

# SAP Business One



SAP Business One 10.0  
Sales process  
October 2020

SBO1004-EN

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# Create documents

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There are several ways to create a document:

**1. Create new document**

Open the dialog for the document to be created and enter the content. Each document can be created individually and without prior document. For example in invoice can be created alone without a prior sales order.

**2. Function "Copy to"**

Call "Copy to" function in previous document and copy its content to a new document. The contents is applied accordingly.

**3. Function "Copy from"**

Open the dialog for the new document, enter the customer or supplier code, and use the "Copy from" function to search for previous document(s) from which you want to copy. This process takes a little longer than "Copy to", but contents from several previous documents can be included. This procedure supports the quick creation of collective invoices.

**4. Duplicate for the same BP**

Call up an existing document (duplicate right mouse click) and duplicate it for the same business partner

**5. Duplicate for another BP**

Call up an existing document (duplicate right mouse click) and duplicate it for another business partner

# Open sales document dialogs

Sales documents dialogs can be opened using the **module bar (1)** or the **Sales workbench (2)**.

The screenshot shows the SAP interface with a menu bar at the top (Datei, Bearbeiten, Ansicht, Daten, Springen, Module, Extras, Fenster, Hilfe) and a toolbar below it. On the left is a module bar with categories: Administration, Financials, CRM, Opportunities, and Sales - A/R. The Sales - A/R category is highlighted with a yellow box and a '1' in a yellow square. The main area displays a 'Sales Process' diagram, also highlighted with a yellow box and a '2' in a yellow square. The diagram shows a flow of sales documents: Sales Quotation, Sales Order, Delivery, Return, A/R DP Invoice, A/R Invoice, and A/R Credit Memo. To the right of the flow are icons for Dunning Wizard, Customer, and Sales Reports. A search bar at the top right of the main area contains the text 'Look up master data and documents'.

Administration

Financials

CRM

Opportunities

Sales - A/R

- Sales Blanket Agreement
- Sales Quotation
- Sales Order
- Delivery
- Return Request
- Return
- A/R Down Payment Request
- A/R Down Payment Invoice
- A/R Invoice
- A/R Invoice + Payment
- A/R Credit Memo
- A/R Reserve Invoice

