SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Cancel Customer Invoice 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 workflow content package *Cancel Customer Invoice* (hereinafter it referred to as "*CCI*") using SAP Build Process Automation or SAP Workflow Management. Below are the main audiences of this document:

- Requester – Sales user of the Logistics Department.
- Approver – Includes Head of Department, Sales Manager, Finance Manager etc.

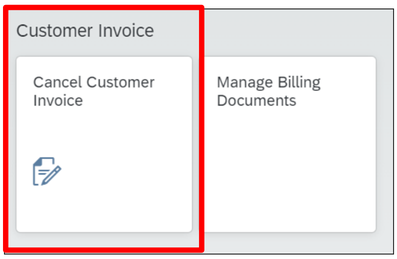
This content package will enable SAP S/4HANA customers to automate the *Cancel Customer Invoice* request process without additional development in SAP S/4HANA system. It provides flexibility in choosing process variants depending on attributes like Company Code, Customer Number, Billing Type, Amount etc. When a Requester creates a CCI 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 CCI is created in SAP S/4HANA system.

Salient features of this content package are mentioned below:

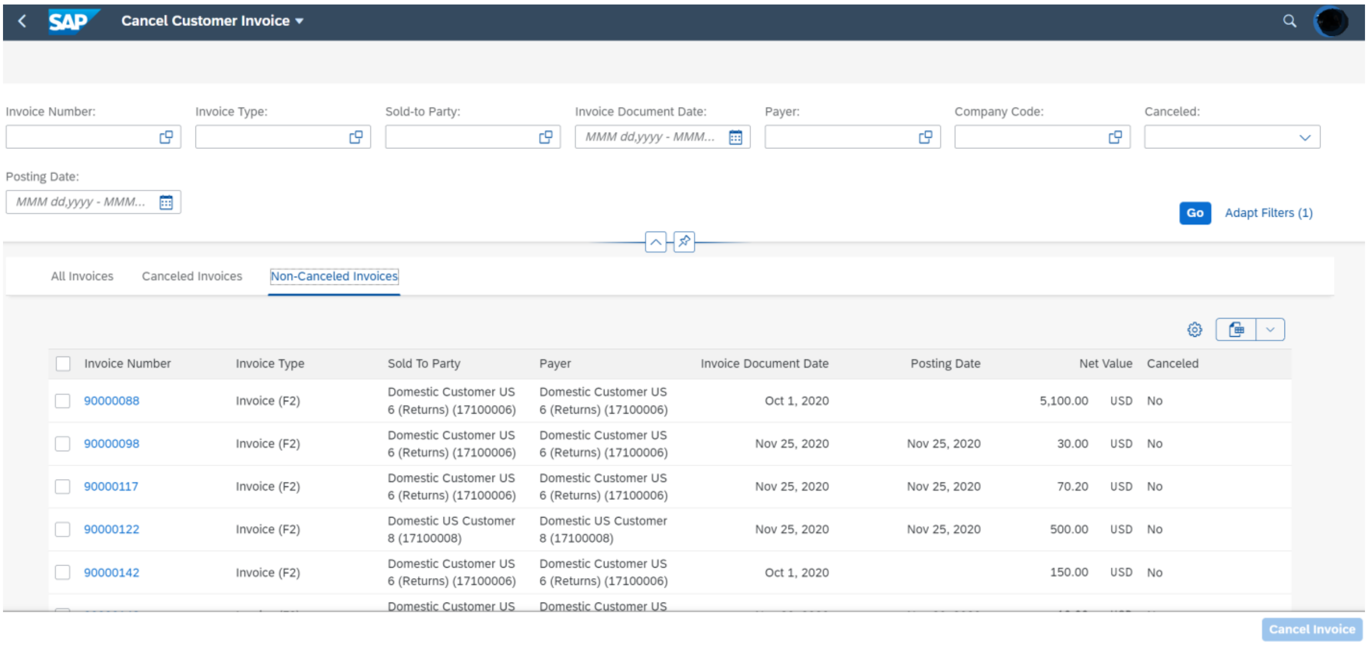
- Plug and Play with SAP S/4HANA without any additional development.
- Process steps delivered to approve CCI.
- Automatic email notification to parties involved.
- Business Rules provides flexibility in determining approver determination strategy and approvers.
- Custom validation on CCI Request attributes 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 CCI.

