

Sales Order Management rules

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Sales Order Processing FSD

VAT Management

In Europe there are some specificities regarding VAT management, those specificities were developed at the frame of GROW project.

The purpose of those specificities are:

- Improve the current VAT determination process of logistic sale flows by getting it more dynamic and automatic
- Give it back consistency (VAT identification number determination, Legal statement, Tax code, Tax rate)
- Improve the VAT determination in the cross-company direct shipment flow

Documentation

Link for documentation [here](#)

Credit check routine:

Monitor the Automatic Credit checks

The routine RVKMP903 is used to monitor the Automatic Credit checks. In this routine, there are some controls done to bypass the credit check for some cases:

- when no items in the sales order
- when there is an incompletion log
- when a sales order is in shortage (ZPEN item category)
- when there is a relevant payment guarantee procedure in the sales order

- Disable the credit checks depending on the records stored in the new specific table : ZZFCMRCBYPASS

Documentation

[CSOC_FFS_W2_4_1_1 WISE Project - Monitor the Automatic Credit checks](#)

Email at sales order credit released

An automatic email is sent to the CSR when the sales order is credit released by the credit management, to inform the CSR about the release.

Include in sales order modification= ZWOCX23600 in the 'perform USEREXIT_SAVE_DOCUMENT' in the MV45AFZZ user exit.

If all the conditions are filled, in the exit, the program ZWOCR1000 is submitted via a job for sending the Email to the CSO

Documentation

Link for documentation [here](#)

Item category determination in sales order

Documentation

Link to the FSD:

https://drive.google.com/file/d/1yyZGb6l5z3uaca5wf1h7BPA_EZF8vKYNA5ji-Uv1BGk/edit

Reason for rejection codes:



SAP Rejection Codes Determination Decision Tree



1. What is the Nature of Rejection ?	2. Who is in control of the root-cause ? (can do something about it?)	3. What is the exact Root-Cause ?	SAP Code Description (English)
Sales Loss	Solvay	Credit	Sales Loss - Solvay - Credit
		Price	Sales Loss - Solvay - Price
		Delivery Date	Sales Loss - Solvay - Delivery Date
		CEM Service Element	Sales Loss - Solvay - CEM Service Element
		Unreasonable Demand	Sales Loss - Solvay - Unreasonable Demand
		Complaint	Sales Loss - Solvay - Complaint
		Trade Compliance	Sales Loss - Solvay - Trade Compliance
		Force Majeure	Sales Loss - Solvay - Force Majeure
		Trade Compliance	Sales Loss - Customer - Trade Compliance
		Over-Stock/ Change Program	Sales Loss - Customer - Over-Stock/ Change Program
Correction	Customer	Force Majeure	Sales Loss - Customer - Force Majeure
		Order Line	Replacement - Order Line
		Order Header	Replacement - Order Header
Technical		Quantity Tolerance	Technical - Quantity Tolerance (previous code 98, still 98)
		Sample Order	Technical - Sample Order
		Closed Contract	Technical - Closed Contract (PF1 Only)
		Terminator	Technical - Terminator (PF1 Only)
		Waiting Customer Confirmation	Technical - Waiting Customer Confirmation (PF1 Only)
		eCommerce	Technical - eCommerce

More information Here

Documentation

[Reengineering of SAP Rejection Codes](#)

Delivery block

The list of the delivery blocks and useful information related to how to use them are gathered in a Google sheet. This sheet must be updated each time a new delivery block is created in WP2.

[WP2 Delivery Blocks list](#)

GTS compliance control - delivery block 17

When GTS compliance control is not OK, delivery block 17 is automatically set up in the schedule line, and the quantity can't be confirmed until the GTS control is released by the GTS team. The control is done at sales order creation, at the order saving, in the include ZWOCX11401. When an order is not compliant, the order and item number are saved in the table ZWOCT243 Couple (sales order nb / itm nb) concerned by non-compliance.

Once the sales order is released in GTS system (WPG), the program ZWOCT05900 is executed in WP2 to remove the delivery block 17 and execute a new ATP in the sales order (program ZWOCT05900 is executed in a periodic background job)

- [ATP bypassed for GTS non compliant orders](#)

Specific rule to trading sales orders (TAS- TAB item category): additionally to delivery block 17, the item category is changed to ZG so that the Purchase requisition is not created until the sales order is released by GTS.