Look up master data and documents

Sales Process

Sales Quotation

A/R DP Invoice

Dunning Wizard

Sales Order

Delivery

A/R Invoice

Incoming Payments

Customer

Return

A/R Credit Memo

Sales Reports

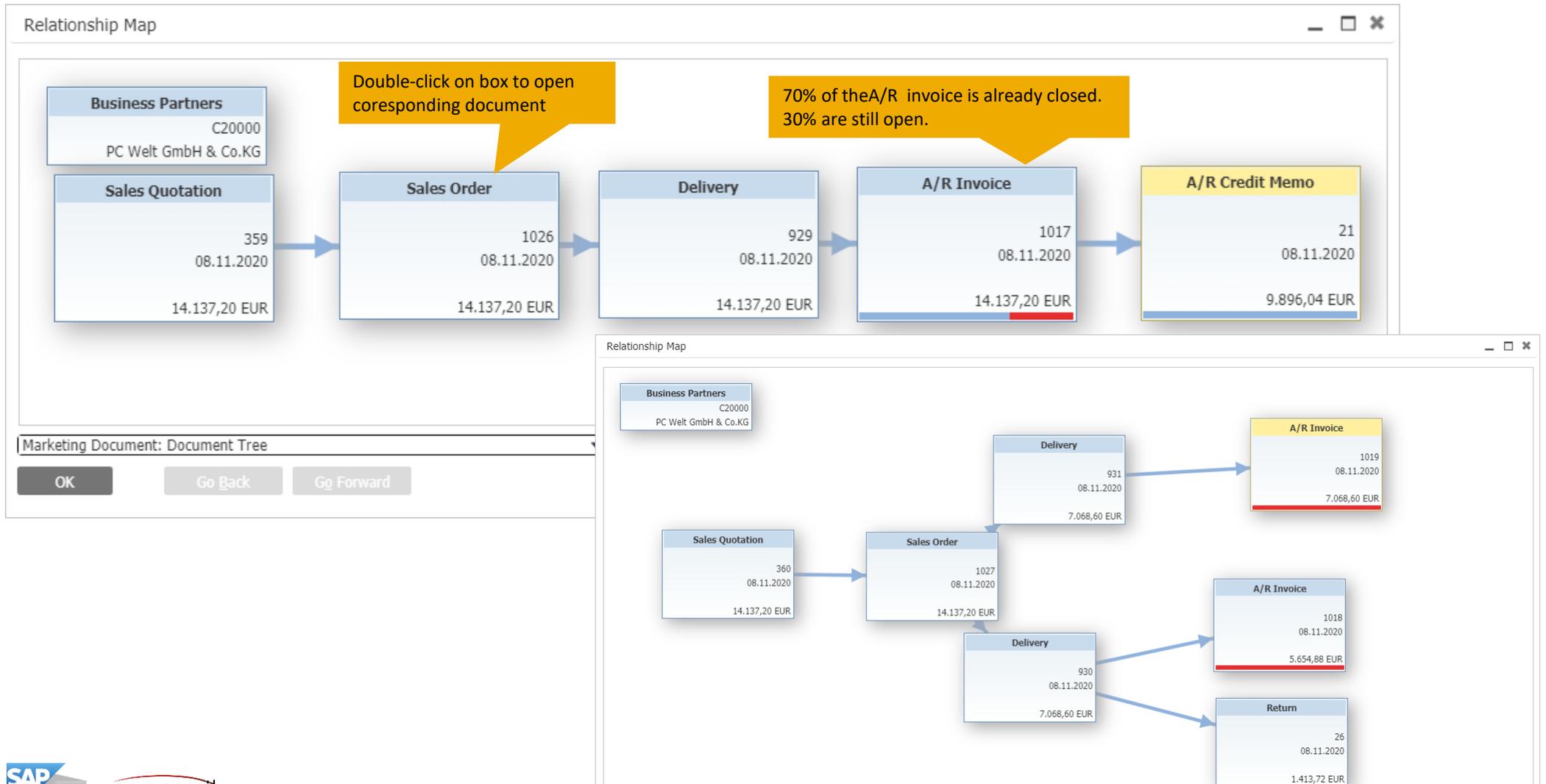
# Sales process: From sales quotation to outgoing credit memo

Using the relationship map

If documents are created using the "Copy To" and "Copy From" functions, there is a coherent flow of documents in SAP Business One. This can be viewed by opening one of the documents and using the right mouse button to call up the "Relationship Map" function.

Open corresponding document by double-click on the respective document field in the relationship map.

A red bar below the document box indicates that the document is partially or fully open. The yellow marking indicates that the relationship plan has been opened via this document.



# Sales process: Create sales quotation

Sales – A/R > Sales Quotation

**Sales Quotation**

Customer: C20000 1

Name: PC Welt GmbH & Co.KG

Contact Person: Christian Gander 2

Customer Ref. No.:

BP Currency: EUR 3

No. Hardware 361

Status Open

Posting Date 08.11.2020

Valid Until 08.12.2020

Document Date 08.11.2020

Contents 11 | Logistics | Accounting | Electronic Documents | Attachments

Item/Service Type: Item Summary Type: No Summary

#	Type	Item No.	Item Description	Quantity	UoM Name	Unit Price	Discount %	Tax Code	Total (LC)	Whse	Del. Date	Project	Cour
1		A00001	B. Multifunktionsdrucke..	100	Stück	132,00 EUR	10,0000	A2	11.880,00 EUR	01			
2	T		Instant Ink. printer, scanner, fax, wifi, air print										
3		C00001	Motherboard BTX	50	Stück	66,00 EUR	0,0000	A2	3.300,00 EUR	01			
4	T		High-end motherbroad. Ready to use in servers.										
5							0,0000	A2					

Sales Employee: Bill A

Owner: Arms

Remarks:

12 Add & View 12 Cancel

Total Before Discount: 15.180,00 EUR 10

Discount: %

Freight: 0,00 EUR

Rounding

Tax: 2.884,20 EUR

Total: 18.064,20 EUR

1. Select customer by code
2. Select contact person if necessary
3. Enter customer reference number if necessary
4. Select article via article code
5. Enter quantity
6. Enter price, if it is not stored in the price list
7. Check tax codes
8. If necessary, insert and/or change warehouse, delivery date and free text
9. If necessary, insert a text line, select a text line "T" in the Type column
10. Add discount if necessary
11. If necessary, change the billing or delivery address in the Logistics tab
12. Add & View
13. Send document (not visible in the screenshot)

