SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Customer Business Discontinuation - Account Receivable 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 CUSTOMER BUSINESS DISCONTINUATION- ACCOUNT RECEIVABLE (hereinafter it referred to as CBD). Below are the main audiences of this document:

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

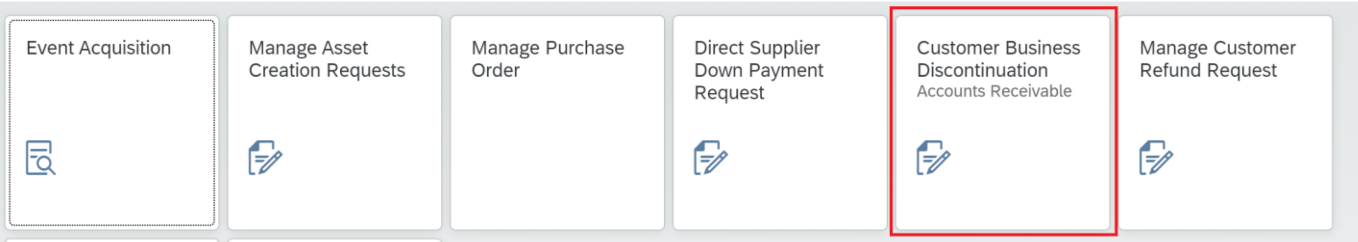
This content package will enable SAP S/4HANA customers to automate the CUSTOMER BUSINESS DISCONTINUATION- ACCOUNT RECEIVABLE Request process without additional development in SAP S/4HANA system. It provides flexibility in choosing process variants depending on attributes like Company Code and Customer Number. When a Requester creates a CBD 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 CBD 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 CBD.
- Automatic email notification to parties involved.
- Business Rules provide flexibility in determining approver determination strategy and approvers.
- Custom validation on CBD 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 CBD

02. START UI

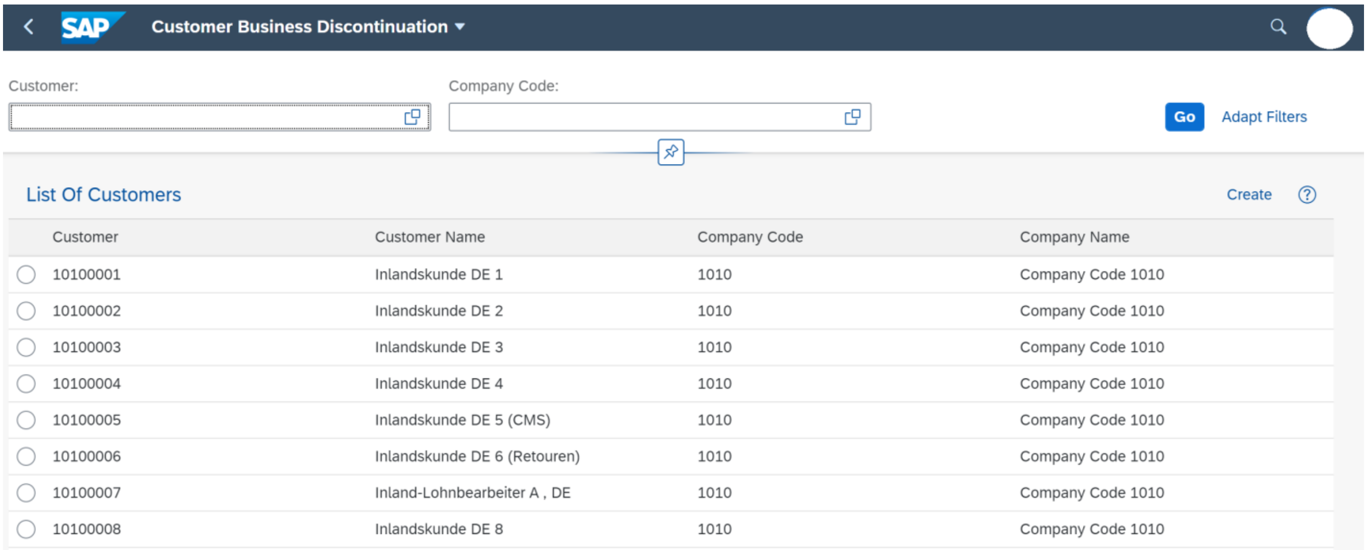
User can start the Workflow by creating a Customer Business Discontinuation request through the application "Customer Business Discontinuation – Accounts Receivable" from the FIORI Launchpad.



The application opens the "START UI" mentioned below.

