

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Manage Customer Refund Request using SAP Build Process Automation or SAP Workflow Management

Table of Contents

Table of Contents	2
01.Overview	3
02.START UI	4
03.My Inbox Task	6
04.Approve/Reject/ on CRR.....	7
05.Finance Department- Confirm Task.....	10
Set Deletion Flag.....	10
Admin Task	11
06. Process Visibility Workspace.....	13
Access Process Workspace with SAP Build Process Automation.....	13
Access Process Workspace with SAP Workflow Management	13

01.Overview

This document provides information about how to use the user interfaces of the live process content package Manage Customer Refund Request (hereinafter it referred to as CRR). Below are the main audiences of this document:

- Requester – Accountant of the AP/AR Accounting.
- Approver – Includes Head of Department, Sales Manager, Finance Manager etc.

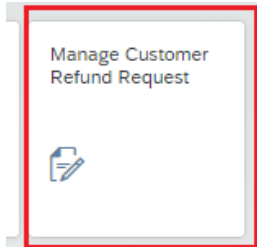
This content package will enable SAP S/4HANA customers to automate the Manage Customer Refund Request process without additional development in SAP S/4HANA system. It provides flexibility in choosing process variants depending on attributes like Company Code and Customer Number. When a Requester creates a CRR process, a pre-configured process variant is triggered in SAP Build Process Automation or SAP Workflow Management based on configurable business conditions. On approval, the CRR is created in SAP S/4HANA system.

Salient features of this content package are mentioned below:

- Plug and Play with SAP S/4HANA without any additional development.
- Process steps delivered to approve CRR.
- Automatic email notification to parties involved.
- Business Rules provides flexibility in determining approver determination strategy and approvers.
- Custom validation on CRR Request attributes using Business Rules.
- New variant of the process can be created using the pre-delivered process steps in a no-code / low-code approach.
- Out-of-the-box visibility into key process performance indicators of CRR

02.START UI

User can start the Workflow by creating a Customer Refund Request through the application “Manage Customer Refund Request” from the FIORI Launchpad.



The application opens the “START UI” mentioned below.

START UI:

- Customer – A F4 help that lists all the Customers which are not flagged for deletion
- Company Code – A F4 help that lists all the valid Company Codes
- Go – Applies the filters for Customer and Company Code and refreshes the list of customers in the table
- Create – Navigates to the screen “Manage Customer Refund Request UI”, described below
- List of Customers – Displays the customers based on the filter. Any Customer can be selected for Refund Request.

The screenshot shows the SAP application interface for "Manage Customer Refund Request". At the top, there is a dark blue header with the SAP logo, the title "Manage Customer Refund Request", a search icon, and a help icon. Below the header, there are two input fields: "Customer:" and "Company Code:". Each field has a small icon of a document with a pencil. To the right of the "Company Code:" field is a blue "Go" button and the text "Adapt Filters". Below the input fields is a table titled "List Of Customers". The table has four columns: "Customer", "Customer Name", "Company Code", and "Company Name". There are four rows of data, each with a radio button in the "Customer" column. The "Create" button and a help icon are visible in the top right corner of the table area.

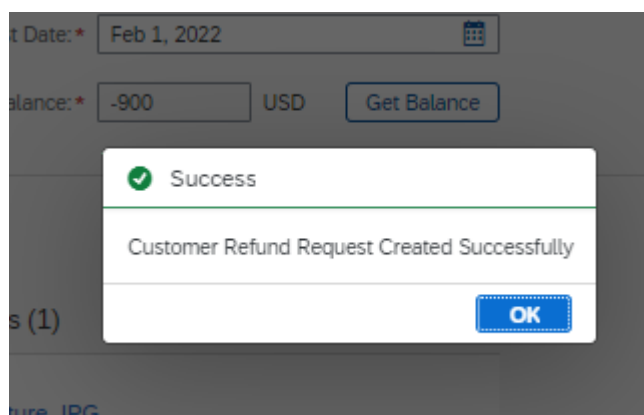
Customer	Customer Name	Company Code	Company Name
<input type="radio"/> 10100001	Inlandskunde DE 1	1010	Company Code 1010
<input type="radio"/> 10100002	Inlandskunde DE 2	1010	Company Code 1010
<input type="radio"/> 10100003	Inlandskunde DE 3	1010	Company Code 1010
<input type="radio"/> 10100004	Inlandskunde DE 4	1010	Company Code 1010

