

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
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Title: URS for Customer Batch Reservation

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Organization: Pharma Group Germany

Implementation Reference: Rollout Project R5

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Business Process Master List Assignment:

Business Scenario: Order-to-Cash O2C

Business Process: Customer Batch Reservation

Sub Processes:
Reservation Creation
Reservation Call-Off
Reservation Cancellation
Reservation Reporting

Version: 1.0

Maintained by:
Peter Mustermann
Head of Local Validation
Pharma Group Germany

Filed at: SAP Solution Manager SSM

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
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Document Responsibilities

	Responsible Person [Name, Title, Organization]	Date/Signature [dd-mmm-yyyy]
Edition		
Review		
Approval		

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
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History of Changes

Version	Version Date	Changes compared to previous version
1.0	10.10.2012	Creation of 1 st Version

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
-------------------------	---	------------------------------------

Table of Contents

1	OBJECTIVES AND SCOPE OF DOCUMENT	5
2	DESCRIPTION OF BUSINESS REQUIREMENTS	6
2.1	OVERVIEW	6
2.2	RESERVATION CREATION.....	6
2.3	RESERVATION CALL-OFF.....	7
2.4	RESERVATION CANCELLATION	7
2.5	RESERVATION REPORTING	8
2.6	TRACEABILITY MATRIX.....	9
2.6.1	Reservation Creation	9
2.6.2	Reservation Call-Off	9
2.6.3	Reservation Cancellation.....	9
2.6.4	Reservation Reporting.....	10
3	APPENDIX.....	11

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
-------------------------	---	------------------------------------

1 Objectives and Scope of Document

This document describes the user requirements of Pharma Group Germany for the business process "Customer Batch Reservation".

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
-------------------------	---	------------------------------------

2 Description of Business Requirements

2.1 Overview

Pharma Group Germany requests that customers can reserve a certain amount of a product consisting of one single batch. Motivation for this request is that many customers want to have very stable conditions in specific production processes and therefore request that when ordering a product multiple times the batch number must be the same as in previous orders placed. However this can currently not be guaranteed as batches are sold mainly according to the FEFO principle and the requested batch might have already been sold to other customers.

In order to guarantee that the same batch of a product can be delivered to a customer over a certain period Pharma Group Germany wants to offer a free-of-charge service to reserve a quantity of a batch.

The request for this new functionality includes four Sub Processes:

- Reservation Creation
- Reservation Call-Off
- Reservation Cancellation
- Reservation Reporting

2.2 Reservation Creation

In order to reserve a batch, a reservation shall be created. In the reservation it must be possible to specify a batch number the customer requests. If no batch number is specified an appropriate batch is automatically selected.

The reservation triggers a stock movement in the warehouse. The reserved quantity is picked and separated physically from the unreserved stock in a different storage location.

After the reservation is completed the customer receives a confirmation which batch number for the product has been reserved. The confirmation includes further details of the reservation, e.g. terms & conditions and the time period for which the reservation will be valid.

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
-------------------------	---	------------------------------------

2.3 Reservation Call-Off

From time to time the customer orders a quantity of a reserved product. A delivery for the reserved batch is created and the reserved batch is shipped to the customer and billed. This process is essentially not different from a delivery of other products from the warehouse.

When a reserved product is ordered the customer may not provide information that the order is calling off a reserved batch. Therefore a functionality is needed that informs the person entering the customer order that a reservation exists, displaying the reserved batches. The customer can then be contacted to decide if the ordered quantity shall be delivered from reserved stock and which reserved batch shall be delivered if there is more than one reserved batch.

Calling off a reserved batch can be managed individually, i.e. a delivery is created only for the reserved batch or managed within a regular order, i.e. the reserved batch is delivered together with other products ordered from unreserved stock.

2.4 Reservation Cancellation

If the reservation is no longer needed, the reservation can be cancelled. The reservation cancellation triggers a stock movement in the warehouse. The reserved quantity is picked and transferred back to the unrestricted stock. Optionally a request for quality inspection can be included before the quantity of the reserved batch is transferred.

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
---------------------------------	---	--

2.5 Reservation Reporting

For monitoring the status of a reservation and the status of reserved batches a new report is needed. The report shall include the following information:

- Products / batches reserved for which customers
- Quantities that have been reserved initially and have already been delivered
- Expiry dates of the reserved batches

The main purpose of this report is to check if reservations are still needed and to avoid costs in case of batches that are reserved but will not be called off before the expiry date is reached. The check will be executed weekly.

In addition to this weekly report a monthly statistics about the number of reservations is needed to track to what extent the new service is used. This report shall include the following information:

- Reservation Creations (Product/Customer)
- Reservation Call-Offs (Product/Customer)
- Reservation Cancellations (Product/Customer)
- Reserved Quantities (Products) compared to Total Quantities (Products)

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
-------------------------	---	------------------------------------

2.6 Traceability Matrix

2.6.1 Reservation Creation

R-ID	GxP Y/N	Description	Global Y/N	New Y/N
1234	N	It is possible to reserve a quantity of a batch exclusively for a customer. The reserved batch is then not available for other customers.	N	Y
1235	Y	There is the option to specify the batch no. that shall be reserved manually.	N	Y
1236	N	A confirmation of the batch that has been reserved is available and can be sent to the customer.	N	Y
1237	N	The reservation of a batch is free-of-charge.	N	Y

2.6.2 Reservation Call-Off

R-ID	GxP Y/N	Description	Global Y/N	New Y/N
1238	N	A customer can call off a quantity of the reserved batch by placing an order. Call-offs can be mixed with regular orders for non-reserved items.	N	Y
1239	Y	The order entry staff receives an online message if a reservation for a batch exists. There is the option to deliver the ordered quantity from reserved stock or from stock generally available.	N	Y

2.6.3 Reservation Cancellation

R-ID	GxP Y/N	Description	Global Y/N	New Y/N
1240	N	A reserved quantity for a batch can be cancelled. The quantity is transferred to the generally available stock.	N	Y
1241	Y	A quality inspection can be initiated to check if the reserved batch can be transferred to the unrestricted stock.	N	Y

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
-------------------------	---	------------------------------------

2.6.4 Reservation Reporting

R-ID	GxP Y/N	Description	Global Y/N	New Y/N
1242	N	In the stocklist it can be displayed which batch is reserved for which customer(s).	N	Y
1243	Y	An on-demand report lists reserved batches for the customers according to expiry dates of the batches.	N	Y
1244	N	A monthly report provides an overview about created reservations, call-offs from reservations and cancelled reservations.	N	Y

Pharma Group Germany	Order-to-Cash O2C Customer Batch Reservation	User Requirements Specification
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3 Appendix

R-ID	GxP Y/N	Description	Global Y/N	New Y/N
(1)	(2)	(3)	(4)	(5)

- (1): Unique ID of the requirement
- (2): Classification if requirement is GxP-relevant or not
- (3): Description of the requirement
- (4): Classification if a requirement which already existed from a previous project is classified as global or not
- (5): Classification if the requirement is a new requirement from local project