash Process Manager. | The SAP Fiori launchpad is displayed. |  |
| 2 | Access the App | Open Order-to-Cash Performance - Last 28 Days (F2005). | The report and the data are displayed. |  |
| 3 | Add Extra Filter to the Chart | Choose Add Filter for applying extra filters. | Extra filters are applied to the charts. |  |
| 4 | Switch KPIs for the Charts | Choose the dropdown box in the upper left corner of the chart for each chart to switch the KPIs. | The chart is changed correspondingly. |  |
| 5 | Switch to the Tabular View | The tabular view button on the right corner helps to switch the chart to tabular view. | The chart is changed to the tabular view. |  |

## Order-to-Cash Performance - Time Series

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 app displays the history of performance KPIs (time series for the last 365 days). It is an analytical drill-down app that is based on Analysis Path Framework (APF).

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Order-to-Cash Process Manager. | The SAP Fiori launchpad is displayed. |  |
| 2 | Access the App | Open Order-to-Cash Performance - Time Series (F2006). | The report and the data are displayed. |  |
| 3 | KPI and Process Filter for the Chart | KPI and Process Filters can be added with dropdown lists when selecting the corresponding characters in the upper left corner of the page. | The filter is used for the charts. |  |
| 4 | Switch to the Tabular View | The list view helps switch the chart to the tabular view. | The chart is changed to tabular view. |  |
| 5 | Add Analysis Step | Choose Add Analysis Step for customizing analysis steps. They may be added if necessary. | Extra analysis steps are added as specified. |  |

## Sales Order Fulfillment

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 app allows you to display issues graphically by using charts and to access them in an analytical manner. For example, you could compare the number of issues for your sales organization.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Order-to-Cash Process Manager. | The Order-to-Cash Performance Monitoring screen is displayed. |  |
| 2 | Access the App | Open Sales Order Fulfillment – Analyze Issues (F0029). | The report and the data are displayed. |  |
| 3 | Add Additional Filters to the Chart | Choose Add Filter for applying additional filters. | Additional filters are applied to the charts. |  |
| 4 | Switch KPIs for the Charts | Choose the dropdown box in the top left corner of the chart for each chart to switch the KPIs. | The chart is changed correspondingly. |  |
| 5 | Switch to the Tabular View | The tabular view in the right corner helps switch the chart to the tabular view. | The chart is changed to tabular view. |  |

## Order-to-Cash Performance - Overview

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

The SAP Fiori overview page for Order-to-Cash process managers provides analyses for the sales process performance based on some of the key sales order KPIs. The Order-to-Cash process manager gets a high-level overview of the different sales KPIs by extracting only the information relevant for high-level dashboarding. With these key figures, you can easily determine the performance and conformity of your sales processes and quickly discover trends and potential areas of improvement.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as an Order-to-Cash Process Manager. | The SAP Fiori launchpad is displayed. |  |
| 2 | Access the App | Open Order-to-Cash Performance - Overview (F2242). | The overview page is launched successfully and the following cards are displayed (the exact names may vary):   * Sales Order Totals - Time Series * Sales Order Items - Time Series * Deliveries, Pickings, Goods Issues - Time Series * Billing Totals - Time Series * Sales Order - Totals * Sales Order Item - Totals * Delivery - Totals * Billing - Totals * Sales Order Lead Time - Average * Sales Order Item Lead Time - Average * Delivery Lead Time - Average * Billing Lead Time - Average |  |
| 3 | Set Global Filter | The global filters must be set in the global filter bar.  Set values in the fields of the global filter and the content on the overview page is refreshed. | The global filter applies to all cards on the overview page. |  |
| 4 | Manage Cards | To customize the cards on the overview page, choose the user icon, then choose Manage Cards, make your choices, and then choose OK. | The cards on the overview page can be rearranged, hidden, and displayed again. |  |
| 5 | Navigate to Other Apps | Navigate to other apps for further analysis.  Choose the header, line item, or chart element of any card on the overview page. | The overview page navigates you to other apps. The global filter, header, line item, or chart element information is carried over.  The following cards navigate you to the Order-to-Cash Performance - Time Series analysis path framework app.   * Sales Order Totals - Time Series * Sales Order Items - Time Series * Deliveries, Pickings, Goods Issues - Time Series * Billing Totals - Time Series   The following cards navigate you to the Order-to-Cash Performance smart business app.   * Sales Order - Totals * Sales Order Item - Totals * Delivery - Totals * Billing - Totals * Sales Order Lead Time - Average * Sales Order Item Lead Time - Average * Delivery Lead Time - Average * Billing Lead Time - Average |  |

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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