02.START UI

User can start the Workflow by creating a Customer Invoice Cancellation request through the application "*Cancel Customer Invoice*" from the FIORI Launchpad.



The application opens the "START UI".



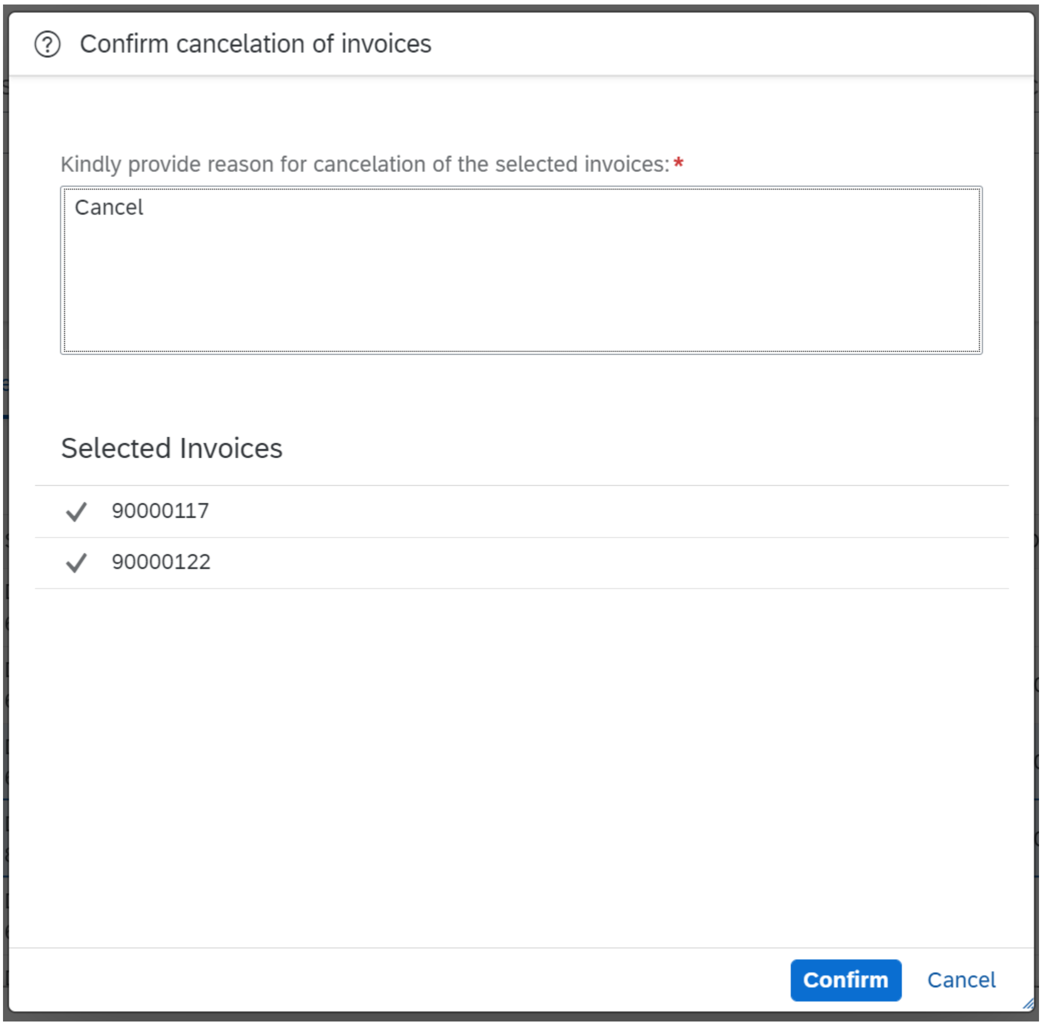
It has different sections.

