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1. Failaka Stagecraft Sales Go-Live on SAP S/4HANA Cloud
2. Micro Skill Drill Exam

Topic: 1
Unified Scenario Simulation
Failaka Stagecraft Sales Go-Live on SAP S/4HANA Cloud
Business Context
Failaka Stagecraft is a distributor of theatrical and stage-rigging equipment based in Kuwait, supplying chain hoists, aluminium truss, stage drapes, and control desks to theatres, event-production firms, and hotels across the region. The company sells from stock held in a single warehouse and has just completed its cutover to SAP S/4HANA Cloud Public Edition for its sales operations. A small team is running the first weeks of live order processing with support from an implementation partner, and everyone is still learning where each step of the order-to-cash flow is confirmed.
System Landscape
The sales operation runs on the standard order-to-cash process, moving from the sales order through delivery and goods issue to the customer invoice, with billing handed over to financial accounting. During the fit-to-standard workshops the team kept close to the delivered configuration, adopting the sell-from-stock process rather than reshaping it. Pricing is built on the condition technique, warehouse fulfilment uses picking before stock leaves the building, and the delivering side has its plant and shipping point set up.
Go-Live Progress
In the opening days most orders flow cleanly. A regional event-production customer and several theatre buyers have placed sell-from-stock orders that were delivered, goods-issued, and invoiced without trouble. The team has grown comfortable creating documents in sequence and checking that each one confirms before moving on. Confidence is building, and the partner has begun stepping back so the internal associates can own the daily processing themselves.
Order Handling
A newly onboarded hotel customer has become a point of attention. Orders placed for this customer under the everyday retail channel are created and processed normally. When an associate tries to raise a separate order for the same customer under a project channel used for large fit-out jobs, the document cannot be created for that sales area, even though other customers order in the project channel without any obstruction. The associate has been re-checking the material and the pricing rather than the customer setup.
Shipping Floor
On the warehouse side, a shipment of stage drapes has reached the point of dispatch. The outbound delivery exists, but an associate found that goods issue would not post and paused, unsure which earlier step was still open. Another shipment of chain hoists moved through to invoicing smoothly, and the difference between the two has prompted questions about exactly which action has to be confirmed before stock is allowed to leave.
Billing Handover
The drapes order was eventually delivered and invoiced, yet the finance lead noticed that no accounting document appeared for that invoice and the billing document sits unreleased to accounting. With month-end close approaching, one suggestion on the table is to post the missing revenue by hand for this single invoice so the numbers move. Separately, the sales team has asked whether a custom field

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capturing an event load-in date can be added to the order, and a developer has floated a quicker way to deliver it.

Your assignment

You are working as a mentored implementation associate supporting Failaka Stagecraft during the first weeks of live sales processing on SAP S/4HANA Cloud Public Edition. You are asked to complete and validate core sell-from-stock order-to-cash tasks, diagnose why specific documents will not proceed, and choose the supported approach for a requested extension. Work only within the delivered standard configuration and the sales area, master data, and shipping setup already in place

1. CHALLENGE 1 — Sales Area Foundations For Go-Live Order Entry

• Create a sell-from-stock order for the new hotel customer in the intended sales area and confirm the document is accepted.

• Where an order cannot be created for a sales area, check whether the customer master is extended for that sales organization, distribution channel, and division.

• Compare a sales area where the customer's orders succeed with one where they do not, and account for why other customers process in the failing channel.

Checkpoints

• An order is created successfully in the intended sales area.

• The reason an order cannot be created is traced to the customer's sales-area extension rather than to pricing or the material.

2. CHALLENGE 2 — Delivery, Picking, And Goods Issue Sequencing

• Process the drapes shipment from the confirmed order through outbound delivery, picking, goods issue, and billing in the correct order.

• Where goods issue will not post for an existing outbound delivery, identify the upstream shipping step that is still open.

• Confirm the observable evidence that goods issue has completed before the invoice is created.

Checkpoints

• The steps are executed in an order that respects every real dependency in the flow.

• Goods issue is posted with stock reduced, verified before billing.

3. CHALLENGE 3 — Passing Completed Billing Into Financial Accounting

• Determine why a created billing document produced no financial accounting document and remains unreleased to accounting.

• Weigh completing the period through a manual accounting entry against correcting revenue account determination through the normal configuration change.

• After the correction, reprocess the invoice and confirm it reaches accounting.

Checkpoints

• The cause is traced to revenue account determination, not to an order or shipping step.

• A reprocessed billing document is released to accounting with a financial accounting document created.

