SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

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

THE BEST RUN

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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.

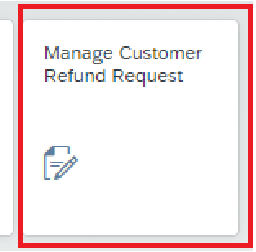
This content package will enable SAP S/4HANA customers to automate the Manage Customer Refund Request process without additional development in SAP S/4HANA system. It provides flexibility in choosing process variants depending on attributes like Company Code and Customer Number. When a Requester creates 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

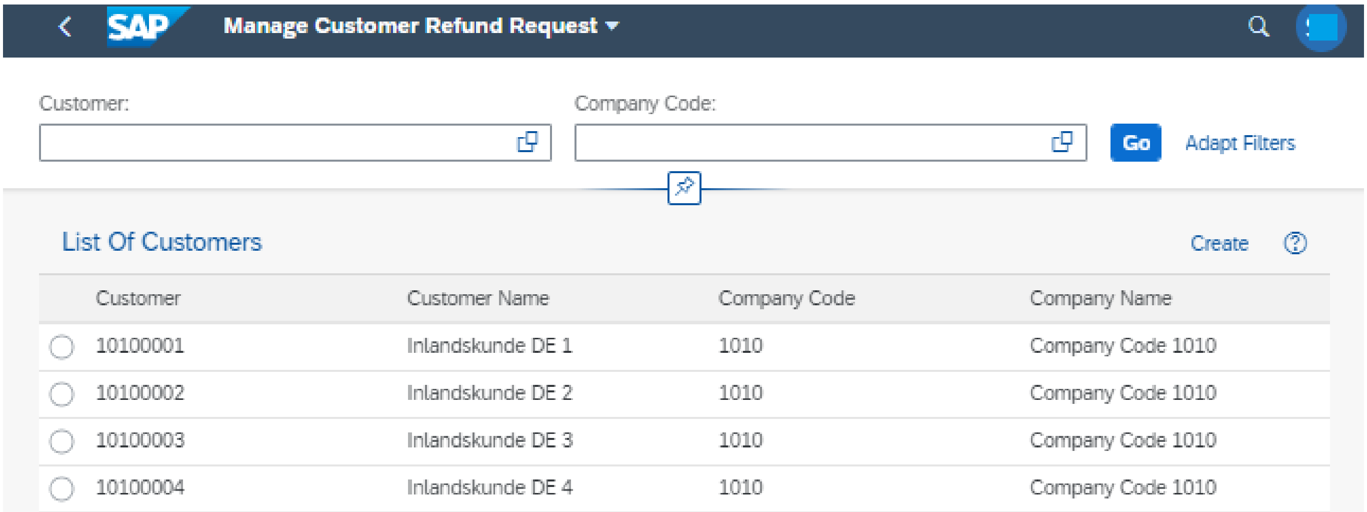
User can start the Workflow by creating a Customer Refund Request through the application “Manage Customer Refund Request” from the FIORI Launchpad.



The application opens the “START UI” mentioned below.

START UI:

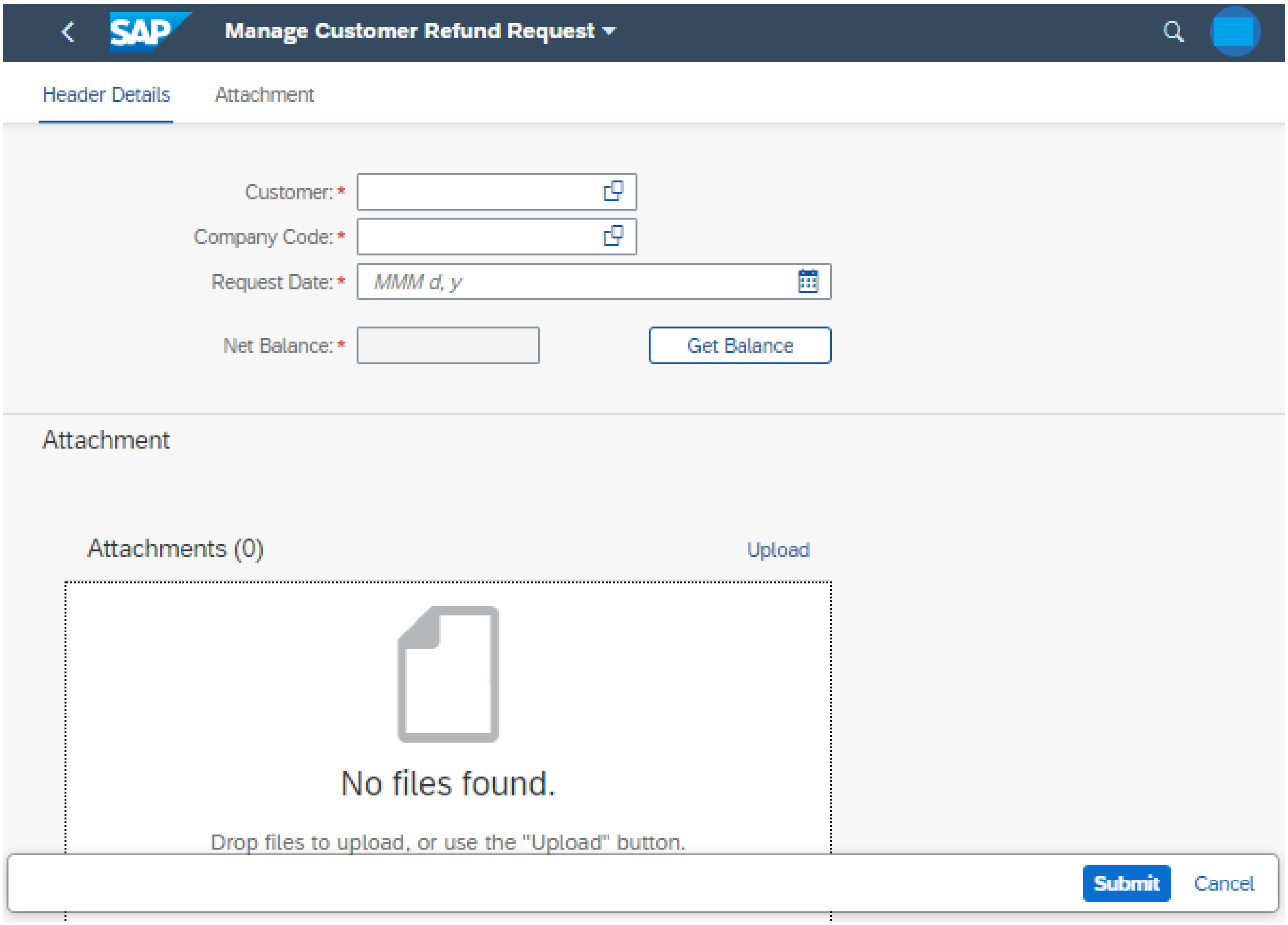
- Customer – A F4 help that lists all the Customers which are not flagged for deletion
- Company Code – A F4 help that lists all the valid Company Codes
- Go – Applies the filters for Customer and Company Code and refreshes the list of customers in the table
- Create – Navigates to the screen “Manage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



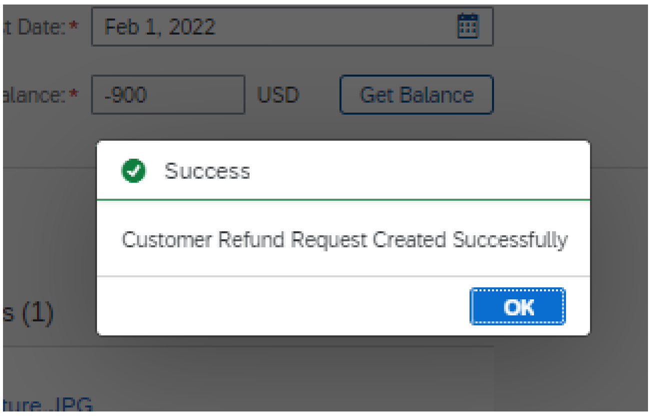
Customer Business Discontinuation UI

- 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.