- Invoice Number – A F4 help that lists all the invoices.
- Invoice Type – A F4 help that lists all the valid invoice type where the document category is "M – Invoice "
- Sold To Party – A F4 help that lists all the invoices.
- Invoice Document Date – A F4 help that displays the calendar thereby allowing the user to select the *Invoice Date.*
- Payer – A F4 help that lists all the Payers.
- Company Code – A F4 help that lists all the Company Codes.
- Cancelled – A F4 help that lists only two (2) values "*Yes*" and "*No*" .
- Posting Date - A F4 help that displays the calendar thereby allowing the user to select the *Posting Date*

- Go – Applies the filters for Customer, Company Code etc. and refreshes the list of invoices to be cancelled, in the table.
- Adapt Filters – Select additional fields for refining the search.

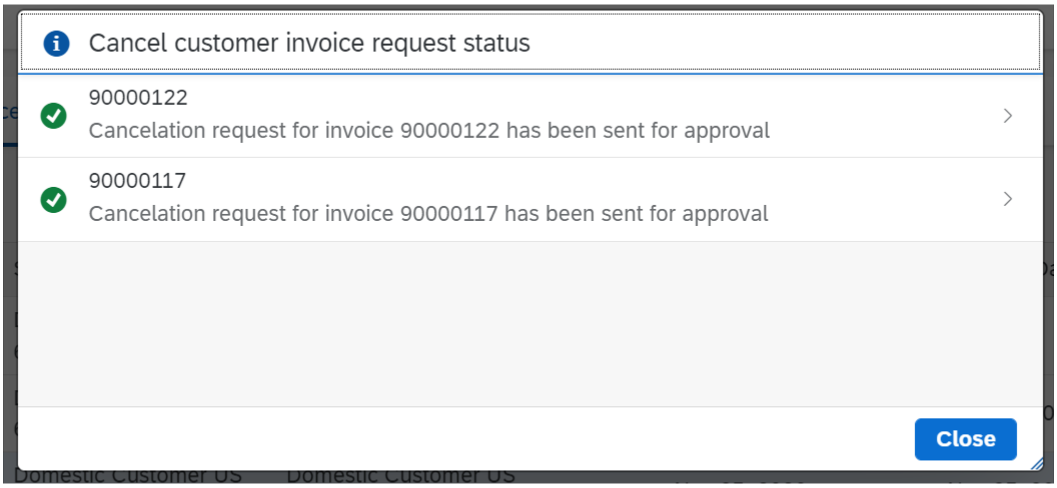
  There are three (3) tabs mentioned below:
- *All Invoices* – Displays all invoices.
- *Canceled Invoices* - Displays invoices which have been cancelled.
- *Non-Canceled Invoices* – Invoices which have not been cancelled. The user can select the invoice/s to be cancelled by clicking on the checkbox followed by clicking on the " *Cancel Invoice* "option.

  Enter reason for cancelling the invoice and click on " *Confirm*" button.



- Once the "*Confirm*" button is clicked a popup window is displayed confirming the submission as shown below.

In case invoices which have been submitted for cancellation and are pending for approval, are selected and the "*Confirm*" button is clicked after clicking on "*Cancel Invoice*" option, a popup error message is displayed.


Cancel customer invoice request status
90000122
Cancelation request for invoice 90000122 has been sent for approval
90000117
Cancelation request for invoice 90000117 has been sent for approval
Close

