

## 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.

The screenshot shows the SAP Fiori 'Create Inquiry' app interface. At the top, there is a header bar with the SAP logo and the title 'Create Inquiry'. Below the header, there is a 'More' dropdown menu. The main content area is divided into two sections. The first section is labeled '\* Inquiry Type:' and contains a text input field with a small icon to its right. The second section is labeled 'Organizational Data' and contains five input fields: 'Sales Organization:', 'Distribution Channel:', 'Division:', 'Sales office:', and 'Sales group:'. Each input field is a simple text box.

IN  
E00  
VH  
BI

Continue

[illegible]

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

###

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

###

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

Create Inquiry: Overview

Display

Propose Items

Header Output Preview

Reject Document

More

Inquiry:

Net Value:

0.00

USD

Sold-To Party:

25005

The Bike Zone / 2144 N Orange Ave / Orlando FL 32804

Ship-To Party:

25005

The Bike Zone / 2144 N Orange Ave / Orlando FL 32804

Cust. Reference:

000

Cust. Ref. Date:

27.02.2017

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.:

0.00

USD

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 . Make sure you are on the *Sales material by description* tab. You can find them by using `***`.

Restrict Value Range (1)

Materials by several classes

Material by product hierarchy

Sales material by description

...

Material description:

Language Key:

EN

Sales Organization:

UE00

Distribution Channel:

WH

Material:

\*000

Maximum No. of Hits:

500

Find

Cancel

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  
\*###

Restrict Value Range (1)

> Materials by several classesMaterial by product hierarchySales material by description

Material descriptionLanguageSOrgDChlMaterial

AIR PUMP	EN	UE00	WH	PUMP1000
CHAIN LOCK	EN	UE00	WH	CHLO1000
DELUXE TOURING BIKE (BLACK)	EN	UE00	WH	DXTR1000
DELUXE TOURING BIKE (RED)	EN	UE00	WH	DXTR3000
DELUXE TOURING BIKE (SILVER)	EN	UE00	WH	DXTR2000
ELBOW PADS	EN	UE00	WH	EPAD1000
FIRST AID KIT	EN	UE00	WH	FAID1000
KNEE PADS	EN	UE00	WH	KPAD1000
MEN'S OFF ROAD BIKE	EN	UE00	WH	ORMN1000
OFF ROAD HELMET	EN	UE00	WH	OHMT1000
PROFESSIONAL TOURING BIKE (BLACK)	EN	UE00	WH	PRTR1000
PROFESSIONAL TOURING BIKE (RED)	EN	UE00	WH	PRTR3000
PROFESSIONAL TOURING BIKE (SILVER)	EN	UE00	WH	PRTR2000
REPAIR KIT	EN	UE00	WH	RKIT1000
ROAD HELMET	EN	UE00	WH	RHMT1000
T-SHIRT	EN	UE00	WH	SHRT1000
WATER BOTTLE	EN	UE00	WH	BOTL1000
WATER BOTTLE CAGE	EN	UE00	WH	CAGE1000
WOMEN'S OFF ROAD BIKE	EN	UE00	WH	OPRN1000

19 Entries found

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

DXTR1###  
5

All items

<input type="checkbox"/> Item	Material	Order Quantity	SU	Altitm	Description
<input type="checkbox"/>	DXTR1000	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

Inquiry:

Net Value: 21.400,00 USD

Sold-To Party: 25005 The Bike Zone / 2144 N Orange Ave / Orlando FL 32804

Ship-To Party: 25005 The Bike Zone / 2144 N Orange Ave / Orlando FL 32804

Cust. Reference: 000 Cust. Ref. Date: 27.02.2017

SalesItem overviewItem detailOrdering partyProcurementShippingReason for rejection

Valid From: 27.02.2017Valid To: 27.03.2017


\* Req. Deliv.Date: D 27.02.2017Expect.Ord.Val.: 6.420,00 USD

Group

All items

<input type="checkbox"/> Item	Material	Order Quantity	SU	Altitm	Description
<input type="checkbox"/> 10	DXTR1000	5	EA		Deluxe Touring Bike (black)
<input type="checkbox"/> 20	PRTR1000	2	EA		Professional Touring Bike (black)

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:

D×TR1000

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  $0.30 \times \$21,400.00 = \$6,420.00$ . 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.

70

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

<input checked="" type="checkbox"/>	Item	Material	Order Quantity	SU	AltItm	Description
<input checked="" type="checkbox"/>	10	D×TR1000		5	EA	Deluxe Touring Bike (black)
<input checked="" type="checkbox"/>	20	PRTR1000		2	EA	Professional Touring Bike (black)

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

☐

Item

10 D×TR1000

 and click on Display availability . Choose 

<

 to go back to the overview screen.

Material:

Deluxe Touring Bike (black)

Plant:

MRP Area:

Base Unit:

Avail. check:

Check.rule:

With reqmts qtys: ☐

End lead time:

Totals display

Receipts:


Issues:


Confirmed issues:

ATP situation


<input type="checkbox"/> Date	MRP ...	MRP element data	Rec./reqd qty	Confirmed
<input type="checkbox"/> 27.02.20..	Stock		100	
<input type="checkbox"/> 27.02.20..	SLocSt	FG00	100	

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

Click on  to save the inquiry. The SAP system will assign a unique number to the inquiry.

 Inquiry 10000009 has been saved.

Inquiry number: \_\_\_\_\_

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