ERP Application Integration - SAP FI/CO R3

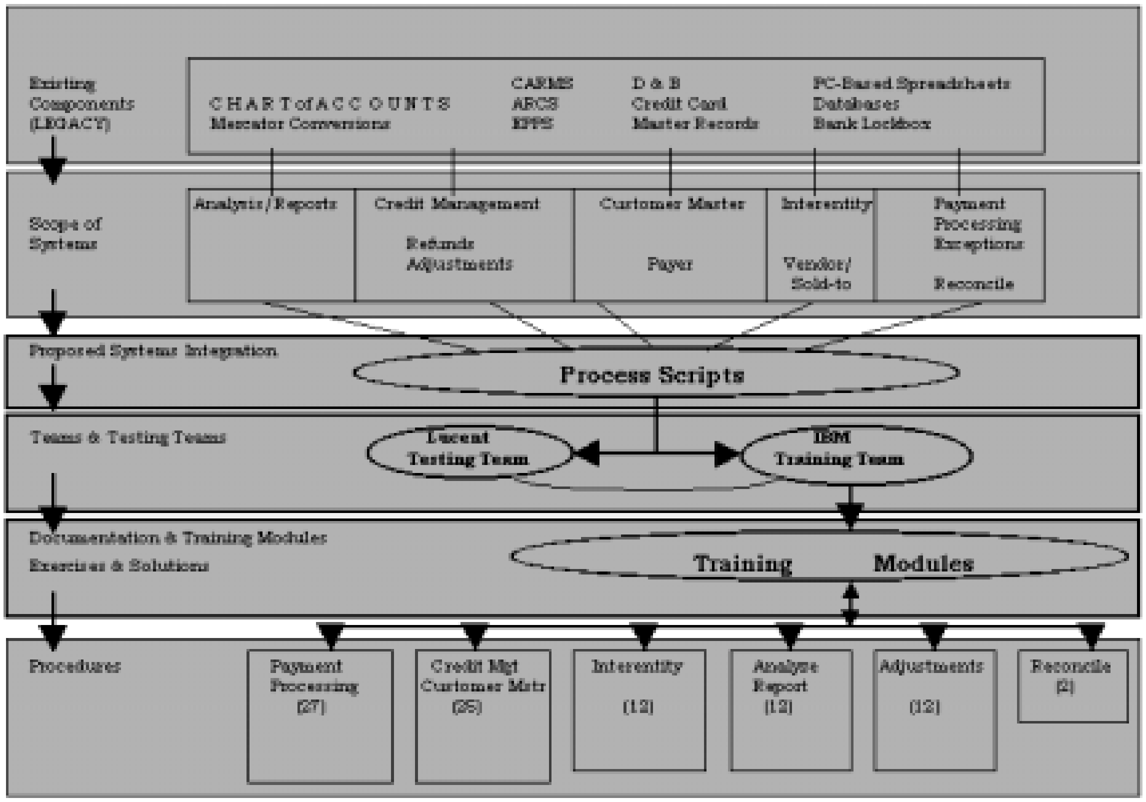
Instructional Design for Training
Lucent Technologies by IBM Global Services
May - September 1997

Lucent Technologies embarked on a company-wide ERP application conversion from legacy systems to SAP FI/CO R3. They contracted with Price Waterhouse for configuration and IBM Global Services for documentation and training. The first division targeted for conversion was Corporate Finance, which for Lucent meant Buy / Pay / Revenue Cycle and the attendant Customer Master modules. Corporate managers are in Basking Ridge, NJ and Revenue Cycle personnel, in Atlanta, GA. The idea was to use the first division process as a template for the eventual conversion of the rest of the divisions.

IBM configuration consultants worked with the corporate users to define a curriculum based on current processes. From these definitions, the IBM technical writers worked with the configuration specialists to produce process scripts incorporating instructional design modalities, These would be utilized, just prior to the live date, by Lucent trainers in classroom and one-on-one sessions. The project range, from planning to the beta live date, spanned the time period May - September 1997.

My involvement encompassed Team Lead and Database/Standards Lead roles.

As Team Lead for Revenue Cycle script development, I implemented the process- driven flow for the documentation and training as shown below.