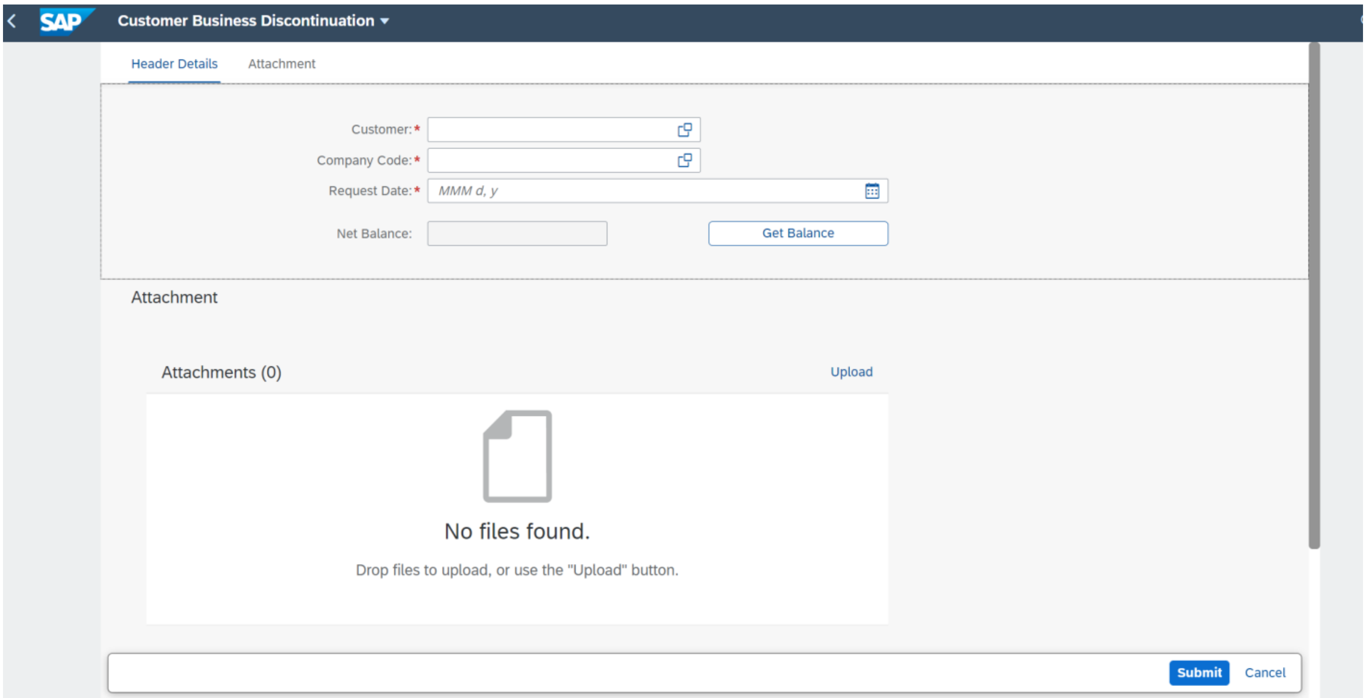
START UI:

- 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 "Customer Business Discontinuation UI", described below
- List of Customers – Displays the customers based on the filter. Any Customer can be selected for Business Discontinuation.

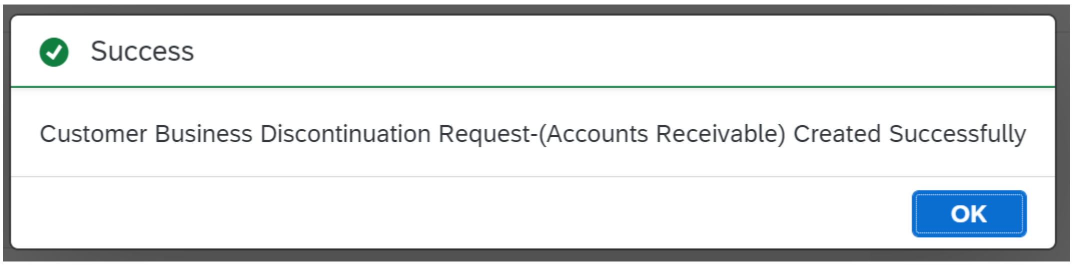


Customer Business Discontinuation UI

- 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 Customer Business Discontinuation request and triggers the workflow in BTP
- Cancel – Cancels the request

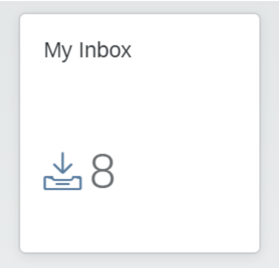


User will get the below message when the request is created successfully.