4. CHALLENGE 4 — Clean-Core Approach For A Custom Order Field

• Select the extensibility route that adds the requested custom order field while keeping the core clean.

• Evaluate a faster core modification against the supported, transportable extension approach.

• Confirm that the delivered field results from an upgrade-stable route.

Checkpoints

• The custom field is delivered through the supported extensibility route.

• The chosen approach preserves upgrade safety rather than trading it for speed.

Question: 1

CHALLENGE 1 — Sales Area Foundations For Go-Live Order Entry
During go-live, an associate cannot create a sell-from-stock order for the newly onboarded hotel customer in the intended sales area, although other customers order there normally.
What is the most likely reason the document cannot be created for that sales area?

A. The material master for the truss item was created for a different plant, so the order rejects the customer during entry.
B. The pricing procedure for the sales area was switched off, so the customer cannot be added to any order there.
C. The customer master was not yet extended to that sales area, so no sales document can be created for the customer there.
D. The shipping point for the delivering plant was not assigned, so the customer is blocked from order entry there.

Answer: C

Explanation:
A customer must be maintained for the sales area in which you sell to it; without that extension, no sales document can be created for the customer in that sales organization, distribution channel, and division. Because other customers order there normally, the gap is specific to this customer's master data, not to shared configuration.

Question: 2

CHALLENGE 1 — Sales Area Foundations For Go-Live Order Entry
The hotel customer's orders post normally under the retail distribution channel, but a new order under the project distribution channel cannot be created, while other customers order in the project channel without any obstruction.
What is the second-order cause of the project-channel order failing for this customer?

A. The customer was extended only to the retail sales area, so the project distribution channel has no valid customer sales-area record.
B. The division in the project sales area was removed, so every customer would lose the ability to place orders in that distribution channel at once.
C. The condition record for the project channel expired, so the customer cannot be added to the order header for that channel.
D. The number range for project orders was exhausted, so no document at all can be created in the project channel now.

Answer: A

Explanation:
The customer was maintained for the retail sales area but not extended to the sales area that includes the project distribution channel, so there is no valid customer sales-area record for that channel. That

other customers order in the project channel confirms the channel and its configuration are sound; the gap is this customer's missing extension.

Question: 3

CHALLENGE 2 — Delivery, Picking, And Goods Issue Sequencing
For a warehouse-managed shipment of stage drapes, the flow must run from the confirmed sell-from-stock order to the customer invoice.
Which ordered sequence of steps correctly completes the flow?

A. Create the outbound delivery, post goods issue, confirm picking, then create the billing document for the shipment.
B. Confirm picking first, create the outbound delivery, create the billing document, then post goods issue for the shipment.
C. Create the billing document, create the outbound delivery, confirm picking, then post goods issue for the shipment.
D. Create the outbound delivery, confirm picking, post goods issue, then create the billing document for the shipment.

Answer: D

Explanation:
The outbound delivery is created first, picking is confirmed so there is a picked quantity, goods issue then posts to reduce stock, and only after goods issue is billing created. This order respects every real dependency in the sell-from-stock flow.

Question: 4

CHALLENGE 2 — Delivery, Picking, And Goods Issue Sequencing
An associate created the outbound delivery for a chain-hoist order, but the system will not allow goods issue to be posted.
Which upstream step was most likely skipped?

A. The billing document for the delivery was not created, so goods issue cannot be posted ahead of the invoice.
B. Picking for the outbound delivery was not confirmed, so goods issue has no confirmed picked quantity to post.
C. The sales order was saved without a customer purchase-order number, so goods issue is blocked at posting.
D. Revenue account determination did not find an account, so the delivery is entirely prevented from posting goods issue.

Answer: B

Explanation:

In a warehouse-managed flow, picking must be confirmed before goods issue so that a picked quantity exists to move; if picking is open, goods issue cannot post. The block sits at the shipping prerequisite immediately upstream of goods issue.

Question: 5

CHALLENGE 2 — Delivery, Picking, And Goods Issue Sequencing
After posting goods issue for the drapes shipment, the associate wants to confirm the step completed correctly before creating the invoice.
Which check best confirms that goods issue completed as expected?

A. Check that the customer master is extended to the sales area so that billing will be able to proceed later.
B. Check that a valid pricing condition record exists so the delivered quantity is priced on the invoice.
C. Check that the delivery shows goods issue posted and that stock has been reduced by the issued quantity.
D. Check that the pricing procedure is assigned so that the goods issue updates the customer invoice.