* * * * * * * * * *

Process Scripts were developed initially with corporate managers in Basking Ridge then coordinated with the scripts of the Lucent testing team in the War Room in Atlanta. This close collaboration with testing and documentation ensured that the scripts produced for training coincided exactly with the user's GUI client at live time.

90+ total scripts were prepared, divided into categories as shown in the process map above. The Interentity category was customized to include two Customer Master clients - one for sales and one for corporate processing. Another customization enabled Bank Lockbox interfaces. The complete Revenue Cycle documentation encompassed over 2000 pages.

The abstract of the Customer Master / Payer - Credit Management module that follows is representative of a completed training unit. This one contained 244 pages, comprising 25 scripts and instructional design functionality.

Documentation was produced as individual scripts, eventually combining them into book form with sections:

- **Table of Contents**
- **Module description and objectives**
- **Individual topics:**
  - **Objectives**
  - **Overview / purpose**
  - **Business application**
  - **Transaction flow**
  - **Exercise Solution**
  - **Topic Conclusion**
- **Module Conclusion**

All documentation used this page format, prior to final edit, with the note section appearing only on the trainer's copy for lesson planning.

Notes

IBM

Lucent Technologies

* * * * * * * * * *

Module

Customer Master / Payer / Credit Management

* * * * * * * * * *

MODULE DESCRIPTION

This module covers customer accounts from creating and displaying through maintaining to reporting.

The complicated "Sold-to business unit" relationship is included, as well as payer terms/credit limits and
working with invoices and finance transactions.

Finally, displaying and running the necessary reports about customer account items completes the unit.

MODULE OBJECTIVES

This module demonstrates how to:

- Search, display, and maintain a payer.
- Display and modify customer credit limits.
- Audit customer master changes.
- Push a US payer customer to a business unit.
- Link a new or temporary payer master data record to Sold-to business unit.
- Create a new payer
- Create or deny a customer credit limit for a credit control area (CBU).
- Establish, change and display multiple payer credit limits.
- Change and display individual payer credit limits
- Block and unblock finance transactions.
- Establish payment terms.
- Display outstanding invoice balances.
- Display customer balances.
- Display customer line items.
- Display changes to documents.
- Produce a credit card charge back report.
- Produce a customer open item report.
- Understand credit management reporting.
- Understand customer master data reporting.
- Produce an account balance report.
- Understand customer account reporting.

---

* * * * * * * * * *

Topic 1: Search and Display a Payer

OBJECTIVES

After completing this topic, you will be able to:

- Search for and display a payer.

OVERVIEW/PURPOSE

- To search for and display an existing customer payer Master Data Reference (MDR) record.
- To identify the various screens that can be selected for viewing specific information within the customer payer MDR.

BUSINESS APPLICATIONS

- Before: An MDR for a payer is created.
- After: The customer master file record information is displayed for selected views.

Transaction Flow

Menu Path: ***Logistics > Sales / distribution > Master data Business partners > Payer > Display > Display centrally***

Transaction Code: **XD03**

Step	User Action
1	Go to the *Display Customer: Initial Screen* by using either the menu path or transaction code. Menu Path: *Logistics > Sales / distribution > Master data Business partners > Payer > Display > Display centrally* Transaction Code: XD03 Outcome: The *Display Customer: Initial Screen* appears.
2	To help limit the search range for the customer master record, click the selection indicator box or press F4 in the following field. Customer M Selection indicator box Outcome: The *Limit value range for search help* pop-up window appears.
3	Complete the following fields: Search term O Text Postal code O Zip code City O 25-character city name Name O 25-character customer name Customer O 10-digit customer number Company code O 4-digit company code, such as T01B

!

Explanation

- To find a range instead of a single customer account, click the multiple selection arrow to the right of the field and enter the range of accounts.
- In the *Limit value range for search* pop-up window, click the OTHER SEARCH HELP (TWO SMALL BOXES WITH ARROW) icon or press F5 to see list of other ways to search for customers.