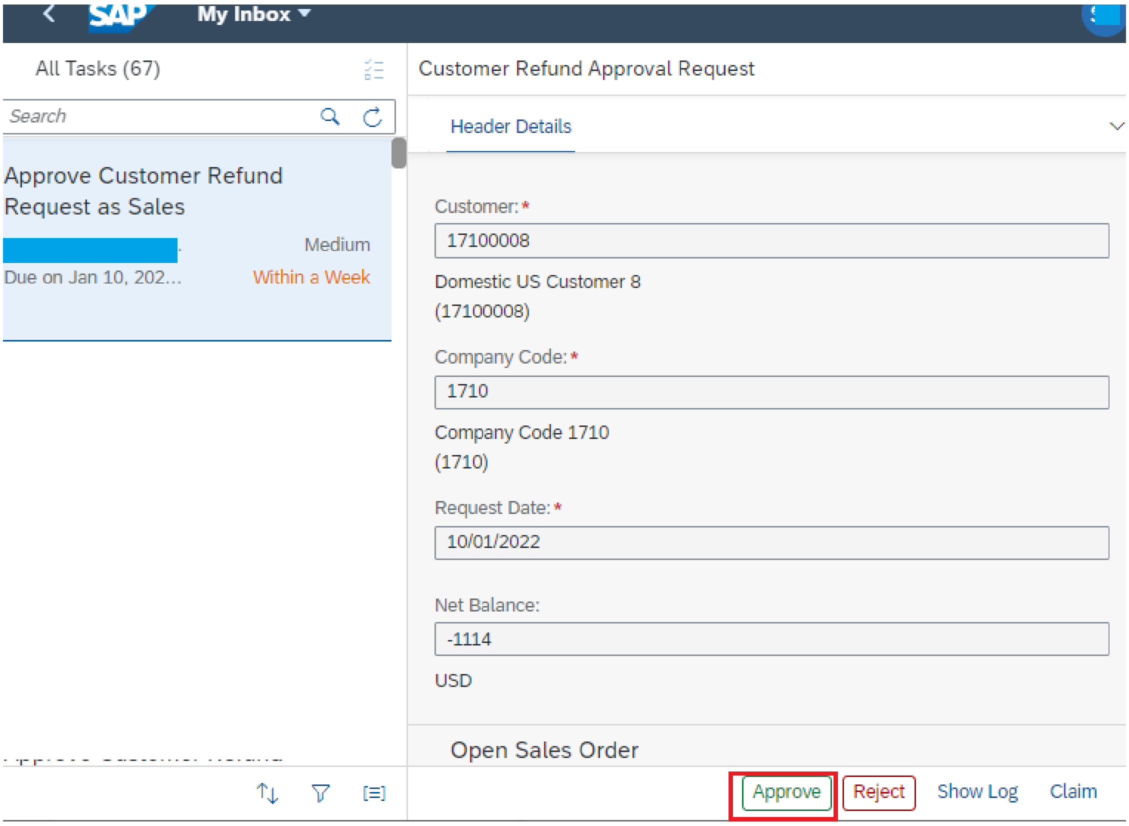
03.My Inbox Task

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 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:* 17100008 Domestic US Customer 8 (17100008)

Company Code:* 1710 Company Code 1710 (1710)

Request Date:* 21/01/2022

Net Balance: -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)