Answer: C

Explanation:
The observable evidence of a completed goods issue is the delivery showing the goods issue posted with warehouse stock reduced by the issued quantity. That is the direct confirmation the shipping step finished before billing.

Question: 6

CHALLENGE 3 — Passing Completed Billing Into Financial Accounting
A billing document was created for the drapes order, but no financial accounting document appeared and the billing document remains unreleased to accounting.
What is the most likely cause?

A. Revenue account determination could not find a G/L account, so the billing document was not released to accounting.
B. The outbound delivery goods issue was reversed, so the billing document is entirely prevented from reaching accounting.
C. The customer was not extended to the sales area, so the billing document has no valid path to accounting.
D. The picking confirmation was left incomplete, so the billing document is held back from accounting posting.

Answer: A

Explanation:

When revenue account determination cannot find the G/L account for the billing document, the document is not released to accounting and no financial accounting document is created. That matches a created invoice that produced no accounting document and stays unreleased.

Question: 7

CHALLENGE 3 — Passing Completed Billing Into Financial Accounting
Month-end close is near and no financial document exists for this invoice. One option is to post the revenue manually in accounting to complete the period; the other is to correct revenue account determination through the normal configuration change.
How should the team weigh the close obligation against configuration discipline?

A. Post the revenue manually to protect the close deadline, since the reporting obligation clearly outranks configuration discipline for this period.
B. Post the revenue manually and skip the configuration change, since the manual accounting entry alone satisfies both obligations here.
C. Correct account determination but leave the invoice unreleased, since configuration discipline outranks completing the period at close.
D. Correct account determination through change control and reprocess the invoice, so the period closes on a consistent, auditable document flow.

Answer: D

Explanation:
Correcting revenue account determination through change control and then reprocessing the invoice satisfies both governance obligations: the period closes and the document flow stays consistent and auditable. A manual entry alone would leave the billing document unreleased and the flow broken.

Question: 8

CHALLENGE 3 — Passing Completed Billing Into Financial Accounting
The configuration for revenue account determination has been corrected through change control.
How should the team validate that billing now flows to finance?

A. Confirm the sales order shows the customer purchase-order number so that the invoice is subsequently allowed to post.
B. Confirm the reprocessed billing document is released to accounting and a financial accounting document is created.
C. Confirm the outbound delivery shows picking confirmed so that the invoice is able to reach finance.
D. Confirm the customer is extended to a second distribution channel so that the revenue is able to post.

Answer: B

Explanation:

The direct evidence that billing now reaches finance is a reprocessed billing document released to accounting with a financial accounting document created. That confirms revenue account determination now finds the account and the SD-to-FI link works.

Question: 9

CHALLENGE 4 — Clean-Core Approach For A Custom Order Field
Sales wants a custom field on the order to capture an event load-in date, and the team must add it without compromising upgrade safety.
Which approach keeps the system clean-core compliant?

A. Modify the standard order object directly so the new field is permanently available on every order document.
B. Use key-user in-app extensibility to add the custom field so the extension is transported rather than a core change.
C. Reuse an unrelated standard text field to hold the load-in date so that no separate extension has to be built at all.
D. Ask each user to record the load-in date outside the system so the standard order object is left untouched.

Answer: B

Explanation:
Key-user in-app extensibility adds the custom field as a transportable extension without modifying the core, which is the clean-core-compliant route. It delivers the requested field while preserving upgrade stability.

Question: 10

CHALLENGE 4 — Clean-Core Approach For A Custom Order Field
A developer offers a faster core modification that would deliver the custom load-in-date field about a week sooner than key-user in-app extensibility.
How should the team weigh the faster delivery against clean-core discipline?

A. Take the core modification because delivering the field a week sooner outweighs the upgrade risk that it introduces.
B. Take the core modification but document it so the upgrade team can re-apply the change after each release cycle.
C. Keep key-user in-app extensibility because clean-core compliance protects future upgrades despite the later delivery.
D. Split the work so the field is added by core modification now and migrated to a supported clean-core extension at a later date.