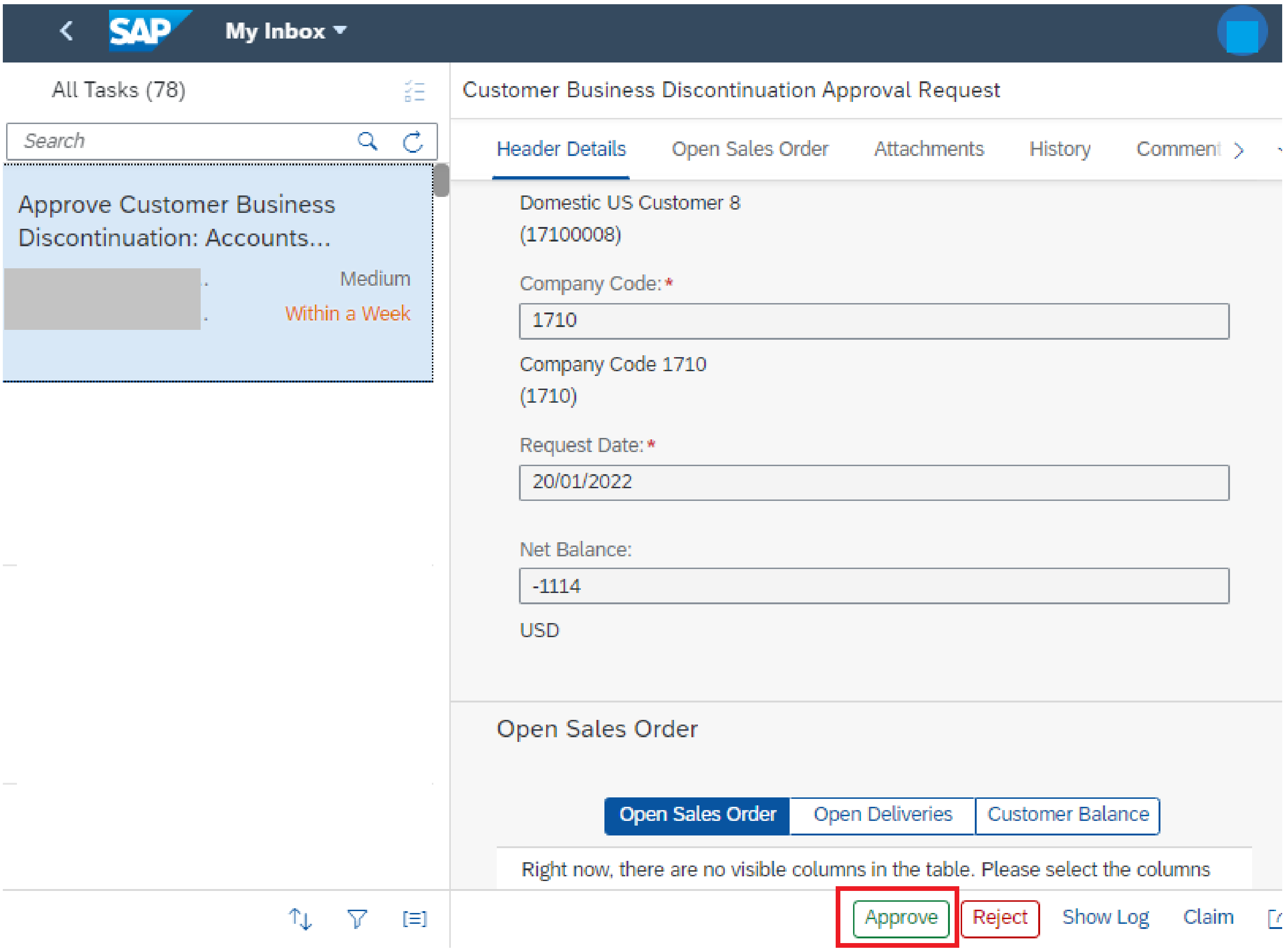
03. My Inbox Task

The “Customer Business Discontinuation (Account Receivable)” package enables Sales Department User & Finance Department User to view the tasks in My Inbox for Customer Business Discontinuation. They could also decide to Approve or Reject the request of Customer Discontinuation (Account Receivable).