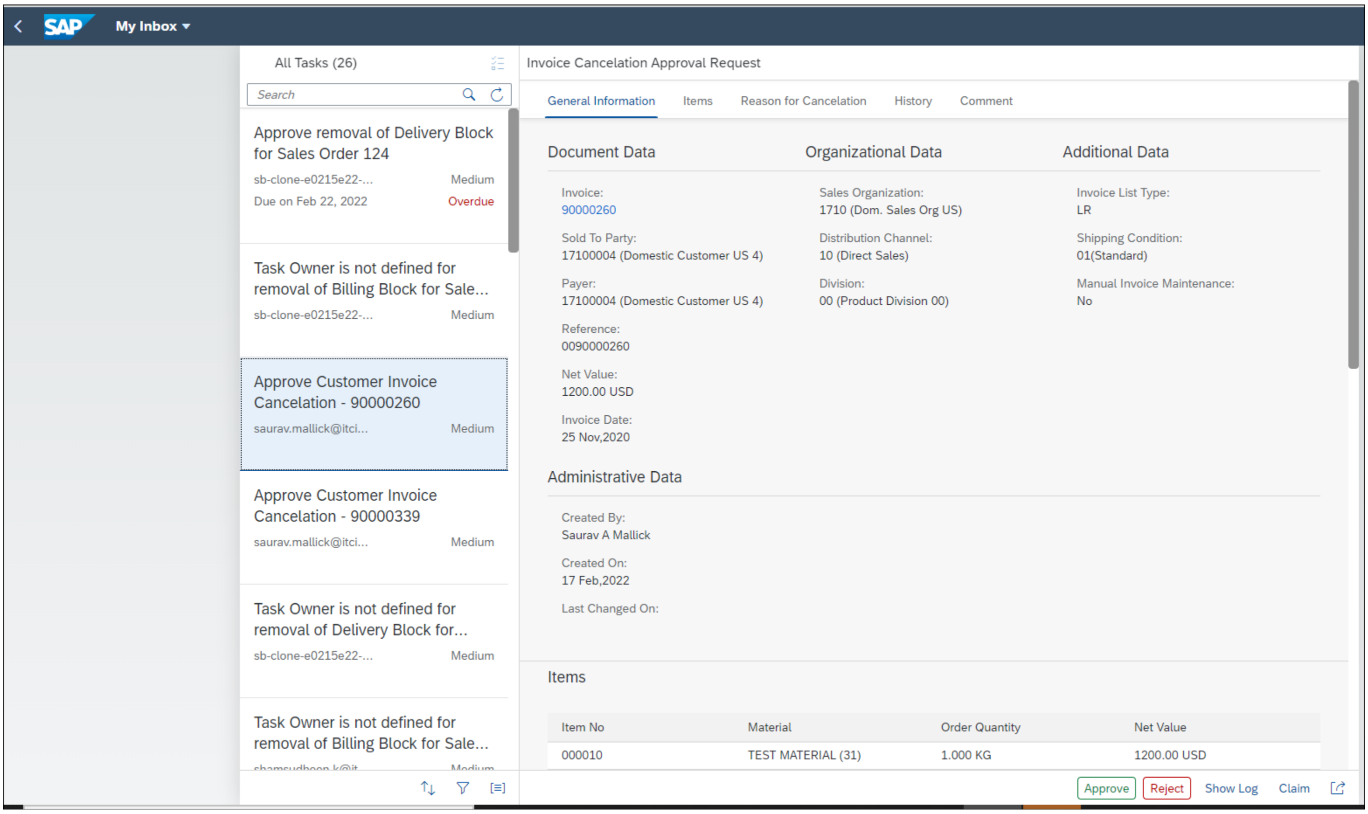
03.My Inbox Task

The "*Cancel Customer Invoice*" package enables Sales Department User & Finance Department User to view the tasks pertaining to customer invoice cancellation requests in My Inbox. They could also decide to *Approve* or *Reject* the request for cancellation of customer invoices. If approved, the billing document is cancelled in the backend system and a confirmation mail is sent to the sales team user confirming the cancellation. If rejected the billing document is not cancelled and mail is sent to the sales-team user informing him that the invoice cancellation request has been declined.

04.Approve/Reject

"My Inbox" application enables line of business users to claim and complete their task. Please go through SAP My Inbox documentation for more details.

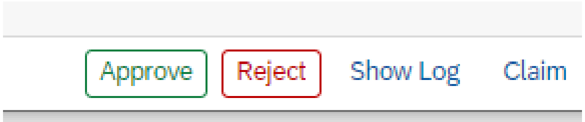
The Approval task gets created when the user selects the invoices to be cancelled and submits the cancellation request from the START UI.



The approval user interface to Approve the Invoice Cancellation Request has 5 sections.