Field Name	***Field Definition***	***M/D/O***
Search term	This is any logical term used to limit the search range.	O
Name	This is the customer name.	O
Customer	This is the customer account number.	O
Company code	This code represents the smallest organization unit for which a complete self-contained set of accounts can be drawn up for purposes of external accounting.	O

Step	**User Action**
4	Click the ENTER (GREEN CHECK MARK) icon or press ENTER. Outcome: The *Results list* pop-up window displays the actual master file record of the customers selected.
5	If a results list is displayed with only one entry, it is assumed to be selected. If multiple results are displayed, click the desired line item to select it, then click the CONTINUE (GREEN CHECK MARK) icon to continue. Outcome: The system displays the *Display Customer: Initial Screen*, with the <u>Customer</u> field populated.
6	Select the following check boxes to choose the specific screens that will be displayed for the selected customer (at least one processing option must be selected): General data <u>Address</u> O The *Address* screen is displayed <u>Control data</u> O The *Control data* screen is displayed <u>Marketing</u> O The *Marketing* screen is displayed <u>Payment transactions</u> O The *Payment transactions* screen is displayed <u>Unloading points</u> O The *Unloading points* screen is displayed <u>Foreign trade</u> O The *Foreign trade* screen is displayed <u>Contact person</u> O The *Contact person* screen is displayed
7	Use the following buttons to navigate through the selected screens: To go to the previous screen, press F7. To go to the next screen, press F8 or press CONTINUE (GREEN CHECK MARK). Outcome: The screens for the customer payer Master Data Reference (MDR) options selected are displayed.

Search and Display a Payer

Exercise Number: 1

Exercise Description

You have received a payment in the amount of $2,500.00 from General Electric. However, you are unable to locate the payer account number for this customer. Your supervisor advises you that the payment in question may actually belong to Western Electric, a Lucent customer and subsidiary of General Electric. Perform a search and display on both General Electric and Western Electric to determine where this payment should be posted.

Exercise Solution

Search and Display a Payer

Exercise Number: 1

Exercise Description

1. Search and display the requested payers by entering transaction code XD03, or by choosing the menu path below:

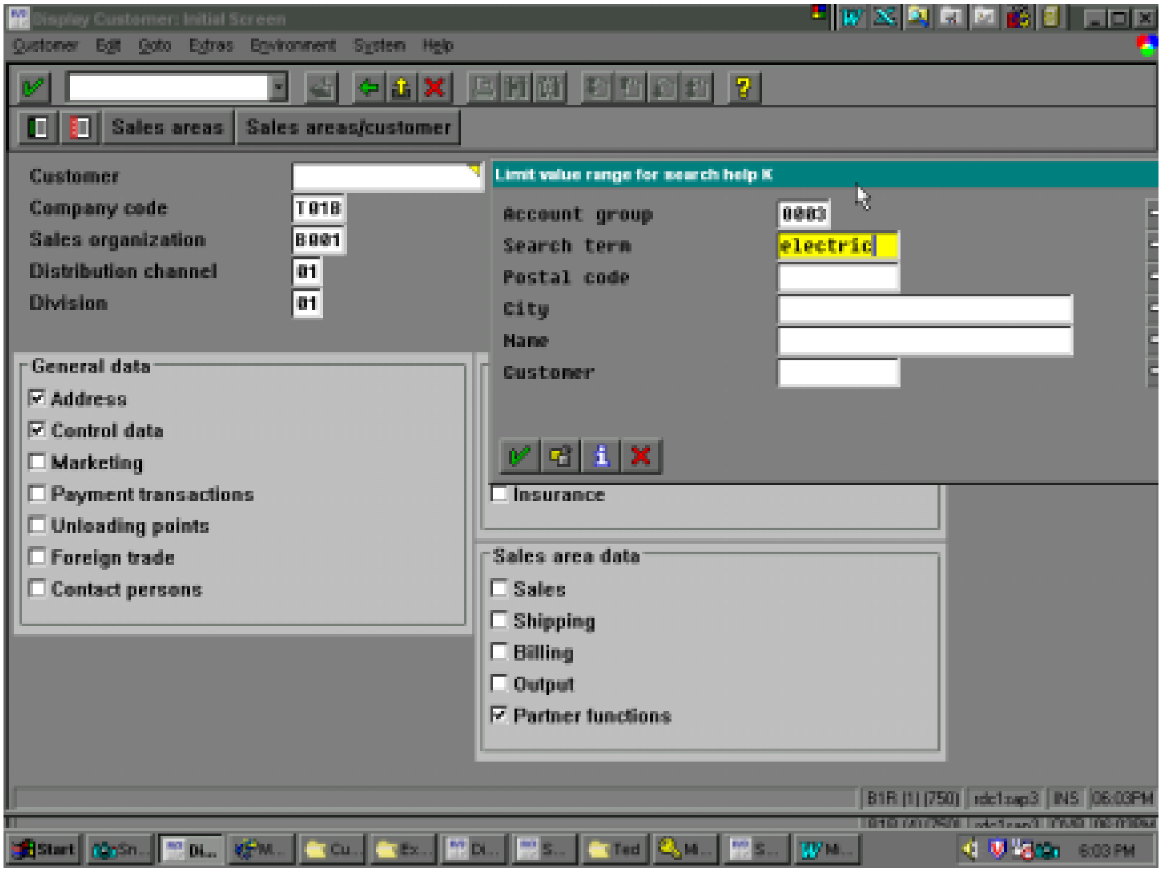
   Logistics > Sales/distribution > Master data
   Business partners > Payer > Display > Display centrally