Approver Task – Accept/Reject

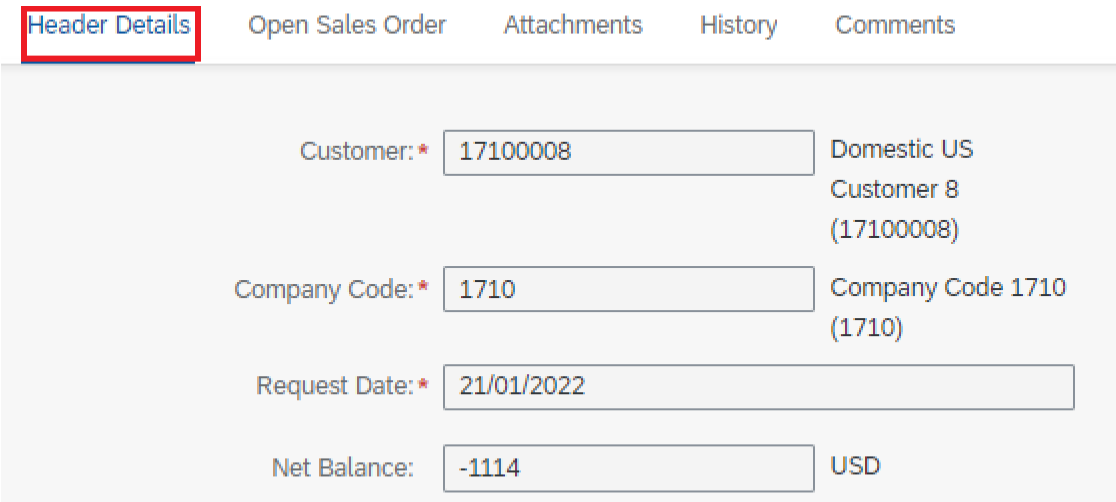
“My Inbox” application enables line of business users to claim and complete their task. Please go through [SAP My Inbox documentation] for more details



Approver could see the following information based on which, Approver can Approve or Reject

Header Data

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

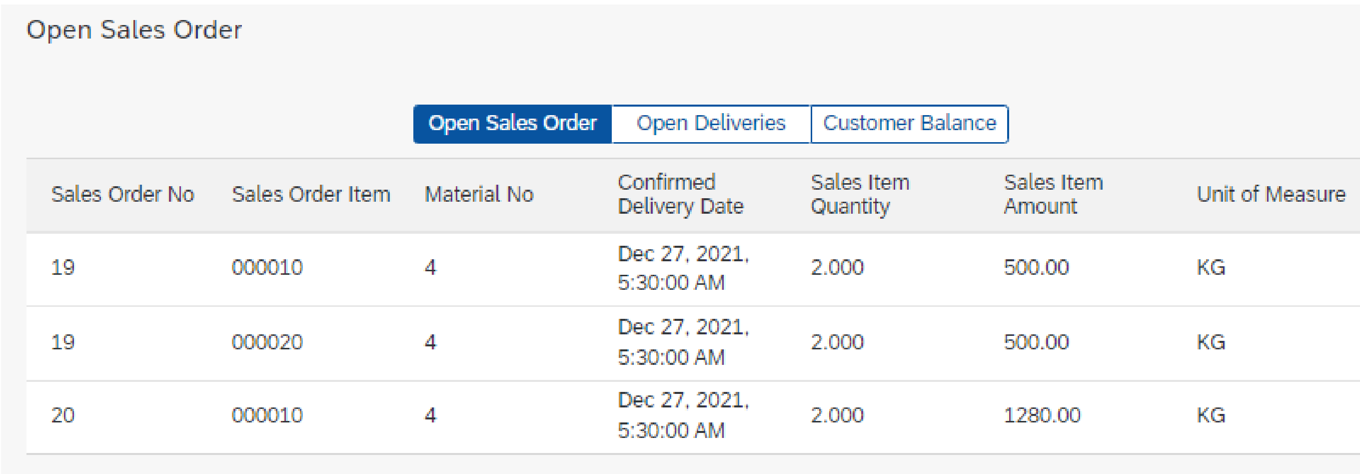


Header Details | Open Sales Order | Attachments | History | Comments

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

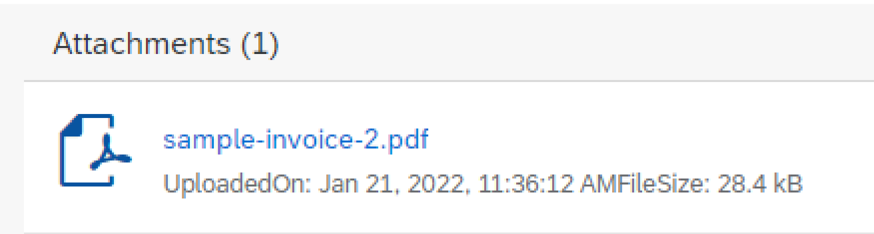


Open Sales Order

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.