1. General Information- This section contains information under the following categories :
    - Document Data- Contains information pertaining to billing document like invoice no. amount, payer etc.
    - Organizational Data – This contains the sales area.
    - Additional Data – Logistics information like shipping conditions are mentioned here in addition to Invoice List type and information as to whether the invoice was created manually OR automatically.
    - Administrative Data- Information regarding user responsible for create / change and creation/ change date is mentioned.
2. Items – Details of billing document item details eg. Material, description, quantity and net value.
3. Reason for Cancellation – The reason for initiating the cancellation request is displayed.
4. History to view the record of the Previous Level approver comments, if any.
5. 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



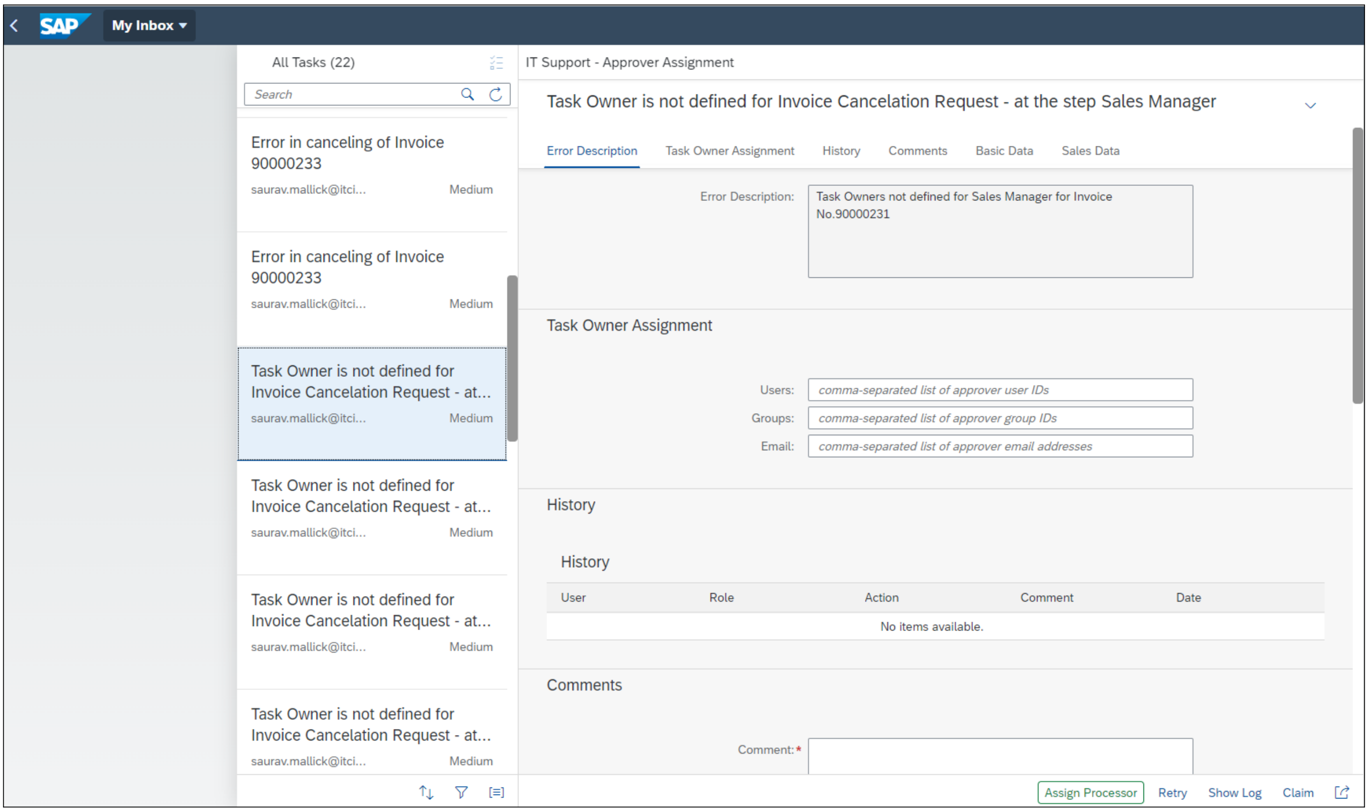
The Approver can make one of the following Decisions:

1. Approve - Click on Approve to accept the customer invoice cancellation request so that next level approval task will be initiated, if any
2. Reject- Click on Reject to reject the customer invoice cancellation request so that Task will be ended.