2. Click on the down arrow in the Customer field to limit the search for the customer master record.

3. In the *Limit value range for search* pop-up window that appears, enter Electric in the Search term field.

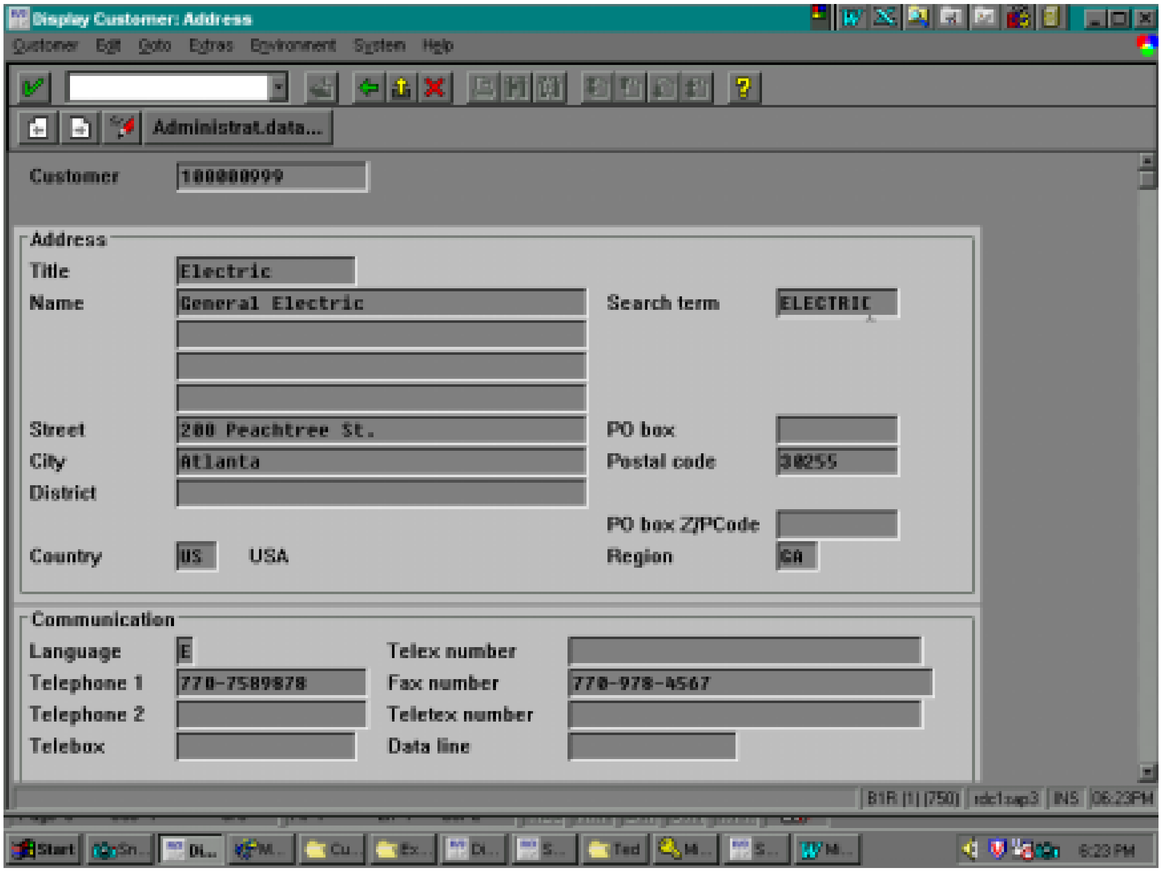
4. In the General data section of the screen, click the Address and the Control data check boxes.