# Sales process: Sales quotation – Default conesprit document

Sales – A/R > Sales Quotation

Logo

Demo Intern | Giesinger Strasse 42/1 | 74321 Giebelheim-Baaringen

PC Welt GmbH & Co.KG  
Goethestr. 24  
10825 Berlin

Lieferadresse | Leistungszentrale

PC Welt GmbH & Co.KG  
Neumannstr. 35  
13189 Berlin

### Angebot

Belegnummer	370	Datum	29.07.2020
Kundennummer	C20000	Seite	Seite 1/2
Ansprechpartnerin	Christian Gander	Sachbearbeiterin	Bill Armstrong
<small>Unsere Lieferantanzahl</small>		Durchwahl	030-34888-01
Ihre Referenznummer	Hier steht die Kundenreferenznummer.	Mall	
		Zahlungsbed.	2% 10 Tage, Netto 30 Tage
		Versandbed.	UPS Ground

Hier ist die Eingangsbemerkung zu lesen.

Artikel	Menge	Mengen-	Preis	Gesamt	MWSt-
Beschreibung		einheit	EUR	EUR	satz %
001 A00001 J.B. Multifunktionsdrucker 1420	1,00	Stück	136,80	136,80	19,0
Rabatt	5,00%				
Dies ist Text aus dem Freitext-Feld.					
Hier steht der Text aus einer Textzeile.					
003 A00002 J.B. Multifunktionsdrucker 1111	1,00		114,00	114,00	19,0
Rabatt	5,00%				
Dies ist Text aus dem Freitext-Feld.					
004 Hier steht der Text aus einer Textzeile.					

	<b>Netto EUR</b>	<b>MWSt EUR</b>	<b>Brutto EUR</b>
MWSt 19,0%	250,80	47,65	298,45
<b>Gesamt</b>	<b>250,80</b>	<b>47,65</b>	<b>298,45</b>

Dieses Angebot ist gültig bis 29.08.2020.

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# Sales process: Create sales order based on a sales quotation

Sales – A/R > Sales Order

**Sales Quotation**

Customer → C20000  
 Name → PC Welt GmbH  
 Contact Person → Christian Gander  
 Customer Ref. No. →  
 Local Currency →

**Sales Order**

Customer → C20000  
 Name → PC Welt GmbH & Co.KG  
 Contact Person → Christian Gander  
 Customer Ref. No. →  
 Local Currency → 2

No. Primär 1028  
 Status Open  
 Posting Date 08.11.2020  
 Delivery Date 3 08.11.2020  
 Document Date 08.11.2020

**Contents**

#	Type	Item No.	Item Description
1		A00001	J.B. Multifunktionsdrucker 1420
2	T		Instant Ink. printer, scanner, fax, wifi, air print
3		C00001	Motherboard BTX
4	T		High-end motherbroad. Ready to use in servers.
5			

**Contents** | 8 **Logistics** | Accounting | Electronic Documents | Attachments

#	Type	Item No.	Item Description	Quant	UoM Name	Unit Price	Discount %	Price after Discount	Tax Code	Total (LC)	Whse	Del. D	Proj
1		A00001	J.B. Multifunktionsdrucker 1420	100	Stück	132,00 EUR	10,0000	118,80 EUR	A2	11.880,00 EUR	01	08.11.	<span style="background-color: orange; color: white; padding: 2px 5px;">5</span>
2	T		Instant Ink. printer, scanner, fax, wifi, air print										
3		C00001	Motherboard BTX	50	Stück	66,00 EUR	0,0000	66,00 EUR	A2	3.300,00 EUR	01	08.11.2020	
4	T		High-end motherbroad. Ready to use in servers.									08.11.2020	
5													

Summary Type No Summary

Sales Employee Owner → Bill Armstrong  
 Owner → Armstrong, Bill

**Remarks**

9 Add & View | Cancel

Total Before Discount 15.180,00 EUR  
 Discount %  
 Freight  
 Rounding 0,00 EUR  
 Tax 2.884,20 EUR  
 Total 18.064,20 EUR

