



GLOSSARY OF SAP CLOUD PUBLIC EDITION SALES

**A Quick Reference Guide to
SAP Terminologies**

Concept/Term	Definition
SAP S/4HANA Cloud Public Edition	A cloud-based ERP suite by SAP that integrates core business functions like sales, finance, procurement, and more, offering scalability and real-time analytics.
Sales Order Management	A process in SAP S/4HANA Cloud for creating, managing, and tracking sales orders from order receipt to delivery and invoicing.
Customer Relationship Management (CRM)	The practice of managing interactions with customers, using SAP S/4HANA Cloud to track sales leads, opportunities, and customer data.
Sales Quotation	A document provided by a business to a customer, detailing prices and terms for products or services before a formal sales order is placed.
Order-to-Cash (O2C)	A process in SAP that covers the complete flow of sales activities, from order creation through delivery, invoicing, and payment.

Concept/Term	Definition
Sales Contracts	Agreements made between a business and its customers regarding the terms, pricing, and delivery of goods or services over a defined period.
Pricing Procedure	A set of rules in SAP S/4HANA Cloud used to determine the price of a product or service based on factors like discounts, taxes, and special conditions.
Sales Area	A combination of sales organization, distribution channel, and division that defines the specific scope within which sales transactions are conducted.
Sales Organization	The entity in SAP that handles all sales activities, including distribution and customer orders, typically tied to geographical regions or business units.
Customer Master Data	The information about customers, such as contact details, payment terms, and shipping addresses, stored and managed in SAP for sales processing.

Concept/Term	Definition
Sales Document	A collective term for documents like sales orders, quotes, contracts, and invoices used throughout the sales process in SAP S/4HANA Cloud.
Delivery Processing	The process in SAP that involves delivering goods from a warehouse or storage location to a customer, linked to sales orders and shipments.
Billing Document	A document generated in SAP that records the sale of goods or services, used for invoicing the customer in the order-to-cash process.
Item Category	A classification of sales order items in SAP that defines the processing steps and controls, such as whether the item is billable or not.
Delivery Scheduling	The process of determining the planned dates for delivery of products to customers, considering factors like availability and lead times.

Concept/Term	Definition
Backorder Processing	The handling of orders for products that are out of stock by allocating them for future fulfillment based on inventory availability.
Customer Credit Management	A feature in SAP that monitors and manages customer credit limits, ensuring that customers do not exceed their authorized credit for orders.
Sales Order Fulfillment	The complete process of fulfilling a sales order, including picking, packing, shipping, and invoicing, typically tracked in SAP S/4HANA Cloud.
Returns Management	The process of handling customer returns, including the authorization, receipt, and processing of returned goods in SAP S/4HANA Cloud.
Sales Analytics	Tools and features within SAP that provide insights into sales performance, including dashboards, reports, and key performance indicators (KPIs).

Concept/Term	Definition
Sales Pipeline	A visual representation of the sales process, from lead generation to closing a sale, helping businesses manage and prioritize opportunities.
Cross-Selling	The practice of selling related or complementary products to customers as part of the sales process in SAP S/4HANA Cloud.
Upselling	The strategy of encouraging customers to purchase a more expensive product or service than the one originally considered.
Sales Forecasting	The process of predicting future sales based on historical data, trends, and market conditions, supported by SAP S/4HANA Cloud for planning.
Material Master Data	The central repository in SAP that contains information about materials, including product specifications, pricing, and inventory levels.

Concept/Term	Definition
Sales Tax Determination	The process in SAP S/4HANA Cloud to calculate the applicable tax on a sales order based on customer location, product type, and tax regulations.
Sales Credit Limit	The maximum amount of credit a customer is allowed to use, managed within SAP to prevent credit overexposure during sales transactions.
Sales Order Confirmation	A document generated by SAP to confirm the receipt and acceptance of a sales order, including details like items, quantities, and delivery dates.
Lead Management	The process of capturing, nurturing, and converting potential sales opportunities into actual sales, often using SAP to track and manage leads.
Sales Activity Management	The tracking and management of sales activities, including meetings, calls, and follow-ups, to ensure consistent customer engagement and sales success.

Concept/Term	Definition
Order Management Workflow	The series of steps in SAP that define the actions required to process a sales order, from entry to completion.
Sales Rep Assignment	The assignment of specific sales representatives to handle sales orders, customer inquiries, and other sales-related activities.
Distribution Channel	The method through which products and services are delivered to customers, such as online sales, direct sales, or third-party distributors.
Quotation Management	The process of creating and managing sales quotations, providing potential customers with pricing and terms before formalizing orders.
Customer Service	The support provided to customers during and after the sales process, including handling queries, complaints, and service requests within SAP.

Concept/Term	Definition
Sales Performance Dashboard	A tool in SAP that provides real-time insights into sales performance, including revenue, targets, and other key metrics.
Sales Orders Overview	A centralized view in SAP that provides a summary of all sales orders, allowing users to track status, deliveries, and invoicing.
Sales Order Types	Different categories of sales orders in SAP, such as standard orders, rush orders, or consignment orders, each with unique processing rules.
Special Pricing Conditions	Custom pricing arrangements in SAP for specific customers or sales scenarios, such as discounts, rebates, or promotional offers.
Availability Check	A process in SAP that checks product availability during sales order processing, ensuring that items can be delivered as requested.

Concept/Term	Definition
Order Confirmation Workflow	A predefined workflow in SAP that manages the process of confirming sales orders, including approval and communication with customers.
Order-to-Cash Process Automation	The automation of key steps in the order-to-cash cycle, including order creation, inventory management, shipping, and invoicing, supported by SAP.
Sales Invoice Creation	The generation of an invoice in SAP after the delivery of goods or services, used to request payment from the customer.
Discount Management	The process of defining and applying discounts to sales orders, customer invoices, or sales quotes, managed through SAP S/4HANA Cloud.
Sales Credit Management	Managing the creditworthiness of customers and ensuring that sales are processed according to credit limits, using SAP for validation and control.

Concept/Term	Definition
Sales Process Automation	The use of automated workflows and tools within SAP to streamline sales activities, reducing manual effort and improving efficiency.
Integration with SAP Customer Experience (CX)	The integration between SAP S/4HANA Cloud and other SAP CX solutions for seamless sales, service, and marketing processes.
Customer Account Management	The management of customer accounts within SAP, including payment terms, contact details, and transaction history.
Sales Orders History	A feature in SAP that tracks past sales orders, providing a complete history of customer transactions for analysis and follow-up.
Shipping Integration	The integration of SAP with logistics and shipping providers to streamline the process of order fulfillment and delivery.