- <https://drive.google.com/drive/search?q=Compliance%20check%20for%20trading%20sales%20orders>

GTS blocked Sales orders :

If you want to check the GTS status for one sales order (or more), you can run Tcode `n/SAPSL/BL_DOC_SD_R3` on the selection screen, you need to enter the (Plant or Division) & the Order n°.
Mind the flags below and remove your User ID name if you are not the creator of the sales order(s).

List :

Legal Control: Display Blocked Export Documents		
Document Document [Icons]		
Document	Description	Overall Status
BS Item	Service	Status
6026272	Sales Order	Blocked / Checked
10	Legal Control	Blocked (License)
6026274	Sales Order	Blocked / Checked
6026296	Sales Order	Blocked / Checked
6026362	Sales Order	Blocked / Checked
10	Legal Control	Blocked (License)

There is a button  to display the GTS full blocking log :

Overview	Nu...
Time of Check: 03.01.2024, 16:14:13	1
Check document 100798741 2024 (logical system QF1_020, document 6026272)	1
Checking item 10 with check date 02.02.2024	83
Performance of Service: Embargo Check	10
Performance of Service: Sanctioned Party List Screening	6
Performance of service: legal control	64
Check legal regulation "COMML"	3
Check legal regulation "CWOLK"	3
Check legal regulation "DPEU"	3
Check legal regulation "DUALE"	3
Country "IL" determined as relevant partner country	2
Product "35031" not relevant for control with legal regulation "DUALE"	1
Check legal regulation "EUCCR"	24
Country "IL" determined as relevant partner country	23
Check objects for determination procedure ZLIC2 found	1
Determination of Import/Export License Type at Country Group Level	21
Possible import/export license types have been determined	20
Check legal regulation "FXPFI"	7

Billing block

Document to be updated: [Practical sheet Billing blocks in sales order](#)

Incompletion log

Managed by table ZWOCM001

Specifics incompletion log is done in include ZWOCX00100

[See specification](#)

Documentary Credit

Training support

- <https://docs.google.com/presentation/d/1ixrAuKfnnxqQyfcTLB4eW-Fe5bCNomdi/edit?slide=id.p1#slide=id.p1>
- [Documentary Credit workflow](#)

Customer segmentation and Services levels in the sales orders:

See more details on the page: [CEM Customer Engagement Model in WP2&PF2](#)

Cross Selling Functionality

- For Composites BU, there are several surcharges that are linked to physical "packaging" sent to customer such as Dry ice/Temperature Recorder, Coffin box, etc and Service charges (e.g., expediting fee, tag on charge, multi-cert charge) must be identified with a separate line to match the customer PO. For packaging related surcharges, like Dry ice and temp recorder Logistics should know the quantity requested for each and may update them at the time of delivery. The quantity updated by Logistics is the quantity charged to the customer (if chargeable). All the "packaging" surcharges must flow with the finished product while the "Charge only" surcharges may be invoiced to the customer.
- To support this functionality, the SAP standard solution cross selling is activated so that the sub-items like dry-ice, temperature recorder, special packing, surcharges can be added and linked to the finished good in the order.
- At the time of sales order creation or modification (if item not yet shipped/invoiced), CSR will click on the "Cross selling products" button to call a "pop up window" on which she/he will select the dry-ice, temperature recorder, surcharge item etc and the quantity for each of them.
- Automatically new items (sub items) will be created in the sales order linked to the main item (finished product). The Delivery Group Functionality will be used, to mimic the "Link and Sync" functionality available in BAAN. There will be automatic linkage of sub items and main item to group all together those items during delivery creation having the same schedule dates.
- Some surcharge items will be charged to customer and others are not. Some surcharge items must be sent to planning as requirement (transfer of requirement to MD04) and others are not. Some surcharge items must be displayed on logistic documents and others are not. Look at the sheet "List of Special Charges / Surcharges for Composites" using the below link for further details.
- The surcharge items in delivery will not be relevant for picking or good issue.
- The sub items should be populated in all the forms with quantity, price, text instructions similar to the main item (finished goods).
- Quotation will have the same Cross selling functionality, as the sales order, for Dry Ice and Temp Recorders and Surcharge Items.