7

OK | Cancel

Copy From 1 | Copy To

Copy From | Copy To

Open an existing sales quotation via Enterprise Search or list of offers

1. Copy To: Sales order
2. Optional: Enter customer reference number
3. Enter the desired delivery date in the header if it applies to the whole document or in the rows if the delivery date for the items is different
4. Optional: Adjust quantity
5. Optional: Insert or modify bearings and free text
6. Optional: Add a text line, select a text line (T) in the Type column
7. Optional: Add discount if necessary
8. Optional: Change the billing or delivery address in the Logistics tab
9. Add & View  
Current document is stored and viewed for reconciliation.
10. Send document (not visible in the screenshot)

The quotation is closed if the quantity of items in the sales order is the same as or exceeds the quantity in the sales quotation.  
 In the background, the items shown in the sales order are now reserved (committed quantity).

# Sales process: Create delivery based on a sales order

Sales – A/R > Delivery

**Sales Order**

Customer: C20000  
 Name: PC Welt GmbH  
 Contact Person: Christian Gander  
 Customer Ref. No.:  
 Local Currency:

**Delivery**

Customer: C20000  
 Name: PC Welt GmbH & Co.KG  
 Contact Person: Christian Gander  
 Customer Ref. No.:  
 Local Currency:

No.: Primär 932  
 Status: Open  
 Posting Date: 08.11.2020  
 Delivery Date: 08.11.2020  
 Document Date: 08.11.2020

**Contents**

#	Type	Item No.	Item Description	Quantity	UoM Name	Unit Price	Discount %	Price after Discount	Tax Code	Total (LC)	Inventory Stock	Com
1		A00001	J.B. Multifunktionsdrucker 1420	100	Stück	132,00 EUR	10,0000	118,80 EUR	A2	11.880,00 EUR	01 10.399	4.0
2	T		Instant Ink. printer, scanner, fax, wifi, air print									
3		C00001	Motherboard BTX	50	Stück	66,00 EUR	0,0000	66,00 EUR	A2	3.300,00 EUR	01 1.889	30
4	T		High-end motherbroad. Ready to use in servers.						A2			
5							0,0000					

**Summary**

15.180,00 EUR  
 %  
 0,00 EUR  
 2.884,20 EUR  
 18.064,20 EUR

**7**

Based On Sales

OK Cancel Copy 1 Copy To

Open an existing sales order via Enterprise Search or list of sales orders

1. Copy To: Delivery
2. Optional: Enter customer reference number
3. Optional: Adjust the delivery date in the header if it applies to the whole document or enter it in the rows if the delivery date for the items is different
4. Optional: Adjust quantity
5. Optional: Adjust other fields
6. Optional: Change the billing or delivery address in the Logistics tab
7. Add & View  
 Current document is stored and viewed for reconciliation.
8. Send delivery document (not visible in the screenshot)

The Sales Order document is closed if the quantity of items in the delivery is equal to or greater than the quantity in the Sales Order (overdelivery). Otherwise, the sales order remains open until the remaining quantity is delivered or it is closed manually.  
 The warehouse stock is now reduced in the background.

# Sales process: Create A/R invoice based on a delivery

Sales – A/R > A/R Invoice

**Lieferung**

Customer → C20000  
 Name → PC Welt GmbH &  
 Contact Person → Christian Gander  
 Customer Ref. No.  
 Local Currency

**A/R Invoice**

Customer → C20000  
 Name → PC Welt GmbH & Co.KG  
 Contact Person → Christian Gander  
 Customer Ref. No.  
 Local Currency

No. Primär 1020  
 Status Open  
 Posting Date 08.11.2020  
 Due Date 08.12.2020  
 Document Date 08.11.2020