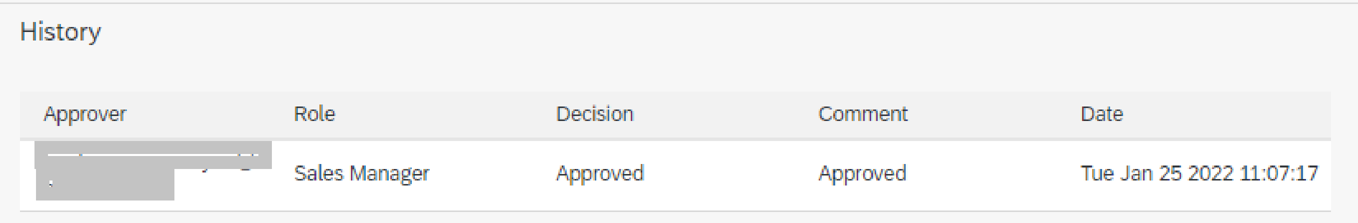


Attachments (1)

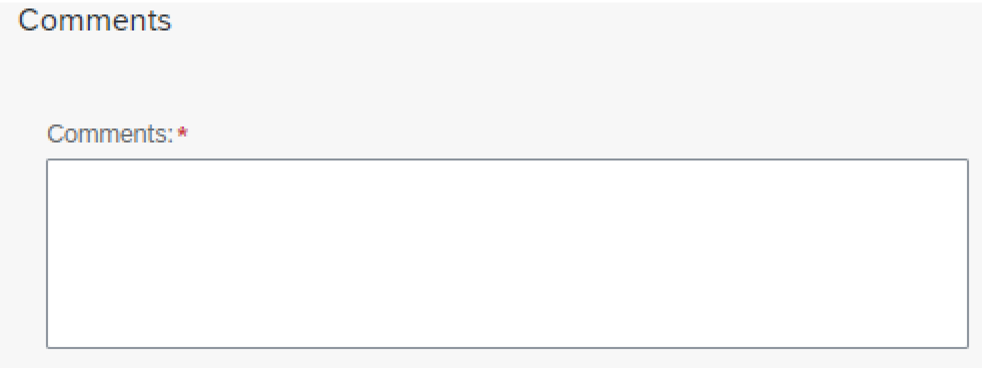
sample-invoice-2.pdf

UploadedOn: Jan 21, 2022, 11:36:12 AMFileSize: 28.4 kB

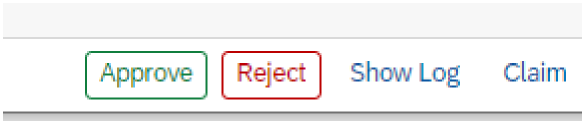
History to view the record of the Previous Level approver comments and list of workflows, if any.



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



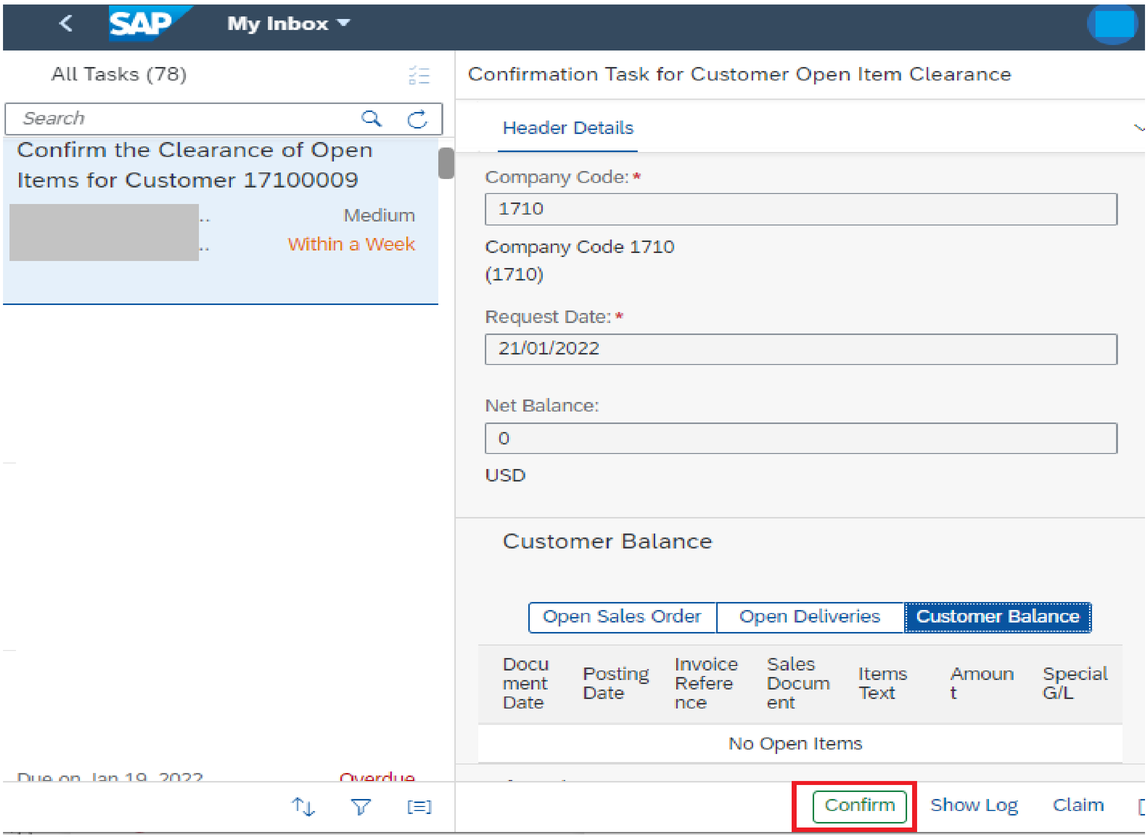
Approvers will have the following two decision options: Approve or Reject