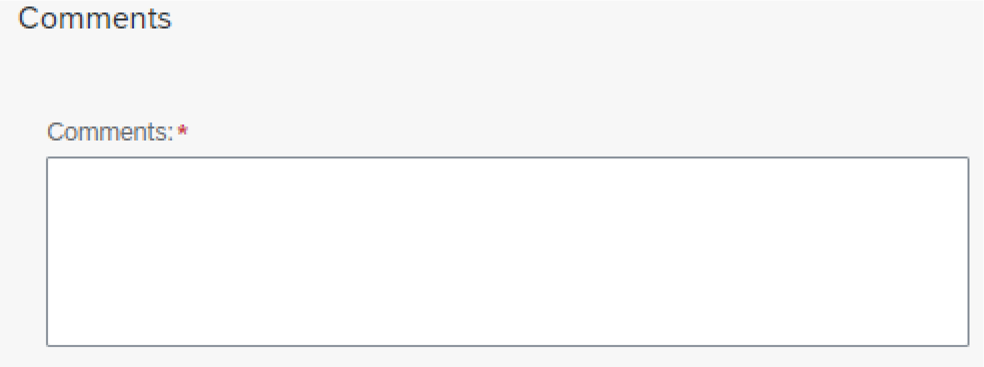
sample-invoice-2.pdf
UploadedOn: Jan 21, 2022, 11:36:12 AMFileSize: 28.4 kB

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

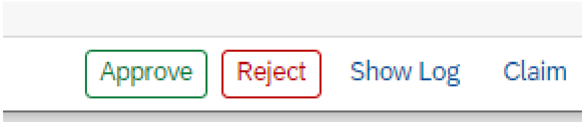
History

Approver	Role	Decision	Comment	Date
[illegible]	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



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

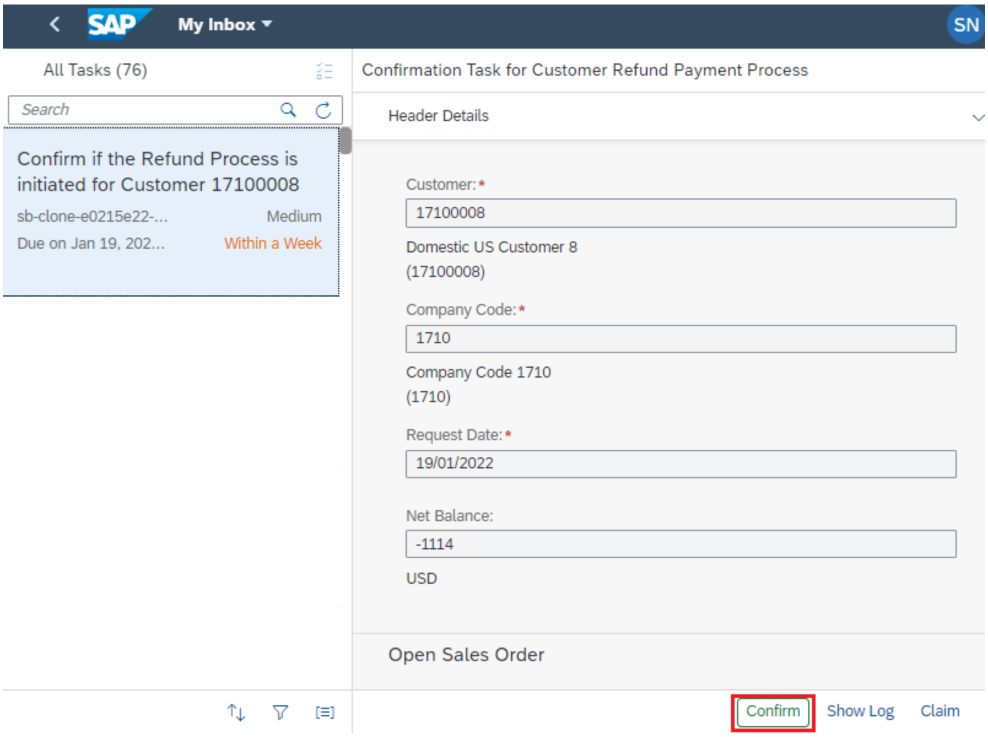


The Approver can make one of the following Decisions:

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

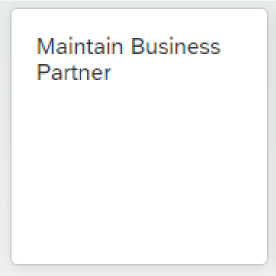
The approval user interface to decide on the conflict solution has 5 sections. (Same as Section 03)
1. Header details - shows information about Customer ledger balance along with Company code and Request Date
2. Open Sales Order - shows information about the open sales order and Deliveries along customer 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 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.

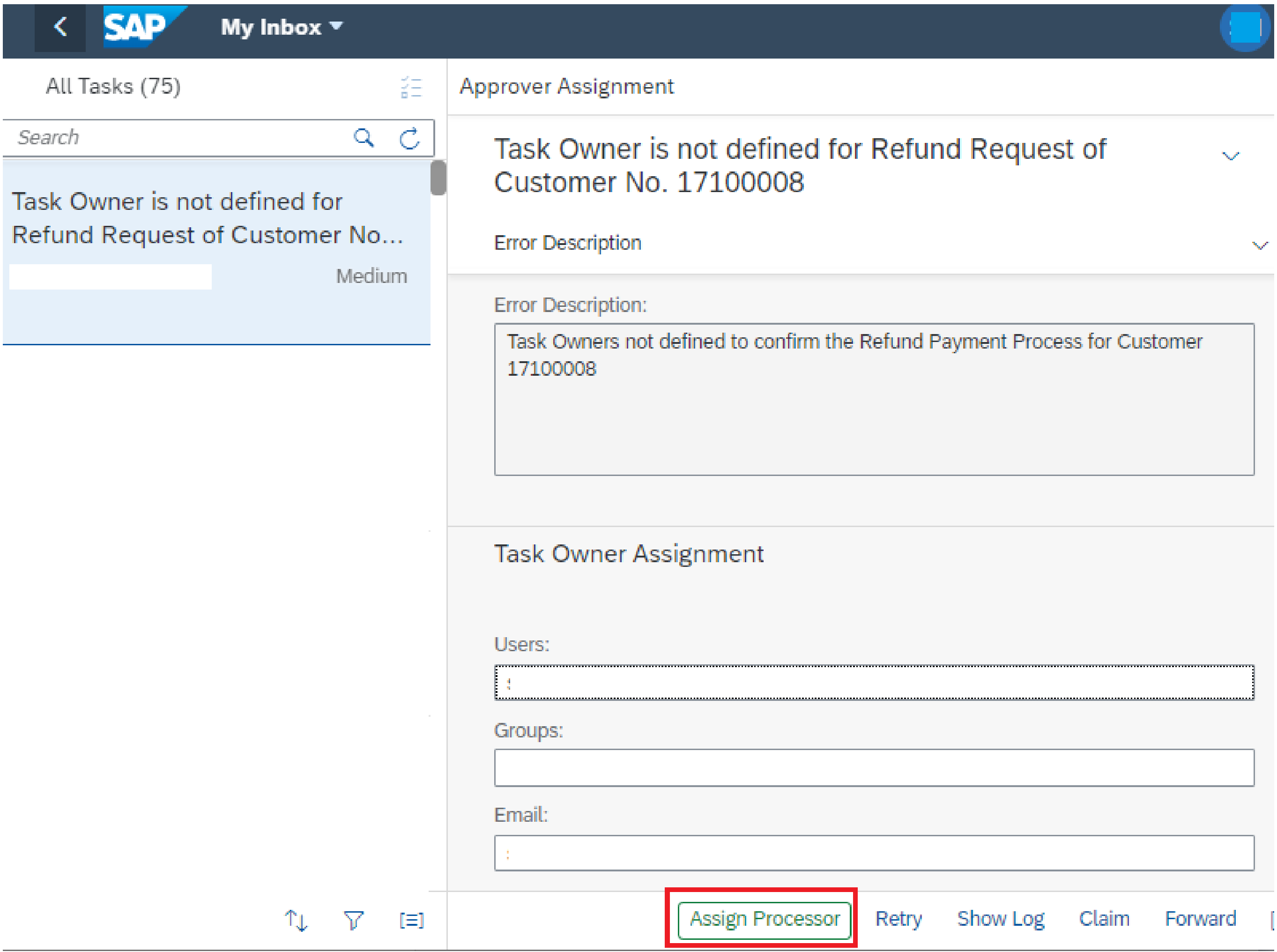
Set Deletion Flag

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