Contents

Item/Service Type Item

#	Type	Item No.	Item
1		A00001	J.B.
2	T		Instant Ink. printer
3		C00001	Mot
4	T		High-end motherbr

Contents Logistics Accounting Electronic Documents Attachments

Item/Service Type Item

#	Type	Item No.	Item Description	Quant	UoM Name	Unit Price	Discount %	Price after Discount	Tax Code	Total (LC)	Whse	Del. Date	Project	In Stock
1		A00001	J.B. Multifunktionsdrucker 1420	100	Stück	132,00 EUR	10,0000	118,80 EUR	A2	11.880,00 EUR	01			10.299
2	T		Instant Ink. printer, scanner, fax, wifi, air print											
3		C00001	Motherboard BTX	50	Stück	66,00 EUR	0,0000	66,00 EUR	A2	3.300,00 EUR	0			1.839
4	T		High-end motherbroad. Ready to use in servers.											
5							0,0000		A2					

Summary Type No Summary

Open existing delivery via Enterprise Search or list of deliveries

- Copy To: A/R invoice
- Optional: Adjust customer reference number
- Optional: Adjust quantity
- Optional: Adjust other fields
- Add & View  
Current document is stored and viewed for reconciliation.
- Send A/R invoice (not visible in the screenshot)

The delivery document is closed when the quantity of items in the A/R invoice is the same as in the delivery. Otherwise, the delivery remains open until the remaining quantity is invoiced or returned. In the background, the sales and the receivable from the customer are posted.

Sales Employee Owner → Bill Armstrong  
 Owner → Armstrong, Bill

Payment Order Run  
 Remarks

5 Add & View Cancel

Total Before Discount	15.180,00 EUR
Discount	%
Total Down Payment	
Freight	
Rounding	0,00 EUR
Tax	2.884,20 EUR
Total	18.064,20 EUR
Applied Amount	
Balance Due	18.064,20 EUR

Copy From Copy To

OK Cancel

Copy 1 Copy To

# Sales process: Journal Entry of an A/R invoice

Sales – A/R > A/R Invoice

Journal Entry
– □ ✕

Series	Number	Posting Date	Due Date	Doc. Date	Remarks	<input type="checkbox"/> Revaluation Reporting Exch. Rate
Primär	3970	08.11.2020	08.12.2020	08.11.2020	A/R Invoices - C20000	
Origin	Origin No.	Trans. No.	Template Type	Template	Indicator	Project
IN	1020	3988				
Trans. Code	Ref. 1	Ref. 2	Ref. 3			
	1020					

EU Report  
 Automatic Tax  
 Manage Deferred Tax  
 Manage WTax

Blanket Agreement

Contents
Attachments

▶ Expand Editing Mode

#	G/L Acct/BP Code	G/L Acct/BP Name	Debit	Credit	Remarks Template	Tax Group	Federal Tax ID	Receipt Num
1	➔ C20000	PC Welt GmbH & Co.KG	18.064,20 EUR					
2	➔ 1776	Umsatzsteuer 19%		2.884,20 EUR		A2		
3	➔ 8400	Erlöse 16% USt / 19% USt		15.180,00 EUR				

By right-clicking on the A/R invoice, the automatically generated journal entry can be viewed.

	18.064,20 EUR	18.064,20 EUR
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Display in FC
  Display in SC

# Sales process: Create A/R credit memo based on A/R Invoice

Sales – A/R > A/R Credit Memo

**A/R Credit Memo**

Customer:  No. Primär 22

Name: PC Welt GmbH & Co.KG Status: Open

Contact Person: Christian Gander Posting Date: 08.11.2020

Customer Ref. No. Due Date: 08.11.2020

Local Currency: Document Date: 08.11.2020

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Contents | Logistics | Accounting | Electronic Documents | Attachments 3

Item/Service Type:  Summary Type: No Summary

#	Type	Item No.	Item Description	Quantity	UoM Name	Unit Price	Discount %	Price after Discount	Tax Code	Total (LC)	Whse	Prc
1		A00001	J.B. Multifunktionsdrucker 1420	100	Stück	132,00 EUR	10,0000	118,80 EUR	A2	11.880,00 EUR	01	
2	T		Instant Ink. printer, scanner, fax, wifi, air print									
3		C00001	Motherboard BTX	50	Stück	66,00 EUR	0,0000	66,00 EUR	A2	3.300,00 EUR	01	
4	T		High-end motherbroad. Ready to use in servers.									
5						0,0000			A2			

2

Sales Employee Owner:

Payment Order Run:

Remarks:

4

Open Balance: 15.180,00 EUR

2.884,20 EUR

18.064,20 EUR

18.064,20 EUR

Add & New

Open existing A/R invoice using Enterprise Search or list of invoices  
 Copy To: A/R credit memo

1. Optional: Adjust customer reference number
2. Optional: Adjust quantity
3. Optional: Adjust other fields
4. Add & View

Current document is stored and viewed for reconciliation.