After first level approval is completed, and second level approver would get approval task in Inbox in the same way of first level approval task.

Finance Department- Confirm Task

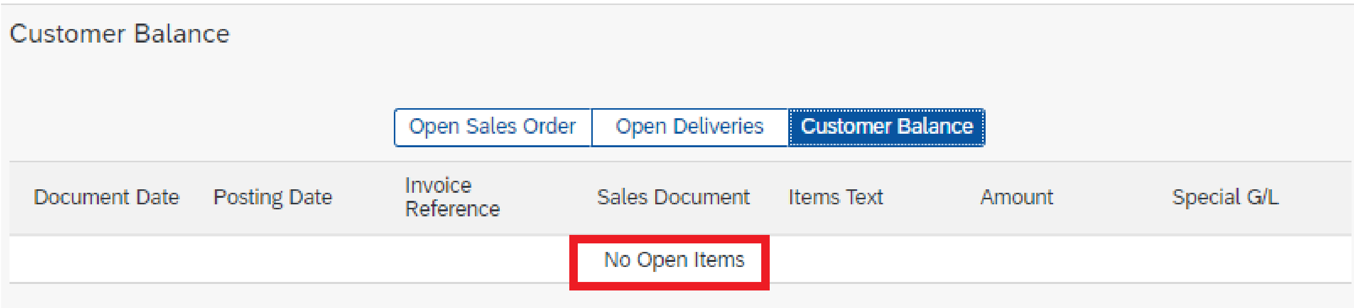
If customer balance is zero, based on business rule, Requester or Finance Dept would get another task to confirm whether open items are cleared. Once user click on Confirm Button the task will be ended.



Approver could see the following information based on which, Approver can Confirm the task if Refund process is being in process.

Header Data, Open Sales Order, Open Delivery, Customer Balance, Attachment, History and Comment table as in Section 03