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 Processer so that concern user would get task to confirm.



- 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.Gl .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.

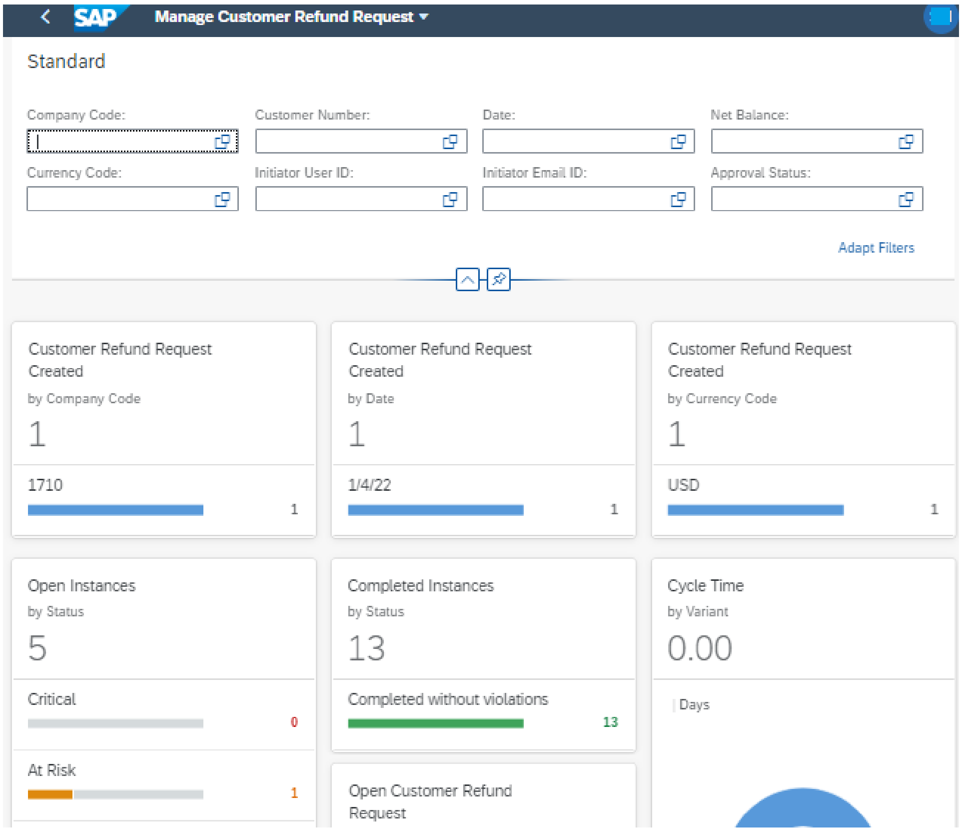
The “Manage Customer Refund Request” content package provides such out of the box visibility and process performance indicators for all the active process variants in SAP Build Process Automation or SAP Workflow Management. A process owner or line of business expert can enhance the visibility scenario.

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.



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