5. Send credit note (not visible in the screenshot)

The A/R invoice document is closed when the quantity of items in the credit memo is the same quantity as in the invoice. Otherwise, the A/R invoice remains open until the remaining quantity is paid or credited.

If it is determined before the invoice is issued that delivered items do not meet the customer's requirements, a return is created instead of a credit memo. This can be created from the delivery using the "Copy To" function. In the background, the item stock is increased again.

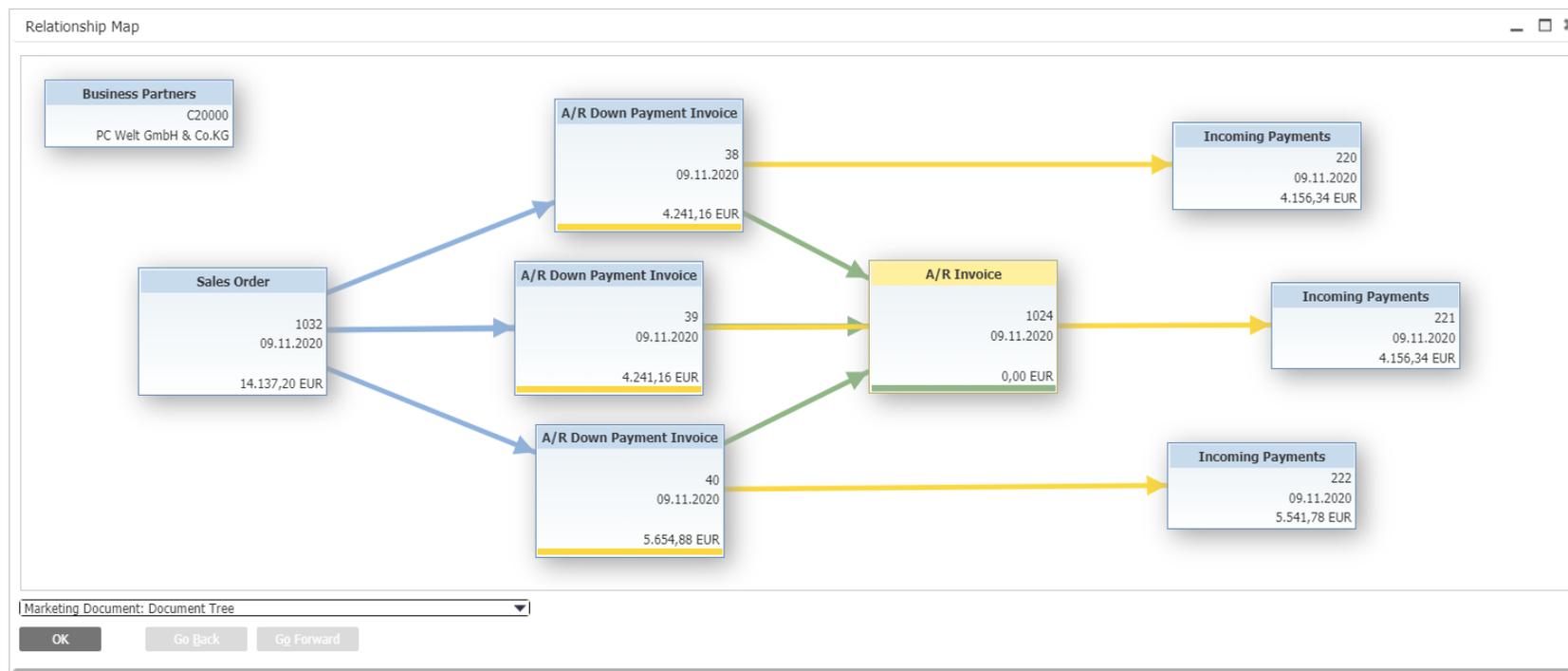
# Sales process: Down payment request and down payment invoice

Sales > Down Payment Request / Down Payment Invoice

To create an A/R down payment request or A/R down payment invoice, a sales order must first be created. The A/R down payment request or A/R down payment invoice is opened and the "Copy From" function is used to copy the contents of the sales order to the A/R down payment request or A/R down payment invoice. The "Copy From" function is only activated once a customer has been selected. (It is not possible to create an A/R down payment request or A/R down payment invoice from the sales order).