5. Compare your entries with the screen below.



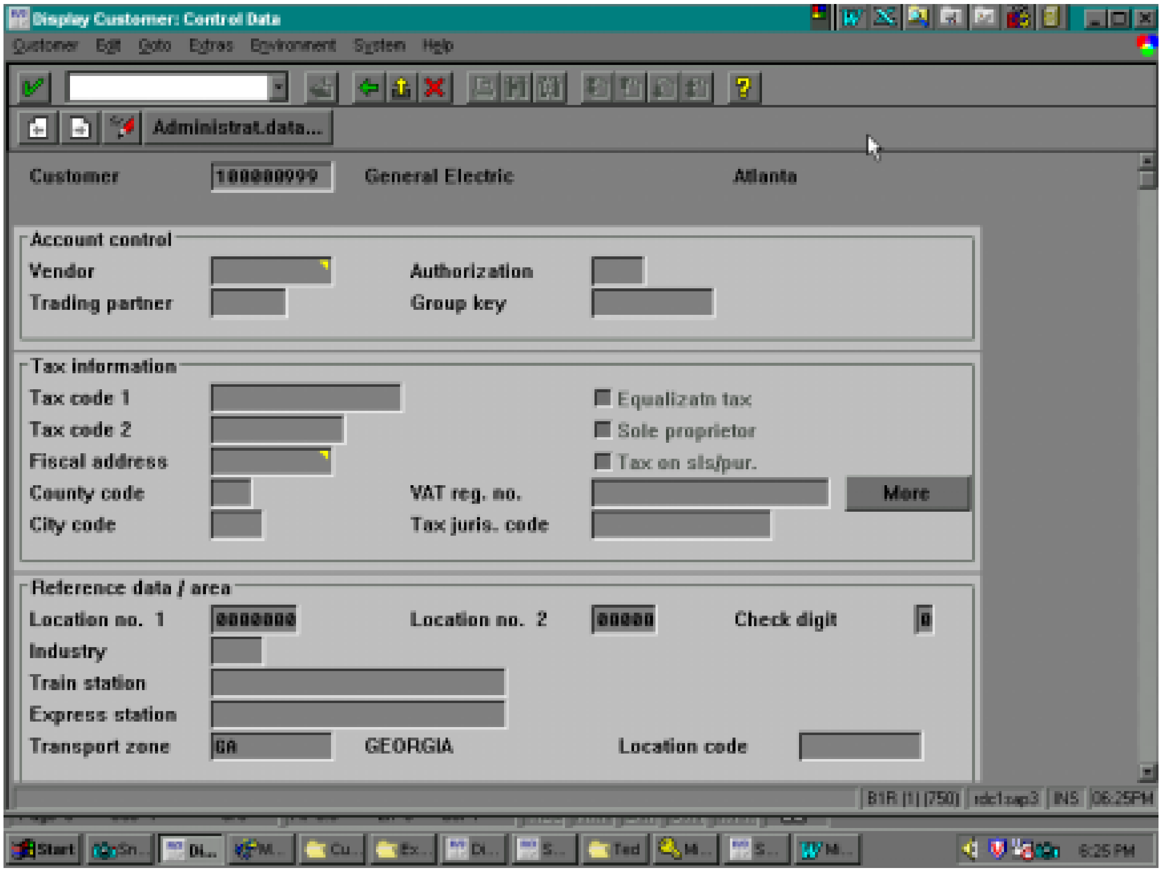
6. Click the CONTINUE (GREEN CHECK MARK) icon.

7. Compare your results with the screen below.



8. Click the CONTINUE (GREEN CHECK MARK) icon.

9. Compare your results with the screen below.



10. To exit the transaction, click the EXIT (FILE FOLDER) icon.

---

* * * * * * * * * * * * *

Topic Conclusion

TOPIC SUMMARY

This topic covered the following points:
- How to search and display a customer payer Master Data Reference (MDR) record.
- Understanding the various screens that can be viewed to locate specific information within the customer payer MDR.

TRANSITION TO NEXT TOPIC

- After locating the desired payer, changes can be made in various data areas of that payer's master data record in the MDR.

---

* * * * * * * * * *