Customer Business Discontinuation UI

- Customer – A F4 help that lists all the Customers which are not flagged for deletion
- Company Code – A F4 help that lists all the valid Company Codes
- Request Date – The date of communication reference
- Attachment Upload – Upload reference document to initiate the request

- Get Balance – Gets the balance based on the selected customer and company code
- Submit – Creates Manage Customer Refund Request and triggers the workflow in BTP
- Cancel – Cancels the request

User will get the below message when the request is created successfully.



03.My Inbox Task

The “Manage Customer Refund Request” package enables Sales Dept. User & Finance Dept. User to view the tasks in My Inbox for Customer Refund Request. They could also decide to Approve or Reject the request of Customer Refund Request.



04.Approve/Reject/ on CRR

“My Inbox” application enables line of business users to claim and complete their task. Please go through [SAP My Inbox documentation](#) for more details

This task gets created when the First Level Approver chooses to Approve or Reject the request. Second Level Approver would get task to approve or reject upon the completion of First Level Approver. Following Fields enable the Approver to view the relevant data and choose Approve or Reject.

The screenshot displays the SAP My Inbox interface. On the left, a task card titled "Approve Customer Refund Request as Sales" is shown with a "Medium" priority and a due date of "Jan 10, 2022... Within a Week". The main area shows the details for a "Customer Refund Approval Request". The "Header Details" section includes the following information:

- Customer: * 17100008
Domestic US Customer 8 (17100008)
- Company Code: * 1710
Company Code 1710 (1710)
- Request Date: * 10/01/2022
- Net Balance: -1114
USD

Below the details, there is a section for "Open Sales Order" and a row of action buttons: "Approve" (highlighted with a red box), "Reject", "Show Log", and "Claim".

The approval user interface to decide on the conflict solution has 5 sections.

Header Data

- Customer No
- Company Code
- Request Date
- Net Balance (customer ledger balance)

Header Details

Open Sales Order Attachments History Comments

Customer: *	<input type="text" value="17100008"/>	Domestic US Customer 8 (17100008)
Company Code: *	<input type="text" value="1710"/>	Company Code 1710 (1710)
Request Date: *	<input type="text" value="21/01/2022"/>	
Net Balance:	<input type="text" value="-1114"/>	USD

Open Sales Order: (Three Tabs)


- Open Sales Order- List of SO to be delivered
- Open Delivery- List of Delivery to be invoiced.
- Customer Balance- Amount, Invoice Reference etc.

Open Sales Order

		Open Sales Order	Open Deliveries	Customer Balance		
Sales Order No	Sales Order Item	Material No	Confirmed Delivery Date	Sales Item Quantity	Sales Item Amount	Unit of Measure
19	000010	4	Dec 27, 2021, 5:30:00 AM	2.000	500.00	KG
19	000020	4	Dec 27, 2021, 5:30:00 AM	2.000	500.00	KG
20	000010	4	Dec 27, 2021, 5:30:00 AM	2.000	1280.00	KG

Attachment to view the attachments, if any.

Attachments (1)

	sample-invoice-2.pdf UploadedOn: Jan 21, 2022, 11:36:12 AM FileSize: 28.4 kB
---	--

History to view the record of the Previous Level approver comments and list of workflows, if any.

History

Approver	Role	Decision	Comment	Date
[Redacted]	Sales Manager	Approved	Approved	Tue Jan 25 2022 11:07:17

Comments- Mandatory field to be filled when the time of Approve or Rejection task

Comments

Comments: *

Approvers will have the following two decision options: **Approve** or **Reject**

ApproveRejectShow LogClaim

The Approver can make one of the following Decisions:

1. Approve - Click on Approve to accept the Customer Refund Request so that next level approval task will be initiated, if any
2. Reject- Click on Reject to reject the Customer Refund Request so that Task will be ended.