Answer: C

Explanation:

Keeping key-user in-app extensibility preserves clean core and upgrade safety, which outweighs a one-week delivery gain. The supported route avoids the recurring upgrade cost a core change would impose.
Topic: 2
Micro Skill Drill Exam

Question: 11

Wisla Fasteners, an industrial-fastener manufacturer in Krakow, Poland, sells on SAP S/4HANA Cloud Public Edition. To reward a distributor that has grown its volume, a pricing analyst agreed a special customer-specific price for a range of anchor bolts and set it up in the system. When a sales clerk creates the next order for that distributor, the anchor-bolt items are priced at the standard list price instead, and the agreed customer-specific price does not appear anywhere on the order. Other customers are priced correctly, and orders for different materials for the same distributor also price as expected. The pricing procedure, the relevant condition type and its access sequence are all in place and unchanged. The analyst is confident the special price was agreed for this distributor. A consultant is asked why the customer-specific price is not being applied and what must be done so it appears on the order.
Why is the agreed customer-specific price not appearing on the order, and what should the consultant do?

A. Change the price-list type held on the customer master record, because a customer-specific price is stored against the price-list type rather than in a separate condition record.
B. Maintain a condition record for the customer-specific price with the correct key and validity dates, because a price applies only when a valid record exists for the combination searched.
C. Insert an additional condition type into the pricing procedure, because the procedure cannot output any customer-specific price until a dedicated condition type has been added to it.
D. Reprice the order only after it has been delivered, because customer-specific prices are pulled onto the document when the billing document is created rather than at the point of order entry.

Answer: B

Explanation:
Pricing determines a value only when the access sequence finds a valid condition record for the key combination and validity date it searches. The procedure and condition type are in place, so the missing element is the record that holds the agreed price for this distributor. Maintaining that condition record for the correct combination and dates supplies the price so it appears on the order.

Question: 12

Rift Valley AgriMech, an agricultural-equipment dealer in Nakuru, Kenya, fulfils spare-parts orders on SAP S/4HANA Cloud Public Edition from a warehouse-managed distribution centre. A sell-from-stock order for a set of tractor filters has been confirmed, and a warehouse clerk has created the outbound delivery for it. The requested quantities are available in stock and match the delivery, and the shipping point and delivering plant are correct. When the clerk tries to post the goods issue so the parts leave stock and the process can move on to billing, the system does not allow the goods issue to be posted. Nothing appears wrong with the order or the delivery document itself, and the same flow worked for

other deliveries that shipped earlier in the week. One step in the warehouse handling has not yet been carried out for this delivery. A consultant is asked which prerequisite step is missing so the goods issue can be posted.
Which prerequisite step must be completed before the goods issue can be posted for this outbound delivery?

A. Release the sales order from a credit block, because an outbound delivery cannot post its goods issue until the order has cleared a credit release.
B. Create the billing document for the delivery, because the invoice must be posted before a goods issue can be recorded against the outbound delivery.
C. Confirm picking for the outbound delivery, because in a warehouse-managed flow the picking has to be completed before the goods issue can be posted.
D. Repeat the availability check for the item, because the goods issue stays blocked until a fresh availability check reconfirms the stock held on the delivery.

Answer: C

Explanation:
In a warehouse-managed flow the stock has to be picked for the outbound delivery before the goods issue can be posted; the goods issue records physically prepared stock leaving the warehouse. Because picking has not been confirmed for this delivery, the goods issue is not allowed. Confirming picking completes the missing prerequisite so the goods issue can proceed.

Question: 13

Aurora Cosmetica, a cosmetics wholesaler in Sao Paulo, Brazil, processes sales on SAP S/4HANA Cloud Public Edition. A drugstore chain received a shipment of skincare sets, and part of the shipment arrived with crushed packaging during transit. The chain wants to send the damaged units back, and Aurora's warehouse needs to physically receive those units, inspect their condition, and decide whether they can be put back into sellable stock before the customer is compensated. The customer-service agent handling the case is unsure which process to start, because several complaint options exist in the system and some settle only a value while others deal with the goods themselves. The original billing was correct for what was delivered; the issue is purely the physical return of the damaged units. A consultant is asked which process fits a case where goods physically come back and must be received and inspected before any compensation is decided.
Which process should the agent use for damaged goods that physically come back and must be received and inspected before compensation?

A. Raise a credit memo for the value of the damaged units, because a credit memo is the process for handling goods that a customer physically returns to the warehouse.
B. Post a debit memo to the customer account, because a debit memo records the returned goods and adjusts the customer balance to reflect them coming back.
C. Create an invoice correction on the original billing, because an invoice correction receives physically returned goods back into stock and then settles the case.
D. Use customer returns management, because the goods are physically coming back and have to be received and inspected before the customer is compensated.

Answer: D

Explanation:
Customer returns management is built for goods that physically come back: it creates a returns order and a returns delivery so the units are received, inspected, and dispositioned before any compensation is decided. Because the case turns on receiving and assessing physical stock, this is the process that fits.