Documentation

[List of Special Charges / Surcharges for Composites](#)

[Cross selling Item categories for Composites](#)

[Cross Selling Functionality Process for Composites](#)

[SBS_FFS_Solstice Aero_Enhancement Cross selling function](#)

Additional Data B Enhancements

Section for all Solvay's business

Header Level

- **SWAP: Type of contract** (in reference of the specific table ZWPUT014) and **contract number** (in reference of the specific table ZWPUT015). These values are entering for reporting purpose (SWAP balance).
- **Production Stocking Policy** : click on the button "**MRP parameter**" to display MRP data of the materials of the sales order
- **Reason of delay**: Reason to be entered at the sales order creation by the CSR when the delay between the order creation date and the PO date is higher than the delay defined in the table ZWOCT248 (include ZWOCX19300).

- **Customs data** (used for VAT determination): **Customs done by** used to indicate which company is responsible for the custom clearance in the recipient country (Solvay or customer) and **Customs country** used to indicate where is performed the custom clearance when Solvay is responsible for it. For more information, see the section "[VAT Management](#)".
- **Blocking reason for incomplete price:** when the billing block "Prices incomplete" is set in the sales order, the user must choose the reason for blocking the order for incomplete price. This control is active for the sales organizations maintained in the variant ZWOC_POPUP_INCOMPPRICE_VKORG of the TVARVC table and the sales office maintained in the variant ZWOC_POPUP_INCOMPPRICE_VKBUR of the TVARVC. Contrôle is done in the include ZWOCX23100.
- **Customers Sales Push:** For reporting needs, ROCS requested a way to know if Sales Orders had been "won" by Sales Assistants. The checkbox is used to define whether or not the sale had been won by the Sales Assistant.
- **Customer Engagement Model - Service Level - Deviation reason:** For reporting needs, when a control related to the customer segmentation failed, the CSR must enter a deviation reason to remove the incomplection log.

Item Level

- **Non-OTIF reason: Reason and OTIF comments.** The values Non-OTIF reason is used in reporting to track why customers can not be supplied On Time In Full. These fields are updated by the CSR in the sales order or the values can be recorded by the logistics user from the transaction ZWOC112 (Assign a reason for a 'non-OTIF' delivery). See this document for more information about
- **Price change reason:** When the pricing condition is changed manually in the sales order, the user must choose the reason for changing manually the price. This control is active for the sales organizations and the validity date maintained in the variant ZWOC_PRICE_LOCK_VALIDITY of the TVARVC table and for the pricing condition maintained in the variant ZWOC_PRICE_LOCK of the TVARVC table. Contrôle is done in the include ZWOCX00100.
- **Brazilian Localization:** The **Drawback number** is populated in the sales order. It is used in brazilian Nota fiscal xml file.
- **1st confirmed GI date:** It is the goods issue date when the full quantity is confirmed for the first time. Then it is updated only when the ordered quantity or the customer delivery date is changed (include ZWOCX21900).
- **1st committed deliery date:** It is the delivery date when the full quantity is confirmed for the first time. Then it is updated only when either the material, the ordered quantity or the customer delivery date is changed (include ZWOCX00100 FORM zwoc_committed_delivery_dat).
- **Earliest possible delivery date:** It is the earliest delivery date that can be met in the case the stock is available at the sales order creation. (method zcl_mv45afzb=>calculate_ep_date)

Note: Feilds "If Redress, apply it to", "Not committed as Requested cause" are not used anymore.

Section dedicated to AERO

New sections dedicated to AERO business were created in Additional Data B header and item level. These 2 Aero specfic sections are displayed only for AERO sales organisations controlled by table ZZF_CONSTS with Field RICEF = ZWOC_CL_AERO_SAPL_INTERFACE and Field FIELDNAME = ZWOC_SORG_AERO.

- In sales order interactive fields are added into Additional Data B tab which are linked with Quality for Spec management and Planning through Planning report (ZWOC SAPL).
- For the SAPL interface, a new template is built only for Composites business in Additional data B tab of the sales order header and item levels. Many new fields are added to pass specific information to planning to support confirmation of new orders and to manage changes in existing /open ones.