When one or more incoming payments for the A/R down payment request(s) or A/R down payment invoice(s) are received, the A/R invoice can be created. Here the A/R invoice is opened and the "Copy From" function can be used to copy the contents of the sales order to the A/R invoice. The "Copy From" function is only activated once a customer has been selected. (It is not possible to create an A/R invoice from the A/R down payment request or the A/R down payment invoice; this must be done via the sales order). The posting of incoming payments is described in the Financial Accounting training material.

Several A/R down payment requests or A/R down payment invoices can be created from one sales order, as shown in the example below.



# Sales process: Diff. between down payment request and down payment invoice

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Sales > Down Payment Request / Down Payment Invoice

## **Down Payment Request:**

No journal entry is created when the document is created. Neither VAT nor turnover is entered. For the system, the document is a noted item and a request to the customer for an incoming payment. When the down payment is received, it is posted to a down payment account. Sales, VAT, inventory change and expenses are posted when the down payment request(s) is/are converted to an A/R invoice.

## **Down Payment Invoice:**

When the document is created, the VAT on the down payment amount is posted, the net down payment amount goes to a down payment clearing account. Sales, inventory changes and expenses are posted when the down payment invoice(s) is/are converted to an A/R invoice.

# Sales process: A/R Credit Memo without quantity posting

Sales > A/R Credit Memo

A/R Credit Memo

Customer: C20000  
Name: PC Welt GmbH & Co.KG  
Contact Person: Christian Gander  
Customer Ref. No.:  
Local Currency:

No.: Primär 25  
Status: Closed  
Posting Date: 09.11.2020  
Due Date: 09.11.2020  
Document Date: 09.11.2020

Contents | Logistics | Accounting | Electronic Documents | Attachments

Item/Service Type: Item  
Summary Type: No Summary

Quantity	UoM Name	Unit Price	Discount %	Price after Discount	Tax Code	Total (LC)	Whse	Project	Country of Origin	Without Qty Posting	Blanket
100	Stück	132,00 EUR	10,0000	118,80 EUR	A2	11.880,00 EUR	01			<input type="checkbox"/>	

If the checkbox "Without Qty Posting" is checked, the inventory quantity is not changed by this A/R credit memo; only a change in value is recorded in the general ledger.

Sales Employee: Bill Armstrong  
Owner: Armstrong, Bill

Payment Order Run:

Remarks: Based On Sales Orders 1031.  
Based On A/R Invoices 1023.

Total Before Discount: 11.880,00 EUR  
Discount: %  
Total Down Payment:  
Freight:  
Rounding:   
Tax: 2.257,20 EUR  
Total: 14.137,20 EUR  
Applied Amount: 14.137,20 EUR  
Open Balance:

OK Cancel Copy From Copy To

# Change documents / close documents

SAP Business One has an integrated financial accounting. When documents are created, the corresponding journal entries are automatically created. For this reason, posting-relevant information in documents cannot be changed after the document has been added. Quotations and sales orders do not create journal entries. They can be modified until they are closed. A document is considered closed when it has been cancelled or when it has been transferred to a subsequent document using the "Copy To" or "Copy From" function. The following table shows the possibilities to modify the different sales documents.

Sales documents	Quotation	Sales order	Delivery	A/R Returns	A/R Invoices	A/R Credit Memos
Can the document be changed again after it has been added?	Yes, until it is closed	Yes, until it is closed	No, because there is a journal entry in the background	No, because there is a journal entry in the background	No, because there is a journal entry in the background	No, because there is a journal entry in the background
How can the document be closed?	Sales order with the same or a higher quantity / cancellation	Delivery with the same or a higher quantity / cancellation	A/R invoice with the same quantity / returns in the same quantity or combination of A/R invoice and return	-	A/R credit memo with same quantity / incoming payment or combination of both	-



### Disclaimer of liability

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