05.Finance Department- Confirm Task

The approval user interface to decide on the conflict solution has 5 sections. (Same as Section 03)

1. Header details - shows information about Customer ledger balance along with Company code and Request Date
2. Open Sales Order - shows information about the open sales order and Deliveries along customer ledger line items
3. Attachments- shows information about Refund request documents and requests source documents
4. History - shows information about the list of previous approvals along with comments therefor.
5. Comments – Mandatory field to a reason while approver takes decision

The screenshot displays the SAP My Inbox interface. On the left, a task card is visible with the title "Confirm if the Refund Process is initiated for Customer 17100008", a medium priority level, and a due date of January 19, 2022. The main area shows the "Confirmation Task for Customer Refund Payment Process" with the following details:

- Header Details:**
 - Customer: * 17100008 (Domestic US Customer 8)
 - Company Code: * 1710 (Company Code 1710)
 - Request Date: * 19/01/2022
 - Net Balance: -1114 USD
- Open Sales Order:**

At the bottom right, there are three buttons: "Confirm" (highlighted with a red box), "Show Log", and "Claim".

The Finance User can make one action:

Confirm – Click Confirm the task to end the workflow if finance user set Deletion Flag in Customer master for which Refund request made.

Set Deletion Flag

Before confirmation, Finance user set Deletion Flag in Concerned Customer Master by using following Tile in SAP S/4HANA.

Maintain Business Partner

Admin Task

- If no business rule is existed to choose task owner to confirm, Admin would get as follows
- Following UI enables Admin to assign the username and email and clicks on Assign Processor so that concern user would get task to confirm.

The screenshot displays the SAP My Inbox interface. On the left, a search bar and a list of tasks are visible. The main panel shows a task titled "Task Owner is not defined for Refund Request of Customer No. 17100008" with a "Medium" priority. The "Error Description" section contains the text: "Task Owners not defined to confirm the Refund Payment Process for Customer 17100008". Below this, the "Task Owner Assignment" section includes input fields for "Users:", "Groups:", and "Email:". At the bottom of the task details, a row of action buttons is shown: "Assign Processor" (highlighted with a red box), "Retry", "Show Log", "Claim", and "Forward".

- Note:

If the back end system is "S/4HANA On-Prem", before confirmation task, cloud integration will be called from the workflow (Internally BAPI will be consumed) to transfer the Spl.GI .Ledger items into Normal Ledger. When the BAPI is consumed, Finance user's confirmation will not be available.

06. Process Visibility Workspace

Process Visibility enable Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. Process visibility capability enables customers to gain out of the box visibility into their deployed processes. Please refer [help documentation](#) for more details.

The “Manage Customer Refund Request” content package provides such out of the box visibility and process performance indicators for all the active process variants in SAP Build Process Automation or SAP Workflow Management. A process owner or line of business expert can enhance the visibility scenario.

Access Process Workspace with SAP Build Process Automation

1. The administrator would have added a tile in the central Fiori Launchpad that corresponds to the scenario “Manage Customer Refund Request”. For more information on how to add scenario-specific tiles, refer to the [help documentation](#).
2. Click the scenario-specific tile in the Fiori Launchpad.
3. User will see the below detailed process visibility dashboard.

Access Process Workspace with SAP Workflow Management

1. Go to Process Flexibility Cockpit
2. Select Manage Customer Refund Request
3. Click Live Process Insights Business Discontinuation
4. User will see the below detailed process visibility dashboard.

SAP Manage Customer Refund Request

Standard

Company Code: Customer Number: Date: Net Balance:

Currency Code: Initiator User ID: Initiator Email ID: Approval Status:

Adapt Filters

Customer Refund Request Created
by Company Code

1

1710

1

Customer Refund Request Created
by Date

1

1/4/22

1

Customer Refund Request Created
by Currency Code

1

USD

1

Open Instances
by Status

5

Critical 0

At Risk 1

Completed Instances
by Status

13

Completed without violations 13

Open Customer Refund Request

Cycle Time
by Variant

0.00

Days

Please go through [help documentation](#) on how to access process workspace.