Header Level

At header level in the additional data B tab the below 2 fields are added:

- **Shipping Calendar** (from customer master if exists) - is to initially have a default Calendar, assigned to each Customer master, which would then be copied to the Sales Order Header,
- **Whole number required** (from customer master if exists) - there are certain Whole number customers, for whom Order entry, Shipping and Invoicing should be only in Whole numbers, in the sales uom, that they place their order in. Irrespective of the Qty produced, we should always ship and Invoice these customers, only in Whole Numbers. Any Shipping paper work or Invoice cannot have any decimal quantities. this indicator is used to handle this requirement. This indicator is available in the delivery, the "Delivery Quantity" in sales uom, in the delivery, for each batch item, will be rounded up, if it is greater than (> .5) and rounded down, if it less than or equal to is (<= .5). The quantity, that is picked in SAP, will be the same as the available qty in stock and will not be rounded. The rounded qty in sales uom, will be the quantity , that is goods issued and Invoiced to the Customer. (replaces upper/lower case in BAAN)

Item Level

At item level in the additional data B tab the below fields are added:

- **Process status** - have a drop down list values like Date Accepted, Date Assigned_Planning, Date Confirmed RLT, Date not Required and Date Required. Indicates if the order line is confirmed or not. Used to interact with planners. and available in Sales and planning report.
- **Change status** - have a drop down list values like CSR CHANGE REQUEST - DATE, CSR CHANGE REQUEST - DATE & QUANTITY. Used to interact with planners. and available in Sales and planning (ZWOC SAPL) report.
- **Sales/Planning text** (checkbox and button) - check mark indicates that there is text in the text box. Text button is selected to edit the text. This text notes is displayed in open order report and Sales and planning (ZWOC SAPL) report.
- **Customer specification** - Several specifications could be selected for a single item if required by the customer. Selection will be done as per report based on data coming from quality. Only valid specifications will be presented for selection. In case of sales order created from a quote or from a reference S/O, the specs from the reference order or quote should be captured in the new one (using spec ID if same material and plant and if the spec is not expired). After selection the spec selected will be displayed in a template inside additional data B.
- **No spec required check box**- customer specifications will be mandatory in the sales order item unless we tick the box "No spec required" (for example in the case of some sample orders).
- **DPAS code** - is a drop down value with 3 letters and 1 number, should be in the customer PO. Sent to planning and displayed in the ZWOC SAPL report.
- **Contract nb ref text** - is a free text field, , should be in the customer PO. Used along with the DPAS code. Visible planning and displayed in the SAPI interface report.