Question: 14

Mekong Furnishings, a furniture manufacturer and exporter in Da Nang, Vietnam, is implementing SAP S/4HANA Cloud Public Edition for its sales operations. During a fit-to-standard workshop, the sales team asks for one extra piece of information on the sales order: a customer's export-licence reference, which they want to see on the order and printed on the order confirmation. The reference does not exist as a field in the standard order today. The implementation team has committed to a clean-core approach so that future cloud upgrades stay smooth and low-risk, and the project lead wants the new field added in a way that will not be disturbed when the system is updated. A consultant is asked to recommend how to add the export-licence field to the sales order while respecting clean core and keeping the solution upgrade-stable.
How should the consultant add the export-licence field to the sales order while respecting clean core and keeping it upgrade-stable?

A. Modify the standard sales order in the core to add the field, because building it straight into the core keeps the field available without needing any extra tooling.
B. Keep the export-licence reference in a separate spreadsheet, because licence data belongs outside the sales order so the order master data stays lean.
C. Add the field using key-user in-app extensibility, because a custom field created through the extensibility tools preserves clean core and stays upgrade-stable.
D. Reuse an existing free-text field on the order for the reference, because putting it in a standard text field avoids adding any new field to the system at all.

Answer: C

Explanation:
Key-user in-app extensibility is the clean-core route for adding a custom field: the field is created with the supported extensibility tools, can be placed on the order and its output, and survives cloud upgrades. This meets the requirement while keeping the solution upgrade-stable, which is what the project lead asked for.

Question: 15

Lusomar Beverages, a bottled-water and soft-drinks distributor in Porto, Portugal, runs its order-to-cash on SAP S/4HANA Cloud Public Edition. The company has just opened a new sales organisation and distribution channel to serve retailers in the northern region, and the organisational units have been defined and assigned. A sales representative tries to raise the first sales order for a long-standing supermarket customer under the new northern sales area. The customer already places orders without trouble under the original central sales area, and the material and stock are available. When the

representative selects the new sales area, the system will not let the order be created for this customer, even though the customer master record clearly exists and is active. The team confirms nothing is wrong with the order type or the products. A consultant is asked why the order cannot be created here and what must be corrected so the customer can be sold to under the new sales area.
Why can the order not be created for the customer under the new sales area, and what should the consultant correct?

A. Raise a regional credit limit for the customer, because orders under a newly opened sales area stay blocked until a credit limit is set for that region.
B. Maintain the existing customer for the new sales area, because a customer must be extended to a sales area before any sales document can be created for it there.
C. Assign the new distribution channel to the delivering plant first, because the order cannot be created until the channel and the plant are linked for the northern region.
D. Create a separate customer master record for the northern sales area, because a customer belongs to only one sales area at a time and needs its own record to trade in another.

Answer: B

Explanation:
A sales document can only be created for a customer in a sales area for which that customer has been maintained. The customer trades under the original sales area because it was extended there, but it has no sales-area data for the new northern area yet. Maintaining the customer for the new sales area supplies the missing data so the order can be created.

Question: 16

Northwind MedEquip, a medical-device distributor in Winnipeg, Canada, has just configured a new product line on SAP S/4HANA Cloud Public Edition. Sales orders for the new devices are entered and saved without any error, and the order values look correct. However, when the team tries to create the outbound delivery to ship these orders, no delivery can be created, and the affected orders keep appearing in an incompleteness worklist. Orders for the company's existing product lines flow through to delivery normally. On checking one blocked order, a consultant sees that a field the business marked as mandatory for the new line — needed further down the process — was left empty when the order was entered. The order type, pricing and stock are all fine. The consultant must explain why these orders are held back from delivery and what has to be done so they can proceed.
Why are the new-line orders held back from delivery, and what should be done so they can proceed?

A. Recreate the affected orders under a different sales order type, because a brand-new product line needs its own order type before any deliveries can be created for it.
B. Fill in the missing mandatory field listed in the incompletion log, because the incompletion procedure blocks the order from delivery until that field is completed.
C. Post the goods issue directly from the sales order, because the delivery step can be skipped when an order already carries the stock and value that it needs.
D. Add a second shipping point for the customer, because deliveries cannot be created for an order until more than one shipping point is available to it.

Answer: B

Explanation:
The orders sit in the incompleteness worklist because the incompletion procedure flags the mandatory field as missing and blocks the order from being delivered until it is filled. Completing that field on the affected orders satisfies the procedure so the block is lifted and the deliveries can be created.

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