

Rating*	Colour Legend	
6	Certified	SAP certified
5	Expert, Consultant	Many years of experience, several time implemented
4	Many years of practice	Implemented more than 1 time
3	Hands-on experience	Good Knowledge of the End-user-processes
2	Educated	Educated but not much practice
1	In education	Planned to get know-ledge in these processes
0	No experience	

> Customer Service and Support

Business process	Process step	R*	SPC know-how
Service Order Quotation in ERP	You use this process to offer customers a service order quotation before concluding the actual service order. This gives customers the opportunity to find out more about prices and delivery conditions before agreeing to the service order.	4	Customized once last year.
Service Order Processing	You use this process to offer customers a service order quotation before concluding the actual service order. This gives customers the opportunity to find out more about prices and delivery conditions before agreeing to the service order.	3	Tested all process test as End-user
Billing in ERP	<p>Integration with financial accounting consists of forwarding billing data in invoices, credit, and debit memos to financial accounting. The system posts offsetting entries to the appropriate accounts (with the help of «account assignment») and makes sure that FI can recognize all billing documents belonging to one business transaction (for example, a credit memo to an invoice). Integration with controlling consists of assigning costs and revenues to the appropriate sub-ledgers.</p> <ul style="list-style-type: none"> • Create billing document • Select billing-relevant documents • Determine business partners • Determine prices 	4	<p>Years of experience in</p> <ul style="list-style-type: none"> • Billing • Reverse • Debit-/Credit note <p>> Large knowledge in customizing.</p> <p>Also when the Sales Order is Cost Object.</p> <p>Control the Value flow in FI and CO-PA</p>