

## 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)

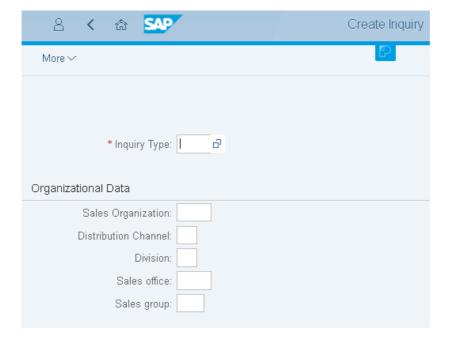
Now we will enter an inquiry from our new customer, The Bike Zone. An inquiry is a customer's request to be provided with sales information without obligation. An inquiry can relate to materials or services, conditions, and if necessary delivery dates.

To create an inquiry, use the app Create Inquiry.

Fiori App

Create Inquiry

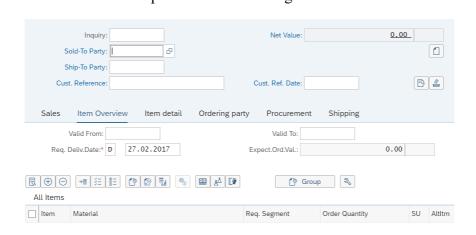
This will produce the following screen.





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

IN UE00 WH BI



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	000
Search term:			
Country:			
Postal Code:			
City:			
Name:			
Customer:			
Maximum No. of Hits:	500		

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.



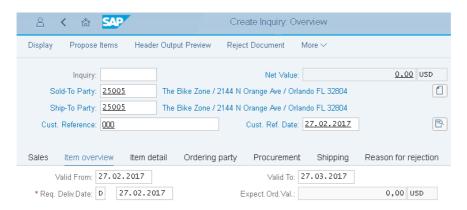
Double-click on The Bike Zone to select it. Fill in the same number for the Ship-To Party.

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)

### Orlando

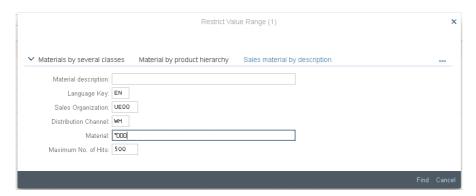
### today's date one month from today

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



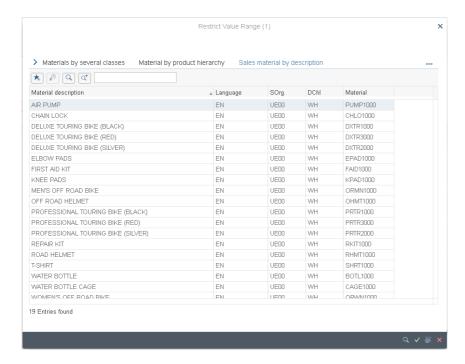
The Bike Zone wants prices on two products – the Deluxe Touring Bike (black) and the Professional Touring Bike (black). To find these products, we need to use the search function. Click on the material field in the first

item line, then click on the search icon  $\square$ . Make sure you are on the *Sales material by description* tab. You can find them by using  $^{\infty}$ .

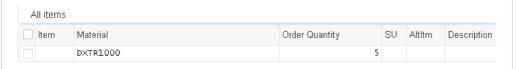


On the Sales material by description tab, enter Sales Organization **UE00**, Distribution Channel **WH** and Material \*### (e.g. \*005 if your number is 005). Then click on to get the list of bicycles.

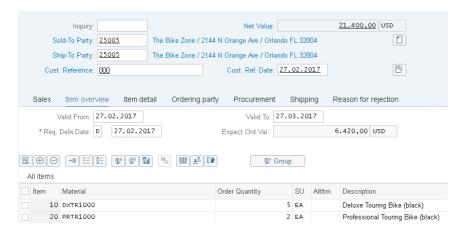
UE00 WH \*###



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



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



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*.

DXTR1###

PRTR1### 2

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