Step 4: Create Customer Inquiry

Task Create a customer inquiry.	**Time** 10 min
Short Description Use the SAP Launchpad to create a customer inquiry.	
Name (Position) Matthias Dosch (Sales Person 2)	

Now we will enter an inquiry from our new customer, The Bike Zone. An inquiry is a customer's request to be provided with sales information without obligation. An inquiry can relate to materials or services, conditions, and if necessary delivery dates.

To create an inquiry, use the app *Create Inquiry*.

Fiori App

This will produce the following screen.

Enter the following information: **IN** for Inquiry Type, **UE00** for Sales Organization, **WH** for Distribution Channel and **BI** for Division. Then click on [Continue]. This will produce the following screen.

Inquiry:		Net Value:	0.00
Sold-To Party:			
Ship-To Party:			
Cust. Reference:		Cust. Ref. Date:	

Sales   Item Overview   Item detail   Ordering party   Procurement   Shipping

Valid From:		Valid To:	
Req. Deliv.Date:* D	27.02.2017	Expect.Ord.Val.:	0.00

All Items

	Item	Material	Req. Segment	Order Quantity	SU	AltItm

Click on the Sold-To Party field, then click on the search icon, which will bring up the following search screen.

Restrict Value Range (1)

Customers (general)   Customers per sales group   Customers by Address Attributes

Search term:	
Country:	
Postal Code:	
City:	
Name:	
Customer:	
Maximum No. of Hits:	500

Find   Cancel

Because you have defined a search term when we created our new customer, we can now use it to find your The Bike Zone.

Click on the Customers (general) tab, enter ### for search term and **Orlando** for City. Then, click on [Find]. This will produce the new customer.

Restrict Value Range (1)

Customers (general)   Customers per sales group   Customers by Address Attributes

SearchTerm	Cty	PostalCode	City	Name 1	Customer	
000	US	32804	ORLANDO	THE BIKE ZONE	25005	

1 Entry found

Double-click on The Bike Zone to select it. Fill in the same number for the Ship-To Party.

Enter ### for Cust. Reference, **today's date** for the Customer Reference Date (F4, then Enter), **today's date** for the Valid from date (F4, then Enter)

and a date **one month from today** for the Valid to date (F4, then select the date).

The Bike Zone wants prices on two products – the Deluxe Touring Bike (black) and the Professional Touring Bike (black). To find these products, we need to use the search function. Click on the material field in the first item line, then click on the search icon ![search]. Make sure you are on the *Sales material by description* tab. You can find them by using ∘∘∘ .

On the Sales material by description tab, enter Sales Organization **UE00**, Distribution Channel **WH** and Material *### (e.g. *005 if your number is 005). Then click on ![Find] to get the list of bicycles.

UE00
WH
*###

Double-click on the **Deluxe Touring Bike (black)** to select it and enter an order quantity of **5** pieces.

DXTR1###
5

Repeat the process to enter a quantity of **2** of the **Professional Touring Bike (black)**. Choose Enter to determine the price for this order.

PRTR1###
2

The total price for these 7 bikes to The Bike Zone is $21,400.00, which is given by the net value. The Expected Order Value ($6,420.00) is a calculated value which takes the net value of the order and multiplies it by the probability of having an inquiry from this customer turn into an actual order.

Select both items and choose Item conditions . There choose the tab *Sales A*.

| Sales A | Sales B | Shipping | Billing Document | Conditions | Account assignment | Schedule lines |

Order Quantity and Delivery Date

Order Quantity: |5 EA   1 EA <-> 1 EA

First Delivery Date: D 27.02.2017

General Sales Data

Net Value:	15.000,00 USD
Exch. Rate:	1,00000
Pricing date:	27.02.2017
Material Entered:	DXTR1000
EAN/UPC:	
Preference: ☐	
Engineering change:	
BOM explosion number:	
Usage:	⌄
Business Trans. Type:	
Reason for Rejection:	⌄
Order Probability:	30
Alternative to item:	

The order probability of 30% is the default value for Global Bike Inc. for inquiry documents. The expected order value is 0.30 x $21,400.00 = $6,420.00. We can change the order probability for an inquiry, which makes sense as different customer inquiries would have different probabilities of becoming an actual sales order.

Change the Order Probabilities to **70%** Order Probability: 70 , then choose

Next Item > to get to PRTR1###. There change the Order Probabilities to

70% again. < to update the inquiry and note the new Expect.ord.val of $14,980.00.

| Sales | Item overview | Item detail | Ordering party | Procurement | Shipping | Reason for rejection |

Valid From: 27.02.2017   Valid To: 27.03.2017

* Req. Deliv.Date: D 27.02.2017   Expect.Ord.Val.: 14.980,00 USD

All items

☑	Item	Material	Order Quantity	SU	AltItm	Description
☑	10	DXTR1000		5	EA	Deluxe Touring Bike (black)
☑	20	PRTR1000		2	EA	Professional Touring Bike (black)

Furthermore, you can check the availability of your material. Therefore,

☐	Item	Material
☑	10	DXTR1000

select your item   and click on Display

availability 🔲 . Choose < to go back to the overview screen.

How many bikes of you PRTR1### are available?

_____

Click on ![Save] to save the inquiry. The SAP system will assign a unique number to the inquiry.

Inquiry number:

_____

Click on the home icon ⌂ to return to the Fiori Launchpad overview.