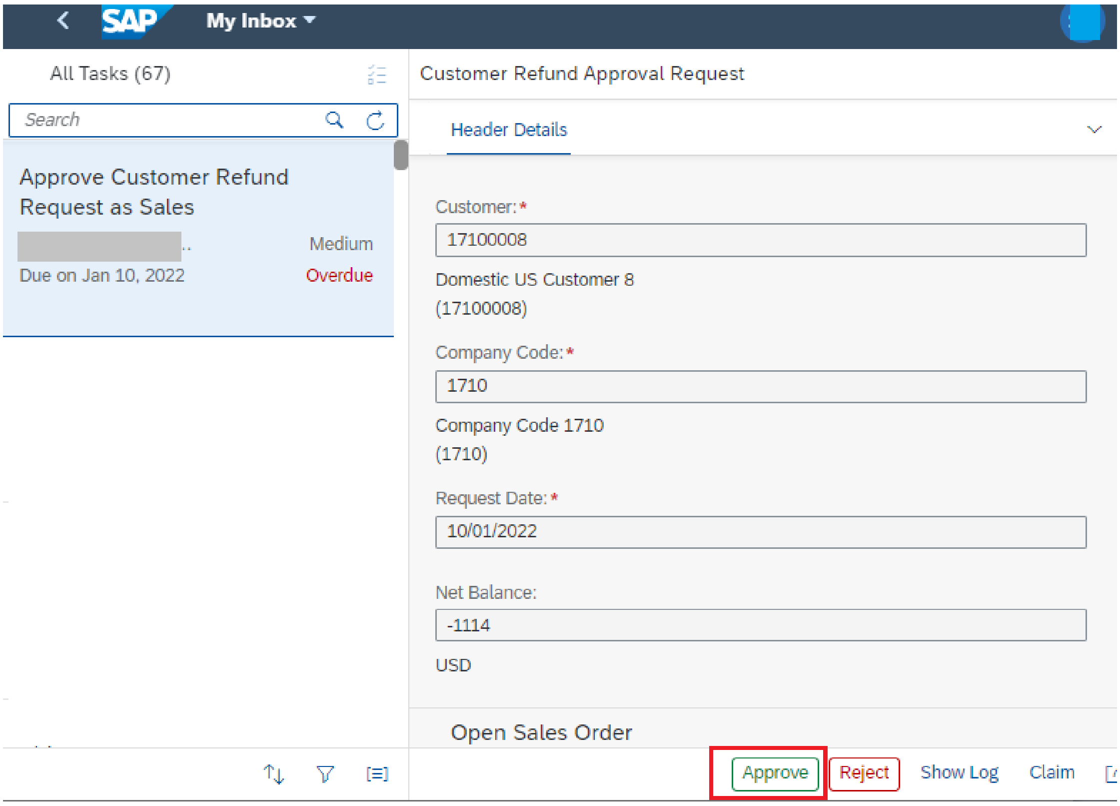
Approver could confirm if Customer balance shows “No Open Items”



Approve-Customer Refund Request

If there is an integration with Manage Customer Refund Request, Upon the final approval of CBD, another approval task of Customer Refund Request, will be triggered to Approver according to business role.

First Level Approver of Customer Refund, would get task in inbox to approve the request as below



Approver could see the following information (same UI of Section 3) based on which, Approver can Approve or Reject

Header Data:

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

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

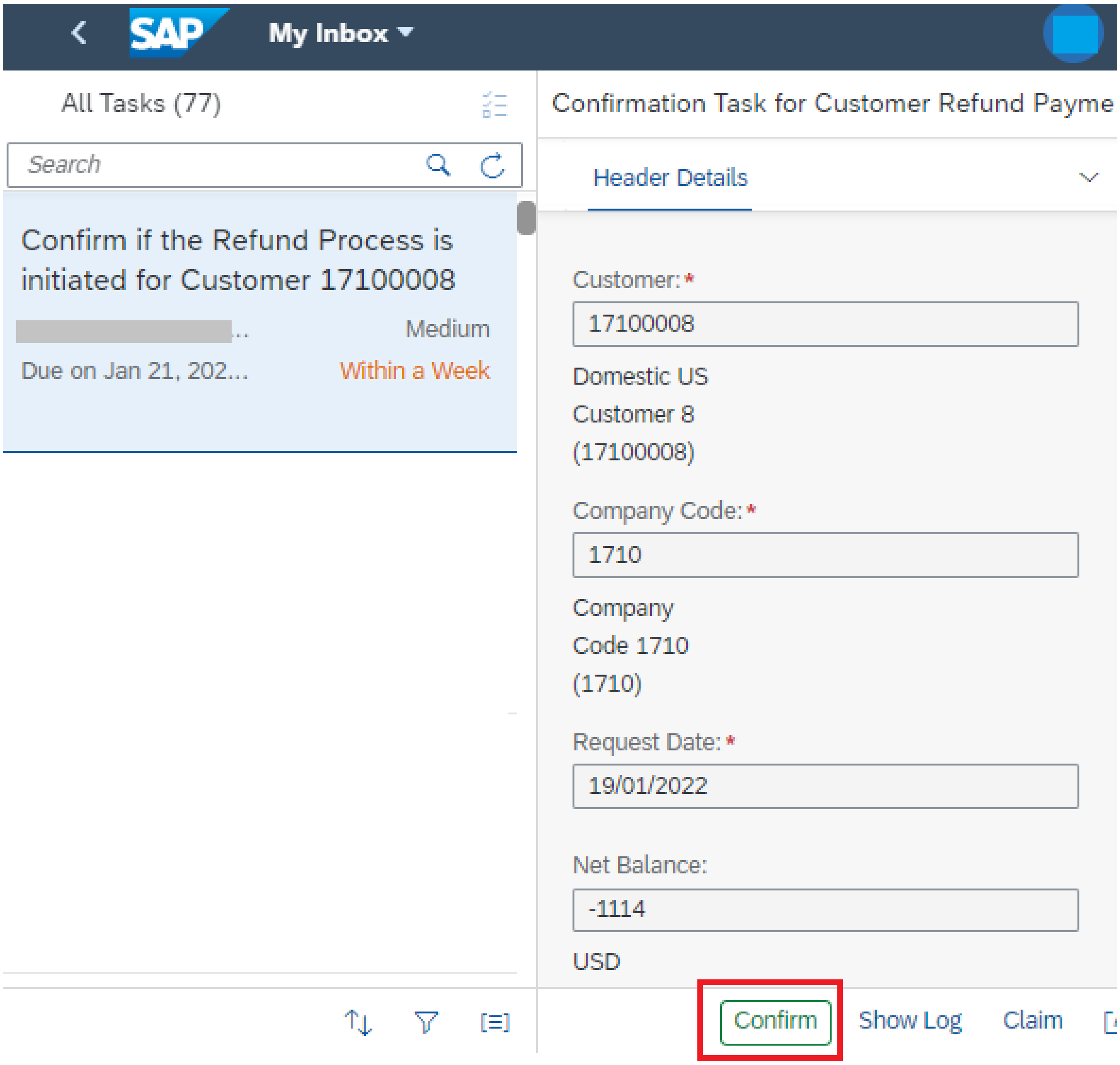
Attachment to view the attachments, if any.

