SAP

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SAP Certified - Implementation Consultant - SAP S/4HANA Cloud Public Edition, Sales

Latest Version: 4.0

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

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.