- **Strategic flag** - is not editable. This flag is set automatically according to the information maintained by Demand Planning at material/ship to /specifications level in Dynasys. As soon as Customer Service selects material and specification during order entry, this will determine the strategic flag to be selected or not.
- **Single batch check box** (from customer master) - this field indicates that the item is required a single batch (Parent). This field flows to delivery and drives the logic to display a pop-up to warn during the batch allocation that the order is for single batch. Visible to planning and logistics.
- **Single Packing List check box** (from customer master) - should be marked when Customer has requested single packing list. Visible to Logistics. When Customer agrees to accept the order quantity from different Parent batches the CSR would split the Original line item based on each Parent batch Qty as confirmed by Production. This flag will be used as a Split Criteria for delivery creation. Based on this, the system would create a separate delivery, for each of these lines.
- **Alternative shipping condition** - to be populated if the sub-item is shipping separately than the main item, for example test kits can be shipped earlier than the main item in some cases. Visible to Logistics.
- **Shipping calendar** (from customer master if exists) - is to initially have a default Calendar, assigned to each Customer master, which would then be copied to every line item. The CSR would however have the ability to change the calendar to meet specific business requirements. this will be considered for ATP calculation. Visible to Logistics.
- **FedEx account number** - will be entered by the CSR. Copied over to the delivery. Visible to Logistics.
- **Service level** - is a drop down field. Used for FedEx Ground and Air shipments. Visible to Logistics.
- **Resite/Qual/R&I** - is a new category field added to indicate the order Type (R/Q/R&I), which will be mapped into transaction (ZWOCSAPL) for planners to identify the specific orders with this indicators for Resites and Qualification Processes. Visible to Planning, Production and on Labels
- **Recommended Storage statement** (from material master) - the defaulted recommended storage statement will be stored at material level but this info will be assigned to each customer spec as well. During the spec selection CSR will be able to see them and may contact quality to decide whether the default value of this statement has to change when it's not matching with specific one. If required CSR will change the value from the drop down list available in additional data B. This value will print on customer documents.
- **Customer Segment** (from customer master) - field with drop down code values. Indicates customer segmentation/ categorization codes and is defaulted from Customer Master is value exists. Used for Reporting purposes.
- **Special Requirement** - field with drop down code values. Indicates special codes for testing failure, chemical testing not complete etc. Mostly used by planners. With exception code 018 - Send Certs to Customer - Approval before ship - which is used by CSR's. To be used in Certs to Follow case, after approvals have been obtained from QM. Visible to all.
- **Quoted Lead time** - Lead time entered in the quote. In the quote, it will be fetched from Replenishment Lead time maintained in the Material Master. Will be copied over to sales order when created with reference to a quote. this is a freely editable text field.
- **Lead Time customer contract** - CSR might be required to report lead time to customer once a month or every 2 weeks. Represents the contracted manufacturing lead time which will be entered by the CSR. Visible to Planning.
- Quality text, Production text, Shipping text, Spec detail for sales text (from QM) - will be automatically filled up from each spec selected. In case of multi spec selection, each QM text linked to each spec will be grouped all together one after the other into the corresponding additional data B text. These text boxes will also be editable for changes and other manual notes.
- **Production Text** - Text notes will default from quality. If multiple Specs selected and each has notes, all notes will show in appropriate text note. Notes can be Editable by CSR. Check mark will indicate that there is information in the Text box. Visible to Planning and Production.
- **Spec Detail for Sales Text** - Text notes will default from quality. If multiple Specs selected and each has notes, all notes will show in appropriate text note. CSR instructions from Quality. Check mark will indicate that there is information in the Text box. Visible to CSR's.
- **Quality Text** - Text notes will default from quality. If multiple Specs selected and each has notes, all notes will show in appropriate text note. Notes can be Editable by CSR. Check mark will indicate that there is information in the Text box. Visible to Planning and Quality.
- **Shipping Text** - Text notes will default from quality. If multiple Specs selected and each has notes, all notes will show in appropriate text note. Notes can be Editable by CSR. Check mark will indicate that there is information in the Text box. Visible to Planning and Logistics.

Note: All Additional Fields in Additional Data B Tab (identified For Sales orders) are made available in the Quotations as well.

Documentation

[CGI KT - Additional data B tab](#)

[SBS_FFS_Solstice Aero_Multi spec enhancement](#)

Copy Control Requirements

For Composites, updated copy control to allow copying between documents:

1. Quote to Quote
2. Quote to Order
3. Order to Order

Documentation

[Copy Control fields from Additional data B tab](#)

[SBS_FFS_Solstice Aero _ Copy Control_Order to Delivery](#)

Header vs Line item for Composites

- Sales Orders for Composites customers , typically have multiple lines, with releases / deliveries requested far ahead in the future. These orders, originating from a single PO are created far ahead of time, as most of these are Make-to Order and have long lead times associated with them. Given the complexity of the business and the challenges encountered to meet customer requested dates, there could be changes necessary to these certain order lines. For e.g – If there is a delay in Production, which was not anticipated, Solvay may decide to ship a specific line item, by Air, as compared to the originally agreed mode of transport – Via Road. In such cases, it is necessary to communicate this change to the customer and make these changes in the Sales order at the Line item level.
- The 3 main parameters, where it will be possible to have different Header Vs Item data, for the same Customer PO are:

1. Means of Transport / Shipping Condition
2. Incoterms
3. Ship-to

- Change to the Ship-to can be done at the Item Level, based on standard SAP functionality. This will be copied over to the delivery header.
- New field is added in Additional data tab B for alternative shipping condition at the Item level. This will be copied over to the delivery header.
- Incoterms can be manually entered in the item level which will be copied over to the delivery header.
- Order confirmation , pick ticket, transport request, BOL, Invoice documents will show the values from line item level.

Documentation

[Spec AERO Header Vs Line](#)