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

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

- Once Level 1 is approved along with comments and Approval Task message shall disappear from List and Level 2 approval task will be generated for further approval in same way of Level 1 approval

- After the Level 2 or final approval of Customer Refund Request, Concern Finance Dept personnel would confirm the Refund Process if it is being processed to settle.



After Click on Confirm Email will be sent to Finance Department to initiate outgoing payment to concern customer

- On Reject with comment, CBD Request will be rejected, and process flow will end.

Note:

In Customer Refund Request, if the back end system is “S/4HANA On-Prem” , CPI will be called from WF(Internally BAPI will be consumed) to transfer the Spl.Gl .Ledger items (credit balance) into Normal Ledger.

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4.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.

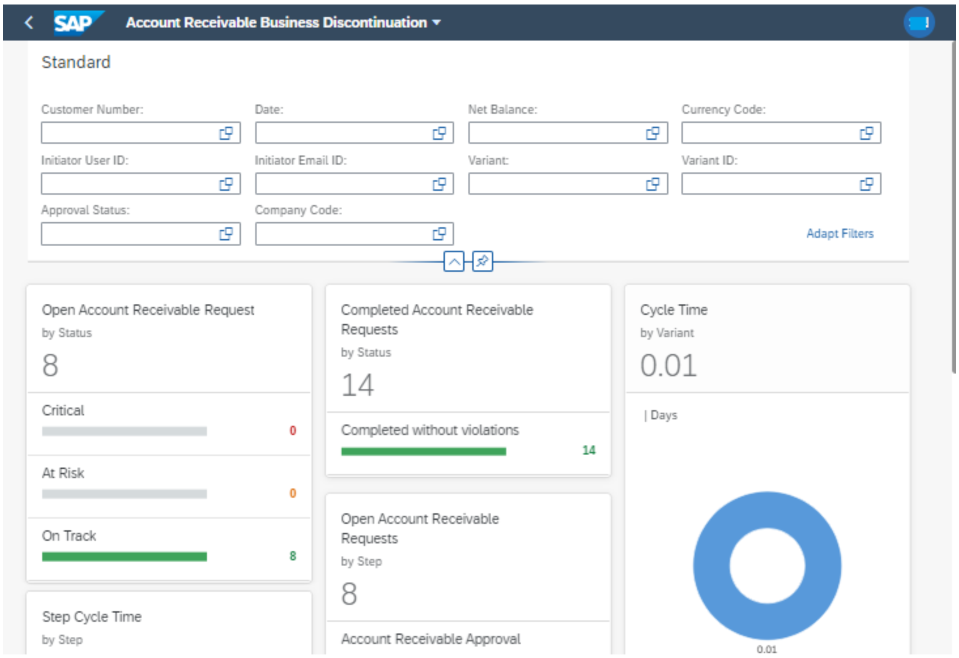
"Customer Business Discontinuation-Accounts Receivable" content package provides such out of the box visibility and process performance indicators for all the active process variants in SAP Build Process Automation or SAP Workflow Management. A process owner or line of business expert can enhance the 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 "Customer Business Discontinuation-Accounts Receivable ". 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 Customer Business Discontinuation-Accounts Receivable
3. Click Live Process Insights Business Discontinuation
4. User will see the below detailed process visibility dashboard.



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