

## Order Fulfillment I (TSCM60)

### Content

- Processes in sales and distribution: organizational structures in sales and distribution, working with customer and material master data, overview of the process chain for sales order processing, introduction to pricing, introduction to the availability check, sales and distribution processing with make-to-order production, credit memo processing and returns processing, introduction to sales and distribution reporting.
- Sales: Creating and processing sales orders, sales document types, item categories, schedule line categories, document flow and copying control, partner determination, contracts and scheduling agreements, special business transactions, incompleteness logs, material determination, material listing/exclusion, product selection, free goods.
- Mini case study in sales.
- Delivery processes: Controlling outbound deliveries, creating and processing deliveries, picking, packaging, goods issue.