05. Admin Task

If no business rule exists 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.
- Mail notification received by Admin informing him that the task owner needs to be assigned as shown below.
- The approver assignment has the following sections:
    - Error Description – Displays the message because of which the task is forwarded to the Admin.
    - Task Owner Assignment – User-ID, Group ID, Email assignment done by the Admin.
    - History - to view the record of the Previous Level approver comments, if any.
    - Comments – Admin comments are entered here.
    - Basic Data- Information like billing document number, net value etc. are displayed here.
    - Sales Data – Sales Area information are displayed here



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.

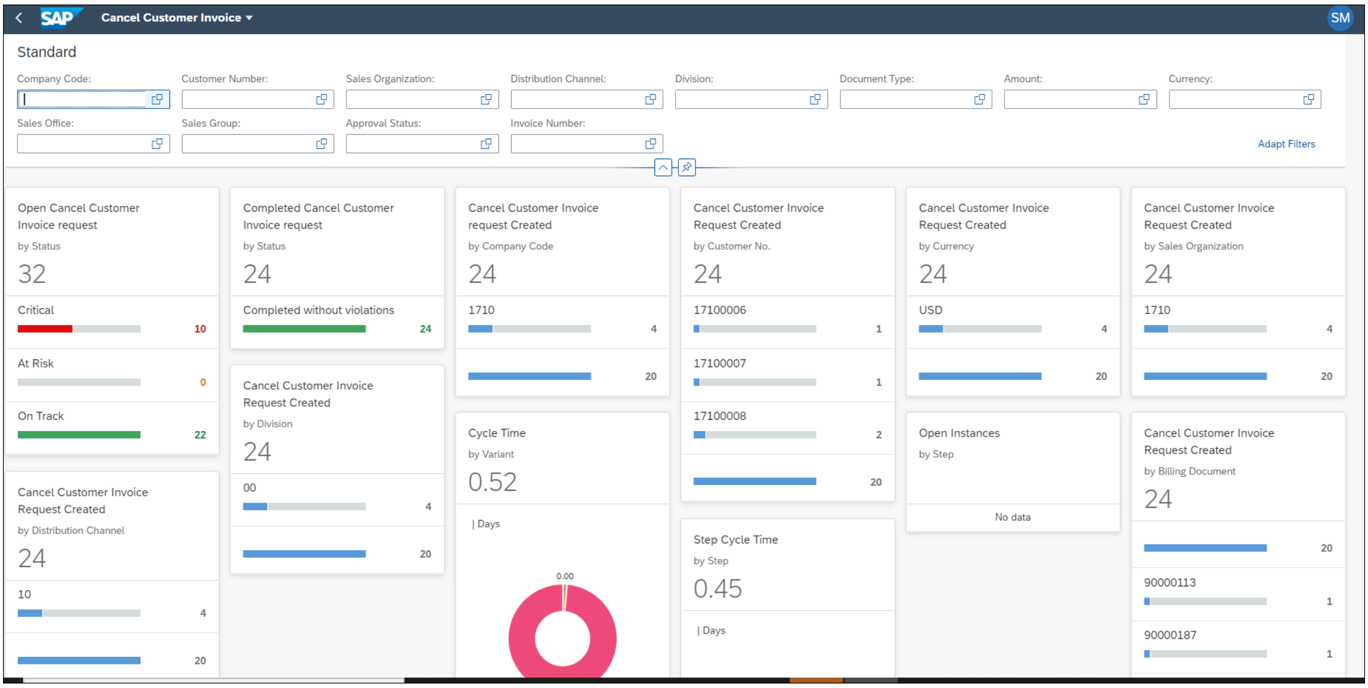
The "*Cancel Customer Invoice*" content package provides such out of the box visibility and process performance indicators for all the active process variants in SAP Build Process Automation or SAP Workflow Management. A process owner or line of business expert can enhance the visibility scenario.

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 "Cancel Customer Invoice". 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 detailed process visibility dashboard.

Access Process Workspace with SAP Workflow Management

1. Go to *Process Flexibility Cockpit*
2. Select *Cancel Customer Invoice*
3. Click *Live Process Insights Cancel Customer Invoice*
4. User will see the below detailed process visibility dashboard.



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